

On-demand Accessible Vehicle-for-Hire Service

Public Vehicle Advisory Committee

February 15th 2022

Background

- In 2019 Staff, in consultation with PVAC, aimed to develop a regulatory framework and operating model for on-demand accessible vehicle-for-hire services within the City
- The primary objectives were:
 - I. Ensure a fair cost allocation for all industry members; and
 - II. Achieve an equitable level of service for the accessible market
- At the December 3rd 2019 PVAC meeting the committee decided to receive the deputation with no further action

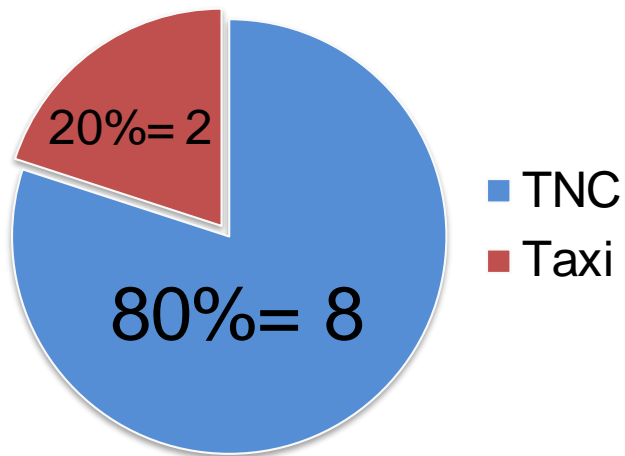
Options

- The following options were recommended in 2019:
 1. Require all licensed owners to provide a level of accessible service equivalent to their participation in the vehicle-for-hire industry
 2. Require brokerages and TNCs to provide a minimum level of accessible on demand service based on number of the licenses

Option 1 Owners Responsible For Accessible Service Delivery

Option 1

Vehicle Distribution



- TNCs would be responsible to provide 8 vehicles available 24/7/365
- The Taxi Industry would be responsible to provide 2 vehicles available 24/7/365

- On-Demand Accessible Service will be provided 24/7/365 collectively by the industry

Accessible Vehicle #	January 2021						
	Monday Jan 11/21	Tuesday Jan 12/21	Wednesday Jan 13/21	Thursday Jan 14/21	Friday Jan 15/21	Saturday Jan 16/21	Sunday Jan 17/21
1	564	657	644	221	243	122	457
	564	657	342	221	243	122	457
2	222	34	93	67	128	345	837
	222	34	172	128	59	125	837
3	UBER	UBER	Facedrive	UBER	LYFT	Facedrive	LYFT
	UBER	UBER	LYFT	UBER	UBER	UBER	LYFT
4	Facedrive	Facedrive	UBER	Facedrive	UBER	LYFT	UBER
	LYFT	LYFT	UBER	UBER	LYFT	UBER	UBER
5	UBER	UBER	UBER	LYFT	Facedrive	LYFT	Facedrive
	UBER	UBER	UBER	UBER	UBER	LYFT	UBER
6	Facedrive	UBER	LYFT	UBER	LYFT	UBER	Facedrive
	UBER	UBER	UBER	LYFT	UBER	UBER	UBER
7	UBER	Facedrive	UBER	UBER	UBER	LYFT	Facedrive
	UBER	UBER	LYFT	UBER	UBER	UBER	UBER
8	UBER	LYFT	Facedrive	LYFT	UBER	Facedrive	UBER
	UBER	UBER	UBER	LYFT	UBER	UBER	LYFT
9	Facedrive	UBER	LYFT	UBER	UBER	LYFT	UBER
	LYFT	UBER	UBER	LYFT	Facedrive	UBER	UBER
10	LYFT	UBER	UBER	UBER	UBER	LYFT	Facedrive
	UBER	UBER	UBER	UBER	UBER	UBER	UBER

- Option 1 roles and responsibilities

Enforcement

Establish and
assign service
requirements

Determine
market size &
distribution

Confirm &
track
agreements

Audit supply
levels & field
test

**Standard
Taxi Owner**

Required to fund
two accessible
shifts per year

Supply documentation at time
of licence renewal identifying
the provider of their
accessible service

