Passenger Transportation Board
MOVING FORWARD, TOGETHER

Preparing an accessible service plan

Taxi operators must submit an accessible service plan when:

- Starting a new taxi service and wanting to use wheelchair accessible taxis
- Adding taxis to a fleet, whether the fleet has wheelchair accessible taxis, or not

Taxi operators in communities with less than 10,000 people do not need to submit a complete accessible service plan.

Use these questions as a guide for the type of information to put in your accessible service plan.

Company information

Vehicles

- How many conventional taxis are in your fleet?
- How many wheelchair-accessible taxis are in your fleet?
- How many wheelchair-accessible taxis have flip seats?

Vehicle usage

- On average, how many trips do you give with wheelchair accessible taxis per day, week or month? Of these, how many were for passengers with a wheelchair or scooter? How many were for conventional transportation?

Hours of service

- Is your conventional taxi service available 24 hours a day, seven days a week? If not, what are your company's regular hours of operation?
- Are wheelchair accessible taxis available for the same operating hours as conventional taxis? If not, what are the regular operating hours for wheelchair accessible taxis?
- In normal circumstances, what is the minimum number of vehicles you operate at any one time? How many of these are wheelchair accessible taxis?

Training

- Identify who receives training for serving passengers with disabilities generally and wheelchair accessible taxis specifically. (Drivers? Dispatchers? Managers?)
- Describe the type of training that is provided, who provides the training and the qualifications of the trainers.
- Describe any testing, certification or retraining that is provided.
- Does your company have a minimum training requirement for drivers before they are allowed to drive a wheelchair accessible taxi? If yes, please describe.

Priority dispatch plan

Dispatch system

Describe how wheelchair accessible taxis are dispatched. Describe how priority is given to passengers with wheelchairs and other mobility aids. Include information that answers the following types of questions.

- Do you use a computer dispatch system, a manual dispatch system, or both? How does your company track requests and dispatches for wheelchair accessible taxis? Is Global Positioning Satellite (GPS) used? What does the dispatcher do? What do drivers do? How do dispatchers and drivers share this information?
- How does your company track calls requesting a wheelchair accessible taxi for purposes or passengers other than passengers with mobility aids?
- What happens when the requests for wheelchair accessible taxis exceed the number that are available?
- How many trips are provided with wheelchair accessible taxis? Of these, how many were for a passenger with a mobility aid and how many were for conventional transportation? If trip statistics or another measure cannot be provided, explain why.

Dispatchers

- Describe your company’s wheelchair accessible taxi policies and procedures for dispatchers.

- Describe how dispatchers are trained to give priority service to persons with disabilities who need a wheelchair accessible taxi. Include a copy of any dispatcher training papers about wheelchair accessible taxis.

- List incentives or consequences that help ensure that dispatchers give priority to persons with disabilities who need a wheelchair accessible taxi.

Drivers

- Provide the company's wheelchair accessible taxi policies and procedures for drivers. You may also provide copies of training materials about wheelchair accessible taxis.

- Describe the incentives or consequences that are used to ensure that wheelchair accessible taxi drivers give priority to people who use mobility aids.

Vehicle locations and contracts

- Where are your wheelchair accessible taxis based within your operating area? If taxi zones are used, describe the system and how it is used for wheelchair accessible taxis.

- List any contracts where wheelchair accessible taxis are required. Examples may include schools, businesses, airports and rail companies. Are the service contracts for passengers with mobility aids, or some other purpose?

- List any locations where wheelchair accessible taxis line up to wait for passengers who are changing modes of transportation. Examples include airports and cruise ship terminals. Do not include taxi stands outside of hotels. Does your company have policies on whether they can be

pulled out of the line to service other customers, if required?

Community information

Local options for wheelchair accessible services

- What wheelchair accessible services are available in your community from transit, para-transit or HandyDART?
- When are these services available in your community? Which days of the week? Which hours of the day?

Community outreach

- How does your company promote the availability of wheelchair accessible taxi service?
- Which types of organizations do you keep in regular contact with? (e.g. local government councillors, local government accessible committees, accessible advocacy groups, HandyDART, others?)
- Does anyone at your company have responsibility for business outreach with leaders in your community? What is that person’s position in your company?

Related topics:

- Accessible Taxis policy
- Report on Wheelchair Accessible Transportation