



# **ACCESSIBILITY ADVISORY COMMITTEE**

**Wednesday, November 13, 2013  
5:30 PM**

**Larry Schneider Board Room, Main Floor, City Hall**



**Public Agenda  
Accessibility Advisory Committee  
Wednesday, November 13, 2013**

**Approval of Public Agenda**

**Minutes of the meeting held on October 9, 2013**

**Communications**

ACC13-35 Community Food Assessment - Community Food Systems Steering Committee presentation - Tracy Sanden

**Recommendation**

That this communication be received and filed.

**Administration Reports/Communications**

ACC13-36 Presentation - OCP-TMP

**Recommendation**

That this item be received and filed.

ACC13-37 Draft report Accessible Taxicabs

**Recommendation**

1. That a drop rate of \$4.00 be implemented for all taxicabs, including those operating under regular, accessible, seasonal and temporary licenses effective January 1, 2014.
2. That all taxicabs (accessible, regular, seasonal, and temporary) be required to accommodate, at no additional charge, service animals accompanying passengers with disabilities.
3. That the City mandate an accessible taxicab to population ratio of one for every 11,000 residents.
4. That the City mandate the following technological requirements in accordance with the same three-year implementation strategy that is currently mandated for regular, seasonal, and temporary taxicabs:
  - a. electronic payment system technologies installed in accessible taxicabs by December 1<sup>st</sup>, 2014;
  - b. GPS and computer-aided dispatching technologies installed in accessible taxicabs by December 1<sup>st</sup>, 2015; and,
  - c. security cameras installed in all accessible taxicabs by December 1<sup>st</sup>, 2016.
5. That the City mandate vehicle age requirements for accessible taxicabs following the same requirements that are currently mandated for regular, seasonal, and temporary taxicabs.



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## Office of the City Clerk

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6. That a lottery system be adopted for the issuance of accessible taxicab owner's licences.
7. That six additional accessible taxicab owner's licences be issued in 2014 through a lottery system, to be further reviewed by the Community and Protective Services Committee in June 2015.
8. That the City Solicitor be instructed to prepare the required amending bylaw based on the changes outlined in this report.

ACC13-38 Discussion Accessible Parking Week

**Recommendation**

That this item be received and filed.

**Communications**

ACC13-39 Locations - Sidewalk repairs

**Recommendation**

That the list of identified areas of concern be forwarded to the administration for information.

**Adjournment**

AT REGINA, SASKATCHEWAN, WEDNESDAY, OCTOBER 9, 2013

AT A MEETING OF THE ACCESSIBILITY ADVISORY COMMITTEE  
HELD IN PUBLIC SESSION

AT 5:30 PM

**These are considered a draft rendering of the official minutes. Official minutes can be obtained through the Office of the City Clerk once approved.**

Present: Richard Harmon, in the Chair  
Jennifer Cohen  
Barbara Schmuland  
Don Shalley  
Pamela Snider  
Sandra Palandri  
Todd Miki  
Councillor John Findura

Regrets: Michelle Busch  
Heather Petrychyn  
Michael Richter  
Jacqueline Tisher

Also in Attendance: Committee Assistant, Linda Leeks  
Community Consultant, Dave Slater  
Manager, Paratransit & Accessibility, Lynette Griffin  
Director, Transit Services, Brad Bells

Approval of Public Agenda

**Jennifer Cohen moved, AND IT WAS RESOLVED, that the agenda for this meeting be approved, as submitted.**

Minutes of the meeting held on July 3, 2013

**Don Shalley moved, AND IT WAS RESOLVED, that the minutes for the meeting held on July 3, 2013 be adopted.**

Communications

ACC13-30 Follow up on 2013 ACC Forum

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**Recommendation**

That this item be received and filed.

**Barb Schmuland moved, AND IT WAS RESOLVED, that this item be received and filed.**

ACC13-31 Update joint Learning Tour

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**Recommendation**

That this item be received and filed.

**Jennifer Cohen moved, AND IT WAS RESOLVED, that this item be received and filed.**

ACC13-32 Discussion - Winter Operations (Snow Removal) (Winter Maintenance Policy)

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**Recommendation**

That this item be received and filed.

