Report to the Livery Transport Advisory Committee
2017 April 26
A Perspective on Toronto Wheelchair Accessible Taxi Rides

An LTAC member recently (Mar 27-29, 2017) visited Toronto for meetings. This visit entailed two taxi trips from and to the *Pearson International Airport*; three rides in a transportation network company (TNC) vehicle; and a pre-arranged ride from a large private company which contracts wheelchair accessible rides throughout the municipality. While 6 rides over 3 days would not make these observations a full perspective on Toronto's wheelchair accessible capacity, for the benefit of our city, it provides information.

a) Wheelchair accessible taxi at the airport arrivals level (*Toronto Pearson International*) (18:50):
   - Asked the taxi commissionaire to call an accessible taxi cab to accommodate a mobility device
   - No accessible cabs were available and it would take 15-20 minutes to dispatch one
   - A limo driver (SUV-sized) offered a ride for $12.00 luggage/cargo surcharge; upon protest, he indicated rules allowed him to charge extra; a phone call (subsequent) to his limo company disagreed with driver
   - Waited curb side for a further 15 minutes for a wheelchair accessible taxi cab to arrive
   - Difficulties experienced with driver failing to use Q-Straints, until passenger insisted otherwise; antiquated equipment (ramps and credit card machine/receipt) and a crude comment by the driver
   - Cost was $70.00 (25-30 minute trip); Rate this experience a 3/10
b) Wheelchair accessible vehicle (WAV) TNC (10:30):
   - Used app and it indicated vehicle was 8 minutes away; WAV arrived within the 8 minutes
   - Some unfamiliarity with where to position Q-Straints
   - Cost was $12.67 (11 minute trip); Rate this experience an 8/10
c) Assist TNC (13:00):
   - Used app and it indicated vehicle was 7 minutes away; Assist vehicle arrived within 7 minutes
   - Driver indicated he passed a test to receive "assist customer" training
   - Cost was $13.41 (14 minute trip); Rate this experience a 7/10
d) Another Assist TNC (15:00):
   - Used app and it indicated vehicle was 8 minutes away; Assist vehicle arrived within 8 minutes
   - Similar experience to above (except 2 passengers)
   - Cost was $11.44 (14 minute trip); Rate this experience a 7/10
e) Wheelchair accessible company, contracted by *March of Dimes Canada* (*MODC*) (21:00):
   - Service arrived 10 minutes later than appointed time
   - Shared ride with 3 others (2 ambulatory passengers and another passenger using a mobility device)
   - Driver fully familiar with securing mobility devices; however, seemed to take a longer route
   - Cost uncertain (likely high?; billed to *MODC*); Rate this experience a 5/10
f) Taxi company--requesting wheelchair accessible vehicle (04:00):
   - Company was one of the city's major brokerages and was recommended by another *MODC* volunteer
   - Needed the taxi to arrive at the hotel by 4:00 a.m.; (company guaranteed driver would be on time)
   - Driver was prompt, courteous and familiar with securing mobility devices; equipment was modern
   - Arrived at Toronto airport well within sufficient time to make 6:20 a.m. flight to Calgary
   - Cost was $63.75 (22 minute trip); Rate this experience a 9/10

Overall, speaking as a passenger who uses a mobility device, the Toronto experience cited in example "f" is most recommended. While the 3 TNC experiences seem to reflect a reasonable price, they occurred during non-peak times; and for overall safety and ride reliability the TNC drivers seemed less assured. (Note: at the time of rides "c" and "d", no WAV TNC was available on the app.) The anticipated concern about getting into the wrong TNC vehicle was not possible with the information provided from the company app. The writer's experiences, upon flying into the Toronto airport, continue to be varied and inconsistent -- despite having travelled there many prior occasions. The writer has not experienced a need for a wheelchair accessible taxi ride at the *Calgary International Airport*.