



Accessible Taxi Survey Report – 19-13

Report to: Council

Date: May 6, 2013

From: Jenny Reynaert, Administrator

RECOMMENDATION:

That Council endorses the attached Accessible Taxi Survey report conducted by Aylmer Police Chief and that it becomes a part of the Town's Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (AODA) requirements under the Transportation Standard.

BACKGROUND:

The Town of Aylmer is building a Multi Year Accessibility Plan under the requirements of the Integrated Accessibility Standards Regulation.

Requirements as Stated in the Regulation:

79 (1) Every municipality shall consult with its municipal accessibility advisory committee, where one has been established in accordance with subsection 29 (1) or (2) of the Act, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.

(2) Every municipality shall identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its accessibility plan required under Part I.

(3) Municipalities shall meet the requirements of this section by January 1, 2013.

(4) In this section, "accessible taxicab" means an accessible taxicab as defined in section 1 of Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicle for the Transportation of Physically Disabled Persons) made under the Highway Traffic Act.

Intent of this Requirement:

The intent of this requirement is that all municipalities will consult on and take steps to meet the need for on-demand taxicabs in their communities.

Requirements as Stated in the Regulation:

80(1) Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs are prohibited,

(a) from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and

(b) from charging a fee for the storage of mobility aids or mobility assistive devices.

(2) Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab.

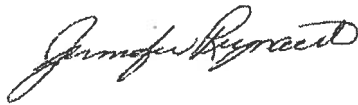
(3) Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.

Intent of this Requirement:

The intent of this requirement is to prevent owners and operators of taxicabs from charging people with disabilities more than they would other passengers.

In addition, taxicabs will display their vehicle registration and identification information and make it available in accessible formats when requested.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Jennifer Reynaert".

Jennifer Reynaert



ANDRÉ REYMER
CHIEF OF POLICE

"Working with the Community"

February 25th, 2013

Aylmer Police Services Board
Town of Aylmer Senior Staff

Report on Accessible Taxi Survey 2012

This report is compiled by the Aylmer Police on behalf of the Police Services Board and Town of Aylmer by virtue of Town By-Law 42-01. This Taxi by-law empowers the Aylmer Police on behalf of the Town to license, regulate and governing owners/drivers of cabs and motor or other vehicles used for hire and for other purposes within the Town of Aylmer. Aylmer has one licenced Taxi company, J&D's Taxi, located at 91 Talbot Street West, Aylmer. They have four taxis in their fleet, none being formally accessible as per the provincial definition. The By-Law regulates the safety and licencing of the cabs and its drivers, but it does not empower the municipality to set its rates or control what type of vehicle they purchase to operate.

The Accessibility for Ontarians with Disabilities Act, 2005 has a 2011 regulation 191 section 79(1) that states "Every municipality shall consult with its municipal accessibility advisory committee, where one has been established in accordance with subsection 29 (1) or (2) of the Act, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community." Please see Appendix "A" for an excerpt of the legislation.

In December 2012 a seven question survey was posted on the Town and Police websites soliciting community opinion on the need for accessible taxis in Aylmer. On February 1st, 2013 the survey statistics were compiled using Survey Monkey and it was reported that eighteen (18) responses were received. Please see Appendix "B" for the survey and results. Only six (6) respondents knew anyone who needed an accessible taxi and five (5) thought it had a negative impact on their lives.

J & D's Taxi was contacted pre and post survey. They were given survey copies for their customers and the survey results have been shared with them. The taxi owners and operators do have clients with disabilities, including those in wheelchairs. They do not charge additional fees for these customers. Nor have they refused to service them. These clients are few and infrequent, but are not a burden on the taxi company as reported by them.

The purchase of accessible taxis is encouraged but it is also understood that the financial restraints of small businesses may prevent that for now. The 2012 survey and its results did not capture enough of a sample size to warrant any business practice change on behalf of the taxi company. Another survey again in 5 years may determine if the need has changed for the Aylmer community.