**Sandra Palandri moved, AND IT WAS RESOLVED, that this item be received and filed.**

ACC13-33 Update - SK Human Rights Commission - Achieving Equivalent, comparable, and Accessible Public Transportation - Stakeholder group

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**Recommendation**

That this item be received and filed.

**Sandra Palandri moved, AND IT WAS RESOLVED, that this item be received and filed.**

ACC13-34 Work Plan

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**Recommendation**

That this item be received and filed.

**Barb Schmuland moved, AND IT WAS RESOLVED, that this item be received and filed.**

Adjournment

**Pam Snider moved, AND IT WAS RESOLVED, that the meeting adjourn.**

**The meeting adjourned at 7:12 p.m.**

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Chairperson

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Secretary

**ACC13-35**

November 13, 2013

To: Members,  
Accessibility Advisory Committee

Re: Regina Qu'Appelle Health Region - Community Food Systems Steering Committee

The purpose of this communication is to facilitate the opportunity for Tracy Sanden of the RQHR to provide information to the Accessibility Advisory Committee regarding the RQHR Community Food Systems Steering Committee – the Community Food Assessment project.

Respectfully submitted,



Linda Leeks, Secretary  
Accessibility Advisory Committee

## **Memo**

November 13, 2013

To: Members, Accessibility Advisory Committee

Re: Official Community Plan and Transportation Master Plan Update

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### RECOMMENDATION

That this communication be received and filed.

### BACKGROUND

The City of Regina has been working on the development of two major plans: an Official Community Plan (OCP) and a Transportation Master Plan (TMP).

The OCP, known as Design Regina will replace the current OCP and will be the city's plan for guiding growth, development and change for the next 25 years. As such, the Plan will provide a city-wide policy framework that guides decisions on investments, services and actions.

The TMP is in the middle part of plan development, and has presented draft Goals and draft Road, Transit and Cycling Networks to stakeholders and the public. This draft material is now available at <http://talk.regina.ca/tmp> for public input until November 8, 2013. The Accessibility Advisory Committee (AAC) members are encouraged to provide comments online before that date, although feedback heard at the November 13 AAC meeting will be considered as well.

The Administration will be giving an update presentation on the status of both plans to the committee.

Sincerely,



Sharla Cote, Project Manager  
Transportation Master Plan

November 13, 2013

To: Members,  
Accessibility Advisory Committee

Re: Accessible Taxicabs

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### RECOMMENDATION

1. That a drop rate of \$4.00 be implemented for all taxicabs, including those operating under regular, accessible, seasonal and temporary licenses effective January 1, 2014.
2. That all taxicabs (accessible, regular, seasonal, and temporary) be required to accommodate, at no additional charge, service animals accompanying passengers with disabilities.
3. That the City mandate an accessible taxicab to population ratio of one for every 11,000 residents.
4. That the City mandate the following technological requirements in accordance with the same three-year implementation strategy that is currently mandated for regular, seasonal, and temporary taxicabs:
  - a. electronic payment system technologies installed in accessible taxicabs by December 1<sup>st</sup>, 2014;
  - b. GPS and computer-aided dispatching technologies installed in accessible taxicabs by December 1<sup>st</sup>, 2015; and,
  - c. security cameras installed in all accessible taxicabs by December 1<sup>st</sup>, 2016.
5. That the City mandate vehicle age requirements for accessible taxicabs following the same requirements that are currently mandated for regular, seasonal, and temporary taxicabs.
6. That a lottery system be adopted for the issuance of accessible taxicab owner's licences.
7. That six additional accessible taxicab owner's licences be issued in 2014 through a lottery system, to be further reviewed by the Community and Protective Services Committee in June 2015.
8. That the City Solicitor be instructed to prepare the required amending bylaw based on the changes outlined in this report.

### CONCLUSION

Consistent with the City's vision of "creating safe and inclusive neighbourhoods that are easy to get around" the Administration recommends changes to the taxicab industry that will ensure equal access for all citizens. These changes include: equalizing the drop rate for accessible taxicabs and regular taxicabs; increasing the number of accessible taxicab licences to adequately meet the needs of people with mobility disabilities and the growing senior community; and, technological and vehicle age requirements that will enhance the safety and security of both drivers and passengers.