Schedule and purchase
shifts based on
established requirements

TNC Owner

Required to
collectively
supply 5,782
accessible shifts
per year

May use a third
party provider
with vehicle
registered on
their platform

Or

May purchase
capacity from
Accessible
Taxicabs licensed
by the City

Schedule and
purchase shifts
based on
established
requirements

**Accessible
Taxi Owner**

Provide
vehicle and
establish the
shift rate

Meet
scheduling
commitments

Complete
sensitivity
training

Track accessible
usage and provide
data to Enforcement

Option 2

Brokerage to Ensure Accessible Service Delivery

Option 2

- Brokerages would have to provide the following level of accessible service:

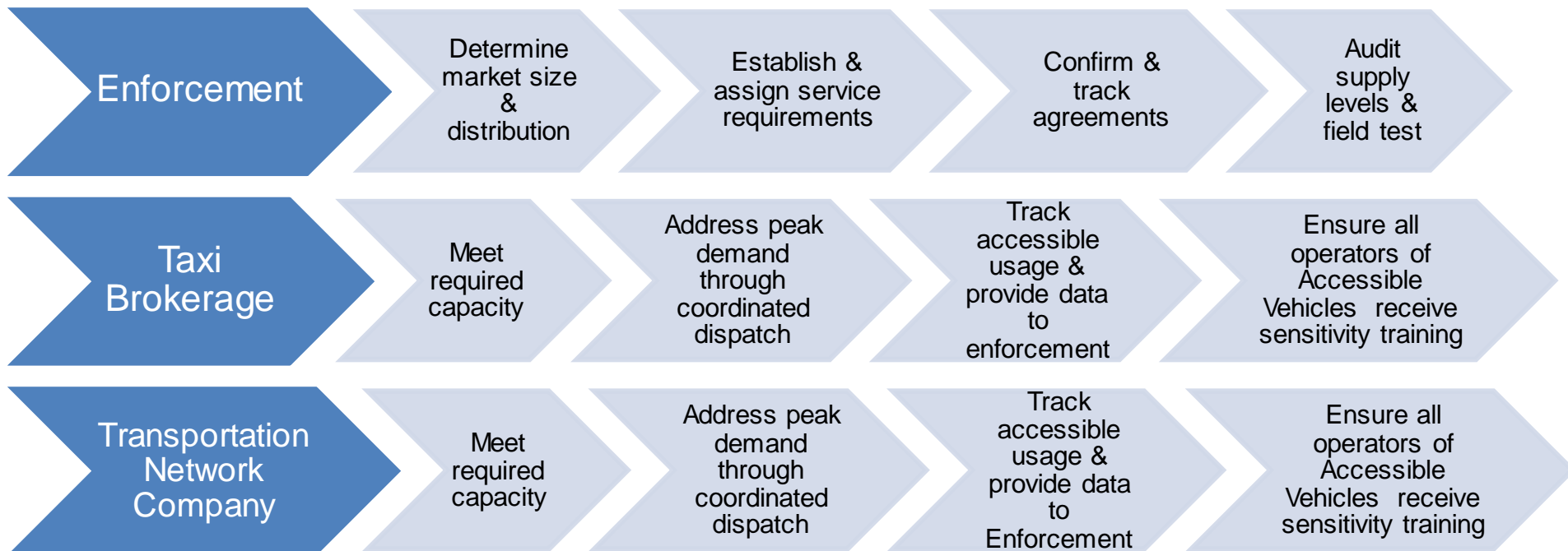
# of Vehicles in Brokerages	Accessible Vehicle	Total # of Shifts Annually
0-100	0.25%	183
100-200	0.50%	366
200-500	0.75%	548

- Transportation Network Companies would be required to provide 8 accessible vehicles available 24/7/365

Accessible Vehicles	Day						
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1							
2							
3	TNC's						
4							
5							
6							
7							
8							
9							
10							

Legend	
Taxi Brokerage 1	
Taxi Brokerage 2	
Taxi Brokerage 3	
Taxi Brokerage 4	
Taxi Brokerage 5	

- Option 2 roles and responsibilities



Next Steps

- Staff continue to monitor and evaluate the on-demand accessible vehicle-for-hire service
- Staff will bring forward any significant market updates to PVAC if any occur

Thank you