



CITY OF HAMILTON
PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT
Licensing and By-law Services Division

TO:	Chair and Members Planning Committee
COMMITTEE DATE:	February 20, 2018
SUBJECT/REPORT NO:	Equitable Access to City's Taxi System for All Persons with Disabilities (PED16232(b)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Dawn Johnson (905) 546-2424 Ext. 5809 Luis Ferreira (905) 546-2424 Ext. 3087
SUBMITTED BY:	Ken Leendertse Director, Licensing and By-law Services Planning and Economic Development Department
SIGNATURE:	

RECOMMENDATION

- (a) That 18 accessible taxi plates (ATP) be issued in 2018;
- (b) That, subject to the approval of Recommendation (a) of Report PED16232(b) respecting 18 accessible tax plates (ATP) being issued in 2018, the following be approved:
 - (i) That an accessible priority list (APL) be created;
 - (ii) That an annual fee of \$57 (including applicable HST) to be placed on the APL be approved and added to the User Fee and Charges By-law 17-137;
 - (iii) That amendments in the form attached as Appendix "A" to Report PED16232(b), respecting amendments to Schedule 25 (Taxicabs) of the By-law to License and Regulate Various Business, being By-law No. 07-170, which has been prepared in a form satisfactory to the City Solicitor, be enacted by Council;
 - (iv) That the implementation schedule as outlined in Report PED16232 which was approved by Council on December 14, 2016, Item 2(b) of the Planning Committee Report 16-021, be amended to permit the release of an additional 18 accessible tax plates (ATP) to qualified licensed drivers within the Hamilton Taxicab Industry, in accordance with the criteria outlined in Appendix "B" attached to Report PED16232(b);

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

- (v) That the current complaint process be enhanced to include a direct phone line option and solid web complaint portal;
 - (vi) That to achieve compliance with the *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11 (AODA)* standards and to support the Advisory Committee for Persons with Disabilities (ACPD) with the on-demand accessible taxicab initiative, any future issuance of accessible taxi plates (ATP) be at the discretion of the Director of Licensing and By-law Services;
 - (vii) That Report PED16232(b) respecting Equitable Access to City's Taxi System for All Persons with Disabilities be brought to the next Advisory Committee for Persons with Disabilities (ACPD) Committee Meeting as information only;
 - (viii) That 0.25 full-time equivalent (FTE) be approved for program administration and increased enforcement of accessible complaints, to be fully funded from the revenues generated from annual renewals of the accessible plates and Personal Transportation Providers (PTP) revenue;
- (c) That the item respecting Equitable Access to City's Taxi System for All Persons with Disabilities be considered complete and removed from the Advisory Committee for Persons with Disabilities (ACPD) Outstanding Business List.

EXECUTIVE SUMMARY

Staff was given approval to issue a total of 18 ATP over three years commencing in 2017. The first six ATP were offered to those listed on the Priority List (PL) where only three ATP were actually issued due to very little interest. The remaining three plates were offered to qualified taxicab drivers through a lottery process.

Due to the positive interest of taxicab drivers who are not on the PL and addressing the direction from Council regarding on-demand accessible taxicab service, we are now seeking approval to issue 18 ATP in addition to the six ATP already issued in 2017. This proposal increases the total number of ATP from the current 22 to 40. The remaining interested taxicab drivers who are unable to obtain an ATP will be placed on the newly created APL for any future issuance.

In addition to seeking approval for the issuance of an additional 18 ATP, Licensing and By-law Services has enhanced the current complaint process to include a direct phone option and web complaint form. This new process supports service enhancements and improvements for the disabled community.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: The issuance of 18 additional accessible taxi plates will generate a one-time revenue increase of \$81,000 with additional annual revenue generation of \$11,000 from plate renewals.

The creation of an APL would generate annual revenues of approximately \$4,500 based on the current interest.

Staffing: The addition of (0.25) FTE, at an annual cost of \$25,000, to support program administration and increased enforcement of accessible complaints. FTE to be funded by increased license fees from annual plate renewals and PTP revenue, which will ensure full cost recovery.

Legal: Appropriate notice under the City's Public Notice By-law No. 07-351 has been adhered to.

HISTORICAL BACKGROUND

On October 24, 2012, Council approved the Planning Committee Report 12-016, Item 10, directing staff to issue 16 accessible taxicab plates in 2013 to deliver taxicab services in accordance with the *Accessibility for Ontarians with Disability Act, 2005* (AODA).

On December 14, 2016, Council approved the Planning Committee Report 16-021, Item 2, directing staff to issue a total of 18 accessible plates equally over three years commencing with the first six in 2017.

On May 10, 2017, Council approved GIC Report 17-010, Item 8, directing the City's Director of Licensing to review and address the lack of on-demand accessible taxicabs in full consultation with members of the ACPD; and, that staff be directed to report back to the ACPD on steps to be actively taken to ensure full and equitable access to the City's taxi system for all persons with disabilities.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

*Accessibility for Ontarians with Disabilities Act, 2005, S.O., 2005, c.11 O. Reg. 191/11
INTERGRATED ACCESSIBILITY STANDARDS Part IV, s. 79(1)*

RELEVANT CONSULTATION

Legal Services, Finance and Administration, Hamilton Cab, Blue Line Cab and ACPD (Transportation Working Group) were consulted in the preparation of this Report.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

In September 2017, following consultation with the Taxicab Industry and the ACPD (Transportation Working Group), it was determined that there was a need for additional accessible taxicabs, more efficient management of complaints and amendments to the Business Licensing By-law 07-170 to strengthen accessible taxicab service delivery.

The issuance of additional accessible taxicab plates will support the need to meet the standards outlined in the AODA requiring on-demand accessible taxicab service.

Accessible Taxicab Statistics

- An average of 868 accessible taxicab rides per month;
- A monthly average of approximately 115 ride refusals or denials;
- Numerous complaints per month related to access to available accessible taxicabs (which will be monitored with the approval of this Report);
- Average of 45 driver no-shows per month;
- With the additional six ATP issued in 2017, the ratio is 1:25,381 (based on population of 558,397);
- Approval of the issuance of 18 ATP as proposed, the ratio will be 1:13,960 (based on population 558,397);
- The release of the six accessible plates in December 2017 brought the current total to 22 which equates to approximately 4.9% of the total taxicab fleet servicing our residents; and,
- Releasing an additional 18 plates this year as proposed would increase the total number of accessible vehicles to 40, improving the ratio to 8.9% of the taxicab fleet.

Although this is still a relatively small number of accessible taxicabs in relation to the 449 regular taxicabs servicing our community, it almost doubles the existing accessible taxicab fleet.

As part of an ongoing initiative to support the accessible taxicab service within the industry, we will continue to monitor and work with the Brokers and the ACPD (Transportation Working Group) to bring forward continuous improvements and working towards providing on-demand service.

The issuing of these additional plates will support the improvement of the transportation needs of our community, as well as working towards compliance with the regulations outlined in the Accessibility for Ontarians with Disabilities Act, 2005, S.O, 2005, c.11.

ALTERNATIVES FOR CONSIDERATION

N/A

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Community Engagement & Participation

Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.

Healthy and Safe Communities

Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.

Economic Prosperity and Growth

Hamilton has a prosperous and diverse local economy where people have opportunities to grow and develop.

APPENDICES AND SCHEDULES ATTACHED

Appendix “A”: By-law Amending Schedule 25 (Taxicabs)

Appendix “B”: Criteria for the Issuance of Accessible Taxi Plates

KL/DJ/LF/st