### BACKGROUND

In 2009, the City of Regina hired the consultant firm Tennessee Transportation & Logistics Foundation (TTLF) to provide a detailed analysis of the City's current taxicab industry. The findings from this report lead to the regulatory changes that were adopted by City Council on March 12, 2012. These changes included:



- requirements for computer-aided dispatching, electronic payment, security cameras, and GPS technologies;
- vehicle age requirements;
- a population ratio of one taxicab for every 1,250 residents, and;
- a taxi cost fare model.

The TTLF report did not include an evaluation of accessible taxicabs. Persons with disabilities were included as part of the 2011 Regina City Priority Population Study. The report's findings highlighted the need for affordable, timely, accessible transportation to support full inclusion in employment, community activities, and everyday pursuits. Sounding sessions with stakeholders revealed concerns around high costs and the limited availability of accessible taxis. In January 2013, the Administration began a review of the City's accessible taxi services.

Taxi Bylaw No. 9635 provides for a drop rate of \$7.00 for accessible taxis and \$3.80 for regular taxicabs. Separate drop rates were first introduced in 1997 to account for the higher costs associated with operating an accessible taxicab. A number of factors contribute to this increased cost, including: installation of wheelchair accessible equipment that must meet safety standards; higher operating and maintenance costs; and, additional services provided to passengers with disabilities, including loading, securing, and unloading of wheelchairs. The majority of other jurisdictions in Canada, however, do not set separate rates for accessible taxicabs and regular taxicabs. The Saskatchewan Human Rights Commission advocates that equivalent and comparable taxicab services, including fare equity, be made available to persons with disabilities.

A total of seven accessible taxicab owner's licences have been approved by Council. Four of these licences are currently in use – two to Regina Cabs/Premier Taxi, one to Capital Cabs, and one to Van De's Accessible Transit Inc. The remaining three licences have been returned to the City and have not been reissued. Consultations with accessible taxicab passengers and taxicab brokers have revealed that the current number of accessible taxicab owner's licences (including licences that have not been reissued) is insufficient to keep up with demand.

## DISCUSSION

### Drop Rates for Accessible, Regular, Seasonal, and Temporary Taxicabs

Reducing the accessible taxicab drop rate to match that of other taxicabs will provide fare equity for people with disabilities. Thus, all taxicabs will charge the same fares for service with increases calculated based on the Taxi Cost Fare Model as per Schedule "D" in *The Taxi Bylaw* going forward.

The latest Taxi Cost Fare Model review conducted in October 2013 indicated a 5.2% increase from the period of July 2012 to September 2013. This suggests that a \$0.20 increase would be necessary in order to maintain industry profitability. The Administration recommends increasing the drop rate from the current rate of \$3.80 to \$4.00.

### Service Animals

Consultations with the Saskatchewan Human Rights Commission Accessible Transportation Stakeholder Advisory Committee (ATSAC) have revealed that passengers with service animals face high rates of refusal (over 50%) when requesting a taxicab. While human rights legislation already requires the accommodation of persons who use service animals, the ATSAC strongly

recommends including provisions in *The Taxi Bylaw* that would require drivers to provide the Licence Inspector with a reasonable justification for refusing transportation of a service animal.

The Administration recommends mandating that all taxicabs (regular, seasonal, temporary, and accessible) accommodate persons with disabilities who use service animals to the point of undue hardship, unless exempted by the Licence Inspector. An undue hardship would include a situation where the attendance of a service animal presents an unreasonable risk to health or safety. Minor irritation, unsupported fears of property damage, and cultural reasons do not represent undue hardship. Taxicab brokers and drivers must not demand additional charges for the transportation of service animals accompanying persons with disabilities.

### Technology and Vehicle Age

Following the approval of the City Council report CR12-19, which contained recommendations based on the TTLF Taxi Study, timelines were provided to the owners of the taxicabs and brokers for the implementation of the various technological features and vehicle age requirements. These technological features include computer-aided dispatch systems, GPS systems, security cameras, and electronic payment systems. Vehicle age requirements and technological features were only mandated for regular, seasonal, and temporary taxicabs. In order to maintain an equal service level across the entire taxicab industry, the same requirements should apply to accessible taxicabs as well.

