

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: July 24, 2013

SUBJECT: UPDATE ON THE WHEEL-TRANS TAXI CONTRACTS

INFORMATION ITEM

RECOMMENDATION

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

FUNDING

There is no impact to the 2014 Wheel-Trans 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. Accessible taxis provide service to customers using smaller mobility devices and to ambulatory customers, and sedan taxis primarily provide service to ambulatory customers.

DISCUSSION

TTC staff is developing Request for Proposals for the provision of Accessible Taxi Service and Sedan Meter-Based Taxi Service that will continue to improve the quality of service provided to our Wheel-Trans customers and address the key recommendations as identified by the Auditor General in his review dated December 6, 2012.

Both RFPs have addressed the four major recommendations of the Auditor General:

1. "seek competitive bidding on price....",
2. "ensure that the monthly management fee is adequately structured....",
3. "enhance the procurement process by retaining a Fairness Commissioner....", and
4. "requirements for contractors to inform drivers of their rights and responsibilities...."

SUMMARY

TTC staff has participated in the review of the taxi licensing conducted by the City of Toronto Municipal Licensing and Standards Division and, as a result of these consultations, staff anticipates a good response for both RFPs from the taxi industry. TTC staff plan to stagger the issuance of both RFPs in order to allow proponents sufficient time to submit a response for both bids if interested in both requirements. Therefore, TTC plan on issuing the RFP for the provision of Accessible Taxi Service in late July or August 2013 and, after this process has closed, will issue the RFP for the provision of Sedan Meter-Based Taxi Service in September-October 2013 in accordance with the following procurement timelines below:

PROCUREMENT TIMELINE FOR RENEWAL OF TAXI CONTRACTS

DATE	
July-August 2013	Issue RFP for the Accessible Taxi Service
September-October 2013	Close RFP for Accessible Taxi Service
September-October 2013	Issue RFP for the Sedan Meter-Based Taxi Service
October-December 2013	Evaluate Proposals for the Accessible Taxi Service
November-December 2013	Close RFP for the Sedan Meter-Based Taxi Service
January-February 2014	Board Approval and Award for Accessible Taxi Service Contracts
January-February 2014	Evaluate Proposals for the Sedan Meter-Based Taxi Service
March-June 2014	Accessible Taxi Service Contracts Implementation Period
April 2014	Board Approval and Award for Sedan Meter-Based Taxi Service Contracts
April-May 2014	Sedan Meter-Based Taxi Service Contracts Implementation Period
July 6, 2014	Accessible Taxi Service Contracts start up
July 11, 2014	Sedan Meter-Based Taxi Service Contracts start up

Staff anticipate reporting back to the Board with a recommendation of award for the Accessible Taxi Service by February 2014 and for the Sedan Meter-Based Taxi Service in April 2014.
