

# Business Licensing By-law Review

Accessible Transportation Services  
(Taxi and Shuttles)

Tuesday March 24, 2020

# How Many Accessible Taxi-Cabs Do We Licence?

- 351 Taxi-Cabs licenced in Niagara Region
- 44 of those are accessible Taxi-Cabs
- All taxi plates are issued for the entire Region not by local municipality
- Taxi-Cabs cannot charge any extra fees for an accessible service, must be the same fees as a regular taxi-cab
- Taxi-Cabs cannot start the meter until after the passenger, mobility device or any other mobility aid is secured

# Other Accessible Services Licensed By The Region

- Approximately 62 Paratransit and Patient Transfer accessible shuttle vehicles licensed by the Region
- Charge flat rate fees
- Generally not an on-demand service
- Mainly used to transport passengers to medical appointments
- Must be booked in advance

# What Are Our Needs?

- Our population in Niagara Region is aging
- 16% of our residents require some form of accessible transportation service and this number increases every year
- Transit services throughout the Region are accessible and there are specific mobility transit services
- Need on demand accessible services that meet community needs today and into the future

# Next Steps - NRPS

- Niagara Region staff has contributed to the content of a memo to be submitted to NRPS Board in partnership with NRPS leadership for review.
- This memo will be review by the NRPS Board on June 28, 2018
- The memo requests that the Board pass a motion declaring their official position regarding the enforcement of adult entertainment should the Region take back enforcement of all other business licenses (of which it has jurisdiction).

# How Can You Help?

- Do you have any concerns about our accessible taxi-cab services
- What issues have you experienced when using accessible taxi-cab services
- Do we need more accessible taxi-cab services, if so why
- What suggestions do you have to improve our accessible taxi-cab services

# Things To Consider

- Our closest similar sized municipality has 21 accessible taxi-cabs
- The cost of accessible taxi-cabs
- The low call volumes
- Insurance costs
- Finding and retaining accessible taxi-cab drivers

# Questions?

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