The Administration recommends the same three-year staged implementation strategy for accessible taxicabs that was mandated for all other taxicabs:

- one year (December 1, 2014) for implementation of an electronic payment system;
- two years (December 1, 2015) for implementing GPS and computer-aided dispatch systems, and;
- three years (December 1, 2016) for installation of a fully-functioning security camera system.

The Administration further recommends mandating vehicle age requirements for accessible taxicabs following the same requirements that are currently mandated for regular, seasonal, and temporary taxicabs, as per *The Taxi Bylaw, 1994*.

### Population Ratio

As Regina continues to grow, so too will the number of residents requiring the use of accessible taxicab services. The Administration feels that there is a need for a substantial increase in the number of accessible taxicab owner's licences. Accessible taxicabs are rarely available on-demand and must be booked in advance, with passengers reporting particular difficulty in receiving service after 6:00 pm. Brokers indicate that they are unable to provide on-demand service, 24-hours a day because of the lack of accessible taxicabs. All stakeholders indicated that an increase in the number of accessible taxicabs would assist the brokers in providing more service. The addition of more accessible taxicab owner's licences may also help alleviate the pressures on the paratransit system.

The City has no mechanism in place for determining the appropriate number of accessible taxicab owner's licences. Based on the TTLF taxi study, Council mandated a population ratio which provides for one taxicab for every 1,250 residents. Only regular licences, not seasonal or accessible licences, are included in the ratio calculation. The current population ratio model,

however, is an interim solution and the Administration remains committed to technology and the subsequent trip data analysis model as the best option for licence issuance after 2014.

In order to provide a comparable level of taxicab service for people with disabilities, the Administration recommends adopting a population ratio as an interim solution until technological requirements have been met. The recommended ratio is based on a Statistics Canada report that 11.5% of Canadians have a mobility disability. From the 2011 Statistics Canada census estimate of 193,100 it can be surmised that 18 accessible taxicab owner's licences should be issued for the City in order to provide a level of accessible taxicab availability that is comparable to regular taxicab availability. To meet this need, the recommended population ratio provides one accessible taxicab for every 11,000 residents.

The Administration recommends that the three currently unissued accessible taxicab owner's licences be converted into accessible taxicab owner's licences under the new bylaw amendments, and that another three additional accessible taxicab owner's licences be issued in 2014, bringing the total number of accessible taxicab owner's licences to 10. This incremental increase in the number of accessible taxicabs will lessen the impact on existing accessible taxicab license owners. An additional increase in the number of accessible taxicabs should be reviewed in June 2015.

#### Issuance of Accessible Taxicab Owner's Licences

There are several allocation methods that could be used to issue accessible taxicab owner's licences. *The Taxi Bylaw, 1994* currently provides for a request for proposals in issuing accessible taxicab owner's licences. Temporary licences are allocated through a lottery/draw system. Several other jurisdictions have also allocated accessible taxicab owner's licences directly to taxicab brokerages according to the size of the brokerage.

##### Option 1: Request for Proposal (RFP)

The RFP process is designed to allow the City to select qualified and experienced bidders. Bids would be evaluated based on service criteria and not on a monetary basis as the cost of the licence would be set by the bylaw. Successful bidders would receive a licence only and not a service contract with the City.

Based on previous experiences with the RFP process, the Administration has determined that RFP option is not an appropriate option for the City as it requires substantial time and effort to manage, resulting in a costly process to administer. Further, in consultations with taxicab brokerages it was suggested that an RFP for new accessible taxicab owner's licences would not attract bidders.

##### Option 2: Lottery/Draw

The lottery/draw process is currently used to issue temporary licences. The lottery is open to individuals over the age of 18 who meet all the licensing requirements as stated in *The Taxi Bylaw, 1994*. Selected entrants are eligible to operate a temporary taxicab owner's licence. The temporary licences are non-transferrable.

