

# TORONTO TRANSIT COMMISSION REPORT NO.

**MEETING DATE:** May 30, 2012

**SUBJECT:** STATUS OF THE WHEEL-TRANS ACCESSIBLE TAXI  
CONTRACTS

## **INFORMATION ITEM**

---

### **RECOMMENDATION**

It is recommended that the Commission receive this report on the status of the Wheel-Trans Accessible Taxi contracts for information.

### **FUNDING**

There is no impact to the approved 2012 Operating budget.

### **BACKGROUND**

To provide service to Wheel-Trans customers in the most cost-efficient manner, a combination of buses, accessible taxis, and sedan taxis are utilized. Buses are primarily used to provide service to customers using larger mobility devices (augmented by others to use available capacity). Accessible taxis provide service to customers using smaller mobility devices and to ambulatory customers. Sedan taxis primarily provide service to ambulatory customers. All trips are booked through Wheel-Trans.

In 2008, ten (10) contractors were providing the accessible taxi service on behalf of Wheel-Trans. Customers had raised concerns of poor quality service; as well, drivers claimed that the level of compensation was inadequate and varied from contractor to contractor. Customer complaints were 1.7 complaints per 1,000 trips which was double the number of those received for the bus service. From a contract perspective, there were widely disparate pay and compensation practices from contractor to contractor; disparities that TTC staff could not control.

To address these issues, a Request for Proposal (RFP) was designed to improve the quality of service and ensure the drivers were compensated in a fair and equitable manner. This RFP was also designed to place the responsibility for managing the quality of service directly on the contractors. Attached is a summary of the changes made to address these issues. The term of the contracts was five (5) years with an option for two (2) one-year extensions. The RFP was issued in December 2007 and awarded during the summer of 2008 with implementation in January 2009. The following contractors were awarded the work: Royal Taxi Inc., Scarborough City Cab, and Associated Toronto Taxi-Cab Co-operative Ltd.

## **DISCUSSION**

Since the implementation of the contracts, Wheel-Trans customers have seen a steady improvement in the quality of service. The number of customer complaints at the end of the first quarter for 2011 had dropped by over 40% to 0.95 per 1,000 trips. Under previous contracts, reacting to complaints was difficult as the nature of the contract was such that individual drivers at any point in time could not be identified. This is no longer the case.

To ensure that customers receive a high standard of service, contractors and drivers are audited on a regular basis. Regular audits include:

- GPS data to confirm customer no show and cancelled trips;
- Telephone Secret Shopper surveys are reflected on monthly contractor reports;
- In-service driver audits are conducted weekly to confirm that the proper driver is operating the vehicle and is properly licensed;
- Daily monitoring of on-time performance;
- Contractor payments are audited to ensure drivers are properly compensated; and
- Each contractor receives a monthly performance report which is reviewed with each contractor at quarterly meetings.

Since the commencement of the contracts:

- 4,519 Secret Shopper surveys have been completed with a satisfaction rating of 89.6%.
- Contractors currently have an on-time service rating of 89% of trips within 10 minutes
- Of the 1,260 on-road audits completed, all passed with the exception of nine (9), of which six (6) were drivers not in possession of a valid Municipal Licensing and Standards (ML&S) license. Upon further investigation, it was determined that the ML&S licenses were valid and the drivers were returned to service. The remaining three (3) were for contract violations noted below.

While there have been contract violations, the contractors have reacted quickly to resolve the issues. Contract violations included poor practices regarding charges assessed to drivers, the use of unauthorized vehicles and driver by Royal Taxi Inc., and the use of an unauthorized vehicle by Associated Toronto Taxi-Cab Co-Operative Ltd. During the past two years, all of the contractors have received the annual contract compliance payment.

In May 2011, the Commission made the decision not to exercise the option to extend the current contracts and staff are currently in the process of preparing a new RFP to be issued during the first quarter of 2013 with implementation in January 2014.

Staff are also participating in a review of taxi licensing being conducted by ML&S. The report is expected to be before the Licensing and Standards Committee in the fourth quarter of 2012. Staff will need to evaluate the impact of any changes to taxi licensing and include them in the upcoming RFP.

**SUMMARY**

Wheel-Trans staff will continue to monitor the quality of the contract. The development of the RFP will follow the current timeline and staff will also continue to monitor the development of the 2012 Taxicab Industry Review.

-----

May 14, 2012  
18-20  
Attachment

## ATTACHMENT

### RFP CHANGES

2008	NEW 2009
<b>Quality Assurance Requirements</b> <ul style="list-style-type: none"> <li>• Standard ML&amp;S requirements</li> </ul>	<b>Quality Assurance Requirements</b> <ul style="list-style-type: none"> <li>• Secret Shoppers Program</li> <li>• On-Street and Office Supervisor for all hours of service</li> <li>• Vehicle and Driver Audit</li> </ul>
<b>Contractor Performance</b> <ul style="list-style-type: none"> <li>• Penalties and Premiums</li> </ul>	<b>Contractor Performance Indicators – Specific Criteria</b> <ul style="list-style-type: none"> <li>• Contractor Monthly Report Cards</li> <li>• Commission Quarterly reviews and Audits</li> <li>• Contract compliance payment based on Service Quality</li> </ul>
<b>Vehicle and Driver Requirement</b> <ul style="list-style-type: none"> <li>• ML&amp;S Licensed taxi Driver-Accessible</li> <li>• ML&amp;S Vehicle Requirement</li> <li>• Camera or GPS</li> </ul>	<b>Vehicle Driver Requirement</b> <ul style="list-style-type: none"> <li>• Ambassador only (Vehicles being used under the old contract and became Owner/Operators were permitted to continue under Grandfathering Clause)</li> <li>• Ambassador Equivalent training</li> <li>• Vulnerable Persons Check</li> <li>• Driver Screening, Interviews, References, and Training</li> <li>• Improved Vehicle specifications</li> <li>• Camera, GPS, and Fire Suppression</li> </ul>
<b>Standard Payment Rate per Service Kilometre</b>	<b>Payment based on Service Kilometre and Management</b> <ul style="list-style-type: none"> <li>• Management fee fixed at \$80K a month</li> <li>• Drive rate paid fixed at \$2.40</li> <li>• Premium to Driver for Stand-by trips (\$0.30/kms)</li> </ul>
<b>Penalties</b> <ul style="list-style-type: none"> <li>• Late Trips (\$10)</li> <li>• Returned Trips (\$20)</li> </ul>	<b>Penalties</b> <ul style="list-style-type: none"> <li>• Late Trips (\$25)</li> <li>• Returned Trips (\$50)</li> </ul>
<b>Call Centre Specifications</b> <ul style="list-style-type: none"> <li>• Run Sheets Provided</li> </ul>	<b>Call Centre Specifications</b> <ul style="list-style-type: none"> <li>• Technology requirement of infrastructure to link with the Commission’s scheduling system</li> <li>• AVL Tracking to Service Delivery</li> </ul>