Respectfully submitted,

André Reymér
Chief of Police

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APPENDIX "A"

http://www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm#BK71

DUTIES OF MUNICIPALITIES AND TAXICABS

Duties of municipalities, general

78. (1) Any municipality that provides conventional transportation services shall consult with its municipal accessibility advisory committee, where one has been established in accordance with subsection 29 (1) or (2) of the Act, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.

(2) Every municipality to which subsection (1) applies shall identify planning for accessible bus stops and shelters, including any steps that will be taken to meet the goal of accessible bus stops and shelters, in its accessibility plan required under Part I.

(3) Where a municipality has entered into arrangements with a person respecting the construction of bus stops and shelters in its jurisdiction, the municipality shall ensure that the person participates in the consultation and planning as described in subsections (1) and (2).

(4) Municipalities shall meet the requirements of this section by January 1, 2013.

Duties of municipalities, accessible taxicabs

79. (1) Every municipality shall consult with its municipal accessibility advisory committee, where one has been established in accordance with subsection 29 (1) or (2) of the Act, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.

(2) Every municipality shall identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its accessibility plan required under Part I.

(3) Municipalities shall meet the requirements of this section by January 1, 2013.

(4) In this section,

“accessible taxicab” means an accessible taxicab as defined in section 1 of Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Persons) made under the *Highway Traffic Act*.

Duties of municipalities, taxicabs

80. (1) Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs are prohibited,

(a) from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and

(b) from charging a fee for the storage of mobility aids or mobility assistive devices.

(2) Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab.

(3) Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.

(4) The information in subsection (2) shall meet the requirements of subsection 58 (3).

(5) Municipalities described in this section shall meet the requirements in this section,

(a) by July 1, 2011, in respect of subsection (1); and

(b) by January 1, 2012, in respect of subsections (2) and (3).

APPENDIX "B"

Accessible Taxi Questionnaire

The following survey is being conducted to help the Town of Aylmer determine the proportion of accessible taxicabs needed. The survey is intended to assist the Town Aylmer in compliance with the Integrated Accessibility Regulation under the Accessibility for Ontarians with Disabilities Act.

Deadline for survey submission is December 31, 2012.

1. Are you a resident of Aylmer?

- Yes
 No

2. Have you used a taxicab within the last 60 days?

- Yes
 No

3. How long are your taxi trips one way (on average)?

- 15 minutes or less
 30 minutes or less
 60 minutes or more

4. Do you or someone you know need to use a wheelchair accessible taxi in Aylmer?

- Yes
 No

5. How often would you use a wheelchair accessible taxi?



- Once a week
 More than once a week
 Once a month
 More than once a month

6. Does the lack of accessible taxis currently in Aylmer have a negative impact on your lifestyle?

- Yes
 No



7. Please add any other comments that you have about accessible transportation in the Town of Aylmer.




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Are you a resident of Aylmer?		Response Percent	Response Count
Yes		88.9%	16
No		11.1%	2
answered question			18
skipped question			1



Have you used a taxicab within the last 60 days?		Response Percent	Response Count
Yes	<input type="text"/>	42.1%	8
No	<input type="text"/>	57.9%	11
		answered question	19
		skipped question	0

How long are your taxi trips one way (on average)?



		Response Percent	Response Count
15 minutes or less		80.0%	12
30 minutes or less		20.0%	3
60 minutes or more		0.0%	0
		answered question	15
		skipped question	4

How often would you use a wheelchair accessible taxi?		Response Percent	Response Count
Once a week		14.3%	1
More than once a week		0.0%	0
Once a month		71.4%	5
More than once a month		14.3%	1
answered question			7
skipped question			12

Do you or someone you know need to use a wheelchair accessible taxi in Aylmer?

		Response Percent	Response Count
Yes		33.3%	6
No		66.7%	12
answered question			18
skipped question			1

Does the lack of accessible taxis currently in Aylmer have a negative impact on your lifestyle?

		Response Percent	Response Count
Yes		29.4%	5
No		70.6%	12
answered question			17
skipped question			2

Please add any other comments that you have about accessible transportation in the Town of Aylmer.

**Response
Count**

9

answered question

9

skipped question

10