The lottery/draw will provide a fair and equitable process in the distribution of new taxicab licences. Strong support exists for the lottery process among taxicab drivers; however, many strongly recommend that restrictions should be in place to prevent the entry of people from outside the current Regina taxicab industry. While the Administration understands the industry's position in wanting these restrictions, it has been determined that there is not sufficient evidence to validate this position.

### Option 3: Direct Allocation

The taxicab brokers preferred method for the issuance of additional accessible licences is to provide them with the licences directly. This method would ensure that each broker would have an accessible taxicab available for its dispatch. This would provide greater equality from a customer perspective as accessible taxicab customers will have the same choice of service providers as customers using regular taxicab services. However, from an industry perspective, direct allocation to brokers restricts the entry of people from outside the current Regina taxi industry that may have experience in the industry or similar service.

To provide an allocation system that is fair and equitable, the Administration recommends issuing six accessible taxicab owner's licences in 2014 through a lottery/draw. The conditions for the entering the lottery will be the same as those currently in place for the temporary taxicab licence lottery. Licences that are awarded through the lottery process will be non-transferrable and will remain the property of the City.

## RECOMMENDATION IMPLICATIONS

### Financial Implications

Licence renewals for an additional six accessible taxicab owner's licences would amount to an additional \$2,250 in annual revenue.

### Environmental Implications

None with respect to this report.

### Policy and/or Strategic Implications

The pursuit of an overall action plan for the City with respect to the accessible taxicabs supports the strategic priorities of the Official Community Plan and the City's vision of being an inclusive community. The recommendations will contribute to achieving the City's outcomes for a safe living and working environment for the community and for increased customer satisfaction.

### Other Implications

None with respect to this report.

### Accessibility Implications

The goal of this report is to increase the transportation options for people with disabilities.

## COMMUNICATIONS

The Administration met with the taxicab brokers in March and October on the issue of accessible taxicabs. Three of the brokers stated that additional accessible taxicab owner's licences should be divided evenly and given to all the brokers free of charge. The brokers also suggested that a Request for Proposal (RFP) for new accessible taxicab owner's licences would not attract

bidders. The fourth broker met separately with Administration. They commented that new accessible taxicab owner's licences should go through the RFP system of allocation.

The Administration sent letters to the all taxicab drivers in October to solicit feedback regarding allocation methods for new accessible taxicab owner's licences. An overwhelming majority of respondents supported a lottery/draw process. Several drivers also suggested that if a lottery/draw were held, restrictions should be in place that would prevent the entry of people from outside the current Regina taxicab industry.

Feedback on accessible taxicab services was solicited from several stakeholders, including accessible taxicab users, the Saskatchewan Office of Disability Issues, and the Saskatchewan Human Rights Commission Accessible Transportation Stakeholder Advisory Committee. All stakeholders approved the introduction of technological and vehicle requirements and the population ratio of one accessible taxicab for every 11,000 residents. Stakeholders also strongly supported the need to include bylaw provisions around the transportation of service animals.

#### DELEGATED AUTHORITY

This report must be forwarded to City Council for approval.

Respectfully submitted,

Kelly Scherr, Director  
Construction and Compliance

Report prepared by:  
Jeannette Lye, Policy Analyst

Respectfully submitted,

Jason Carlston, Deputy City Manager  
Community Planning and Development

## ACC13-38

November 13, 2013

To: Members,  
Accessibility Advisory Committee

Re: Accessible Parking Week – Week of December 2, 2013

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The purpose of this communication is to facilitate the opportunity for discussion around Accessible Parking week designated for the week of December 2, 2013, regarding communication tools for the week.

Respectfully submitted,

A handwritten signature in cursive script that reads "Linda Leeks".

Linda Leeks, Secretary  
Accessibility Advisory Committee

## ACC13-39

November 13, 2013

To: Members,  
Accessibility Advisory Committee

Re: Accessibility Identified Sidewalk Repair Locations.

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The purpose of this communication is to facilitate the opportunity to communicate specific locations of concern for Accessibility Identified Sidewalk Repair to member, Jennifer Cohen which will be forwarded to the administration for information.

Respectfully submitted,

A handwritten signature in cursive script that reads "Linda Leeks".

Linda Leeks, Secretary  
Accessibility Advisory Committee