

MEETING DATE: MAY 17, 2006

SUBJECT: Extension Of The Accessible And Sedan Taxi Contracts: Wheel-Trans Operations

RECOMMENDATION

It is recommended that the Commission approve:

1. a one (1) year extension to the current six (6) accessible taxi and three (3) sedan taxi contracts from July 1, 2006 to June 30, 2007;
2. an increase of \$13,100,000 to the overall contract upset limit for the accessible taxi contracts from \$60,764,800 to \$73,864,800 and an increase of \$5,300,000 to the overall contract upset limit for sedan taxi contracts from \$24,094,200 to \$29,394,200 as per Appendix A;
3. staff exploring the feasibility of partnering with a non-profit organization to provide these accessible and sedan taxi services following the expiry of these aforementioned contracts.

FUNDING

Sufficient funds for accessible and sedan taxi services have been provided for in the approved 2006 Wheel-Trans Operating Budget and will be included in the 2007 Wheel-Trans Operating Budget.

BACKGROUND

To address the sub-standard quality of service provided by the accessible and sedan taxi contracts, staff were requested by the Commission to convene an ad hoc taskforce to examine the feasibility of setting up a non-profit corporation to provide dispatch services.

Discussions were also held with the current accessible and sedan taxi brokers and drivers as well as Municipal Licensing Standards to improve service quality through enhanced recruitment, training, supervision, quality monitoring as well as addressing taxi driver compensation concerns.

In November 2005, the Commission agreed to extend the contracts for six (6) months until June 2006 in order to provide sufficient time for staff to explore the feasibility of a non-profit organization providing the complete small capacity accessible service.

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In February 2006, an advertisement in the daily newspapers invited non-profit organizations representing/advocating the needs of individuals with physical mobility issues to express their interest in partnering with the TTC to co-ordinate the accessible taxi service or limiting their involvement to the dispatching of these vehicles. An information session was held on March 3, 2006 and five (5) non-profit organizations responded indicating that they are interested. (See Appendix B)

DISCUSSION

Given the responses received, staff believe that there may be an opportunity to implement a new service model by mid-2007. Next steps include a request for qualification from the interested non-profit organizations, ultimately leading to a request for proposal in the summer of 2006.

In the alternative, staff will also explore ways of improving service through re-focusing the contract provisions to improve recruitment, training, testing, as well as developing a more robust service model with more on-street supervision and quality monitoring.

Prior to extending these contracts, discussions will also be held to determine if driver compensation concerns can be addressed within the existing contract provisions.

Although our focus is to improve the quality of service, there may be benefits in combining these contracts under one (1) service provider. Staff will investigate this option in conjunction with the new service model.

The Commission has already approved extending the sedan contract one (1) year past the expiry date of June 2005 and in order to pursue combining the two contracts, staff are requesting approval for a further one-year extension utilizing the existing terms and conditions.

Staff are also requesting approval for award the final one (1) year extension to the accessible taxi contracts.

In order to accomplish this, an increase of \$13,100,000 to the overall contract upset limit for accessible taxi service from \$60,764,800 to \$73,864,800 and an increase of \$5,300,000 to the overall contract upset limit for sedan taxi contracts from \$24,094,200 to \$29,394,200 are required. The allocation of the additional funding will continue to be based upon the Contractor's vehicle availability and geographic service areas. These revised contract limits may also be adjusted based upon service performance.

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JUSTIFICATION

Staff believe that this approach provides sufficient time to pursue options for improving the service quality prior to awarding a long-term contract to provide these services. The requests set forth in this report remain consistent with the approved 2006 Wheel-Trans Operating Budget and projected fleet requirements and will provide a sufficient level of service to the end of June 30, 2007.

May 1, 2006
18-41-15

APPENDIX A

ACCESSIBLE AND SEDAN TAXI CONTRACTS

ACCESSIBLE TAXI CONTRACTS

Able Atlantic:	\$2,100,000 increase,	from	\$ 9,570,800	to	\$ 11,670,800
Beeline Taxi:	\$1,400,000 increase,	from	\$ 6,217,400	to	\$ 7,617,400
Celebrity Taxi:	\$3,000,000 increase,	from	\$ 14,325,200	to	\$ 17,325,200
Royal Taxi:	\$2,800,000 increase,	from	\$ 13,113,100	to	\$ 15,913,100
Scarborough City Cab:	\$1,700,000 increase,	from	\$ 8,012,200	to	\$ 9,712,200
Toronto Para Transit:	\$2,100,000 increase,	from	\$ 9,526,100	to	\$ 11,626,100

SEDAN TAXI CONTRACTS

Arrow Cab Limited:	\$1,300,000 increase,	from	\$ 7,681,700	to	\$ 8,981,700
Beck Taxi Limited:	\$2,800,000 increase,	from	\$ 10,528,500	to	\$ 13,328,500
East End Taxi:	\$1,200,000 increase,	from	\$ 5,884,000	to	\$ 7,084,000

APPENDIX B

INTERESTED NON-PROFIT ORGANIZATIONS

Associated Transportation Group (ATGTA)

Etobicoke North Multicultural Association (TENMA)

St. Paul's L'Amoreaux Centre

Canadian Red Cross

Hope Home for the Handicapped Organization