

**On Demand  
Private  
Accessible  
Transportation  
Service Contract**

February 23, 2021

# Recommendation

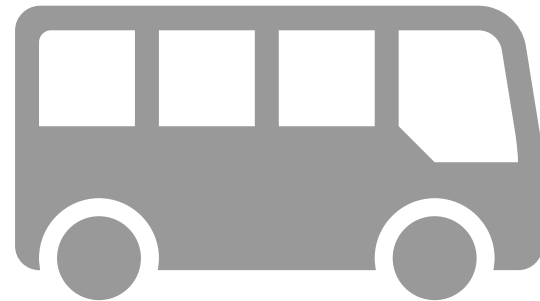
It is recommended that Halifax Regional Council direct the Chief Administrative Officer to include the procurement of an on-demand accessible transportation service, as outlined in this report, for consideration as part of the Halifax Transit 2021/22 Budget and Business Plan.



# Existing Accessible Transportation

## Public:

- Conventional Transit
- Access-A-Bus



## Private:

- Accessible Taxis
- Accessible Charter Services



# High Cost of Operating Accessible Taxis

- Capital costs
- Higher operating costs
- Extra time required to pick up passengers
- Additional time assisting passengers



# Previous Efforts to Support Accessible Taxis

- *Accessible Transportation Assistance Program*
- By-law changes requiring all new taxi licenses issued in HRM to be accessible
- Requests to the Province to amend the HRM Charter enabling the Municipality to:
  - Provide business grants for vehicle purchase or conversion and to provide a subsidy, per trip fee, to all accessible taxi license holders
  - Charge TNCs a per-trip fee where a portion would be assigned to an accessibility fund which the municipality could use to fund accessibility programs

# Program Objectives

Establish a framework to ensure that accessing on-demand transportation service for passengers with mobility devices is comparable to the experience of ambulatory passengers accessing taxi services. Including:

- Vehicle availability
- Ability to book an on-demand trip
- Cost to passengers
- Time between trip request and vehicle arrival

# Staff Recommendation

The municipality to procure accessible transportation services that include:

- Private, accessible, on demand, door to door service
- A standard taxi rate to clients
- The provider also receiving revenue from HRM at a rate agreed upon through the procurement process
- A contract allowing for service standards to be put in place

# Service Standards

- Span of Service
- