

**Report to  
Rapport au:**

**Community and Protective Services Committee  
Comité des services communautaires et de protection  
17 October 2019 / 17 octobre 2019**

**and Council  
et au Conseil  
23 October 2019 / 23 octobre 2019**

**Submitted on October 7, 2019  
Soumis le 7 octobre 2019**

**Submitted by  
Soumis par:  
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**Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE      File Number: ACS2019-EPS-GEN-0015**

**SUBJECT: Feasibility of Review of On-Demand Accessible Taxicab Service**

**OBJET: Faisabilité d'un examen de la prestation des services de taxi  
accessibles sur demande**

## **REPORT RECOMMENDATION**

**That the Community and Protective Services Committee and Council receive this report for information.**

## RECOMMANDATION DU RAPPORT

**Que le Comité des services communautaires et de protection et Conseil prenne connaissance du présent rapport.**

### BACKGROUND

As part of its September 11, 2019 consideration of 2019-2022 By-law Review Work Plan report ([ACS2019-EPS-GEN-0009](#)) brought forward by the Emergency and Protective Services' Public Policy Development Branch, Council carried the following motion:

WHEREAS the *Vehicle-For-Hire By-law* currently regulates the provision of on-demand accessible taxicab service, including that such accessible taxicab service be available 10 hours a day, 5 days a week, and,

WHEREAS complaints and concerns have been expressed about accessible taxicab services, including the quality and availability of accessible taxicab services and the cost to accessible taxi plate holders of providing accessible taxicab service, and

WHEREAS a targeted study of these complaints and concerns is deemed necessary, and this study goes beyond a review of the current regulations and by-law,

THEREFORE BE IT RESOLVED that the General Manager of Emergency and Protective Services:

1. Review the feasibility of conducting a study of the complaints and concerns expressed regarding the quality, availability, and costs [of] on-demand accessible taxicab services, including their causes, and recommending any potential solutions for improvements; and
2. In advance of the 2020 Budget process, report back to the Community and Protective Services Committee on the potential scope of work to undertake such study of accessible taxicab services, including the costs associated with such review, the capacity for staff to undertake this review, and the anticipated timelines for the review.

## DISCUSSION

Staff considered, broadly, the potential scope and associated requirements of the suggested review and, determined that staff does not have the capacity to undertake the study within this term of Council.

On that basis, staff discussed the aforementioned review with a consultant on the City's Standing Offer list who provided the overview below, at an estimated upset limit cost of \$25,000, with the findings of the study and recommendations to be brought forward in the Fall of 2020.

- **Documentation Review** – Review readily available background materials including: previous studies or reports respecting on-demand accessible services within the City of Ottawa, by-law regulations relating to the provision of accessible taxicab services; records of industry complaints (to By-law and Regulatory Services, taxi industry, elected officials); industry data respecting accessible trips (numbers of trips, disposition of trips); enforcement data relating to accessible taxis; a scan of programs in place in other jurisdictions to facilitate provision of on-demand accessible services; assessment of potential funding sources relating to the provision of enhanced services; and, any other materials the EPS project authority deems relevant.
- **Meetings / Interviews with Key Stakeholders** – Schedule and conduct interviews with select stakeholders including: clients of on-demand accessible taxicab services; providers of on-demand accessible taxicab services (brokers, plate holders and drivers); operational by-law administration and enforcement personnel and, members of representative bodies such as the Accessibility Advisory Committee. The purpose of the interviews will be to identify issues and potential solutions from the perspective of key stakeholders. An accompanying interview guide will be prepared.
- **Surveys / Workshops** – Develop and undertake surveys and / or develop and conduct workshops to obtain specific feedback from service providers and clients respecting on-demand accessible services. To obtain input from targeted stakeholders two possible approaches are proposed:
  - surveys of users and of providers of accessible taxicab services to obtain a sense of issues and solutions from both the client and service provider perspective, utilizing a user-friendly tool such as Survey Monkey, to develop a

set of questions to solicit feedback specific to on-demand accessible services (quality, availability, costs, gaps, etc.).

- facilitated workshop sessions to solicit feedback from accessible taxicab providers, as well as separate sessions for users of accessible taxicab services. The intent of the sessions, as is the case with the surveys, would be to obtain a sense of specific issues and potential solutions from the perspective of both service providers and clients.
- **Synthesis and Reporting** – to complete a detailed analysis of all information gathered to identify common themes, summarize findings and develop appropriate, practical recommendations. A draft table of contents and report outline will be prepared and submitted to City staff for review/input in anticipation of preparation of the final report.
- **Final Deliverable** – A final report with findings and recommendations in electronic (Word) format will be provided to City staff in the Fall of 2020.

A staff report based on the consultant's findings and recommendations will be brought forward to Committee and Council subsequently.

## **RURAL IMPLICATIONS**

There are no specific rural impacts associated with this report.

## **CONSULTATION**

As this is an Information Report, public consultation was not undertaken.

## **COMMENTS BY THE WARD COUNCILLOR(S)**

As the information in this report applies City-wide, specific Ward Councillor comments were not sought.

## **ADVISORY COMMITTEE(S) COMMENTS**

As this is an Information Report, input from Advisory Committees was not sought.

## **LEGAL IMPLICATIONS**

There are no legal impediments associated with this Information Report.

**RISK MANAGEMENT IMPLICATIONS**

There are no risk management implications associated with this report.

**FINANCIAL IMPLICATIONS**

There are no financial implications associated with this Information Report. Should Council direct staff to retain a consultant as outlined, the estimated amount of \$25,000 would be funded within the 2020 Operating Budget within the Emergency and Protective Services department.

**ACCESSIBILITY IMPACTS**

There are no direct impacts on persons with disabilities and/or seniors associated with this Information Report.

**TERM OF COUNCIL PRIORITIES**

This Information Report has no direct impacts on the Term of Council priorities.

**DISPOSITION**

Emergency and Protective Services will implement any direction emanating from receipt of this Information Report.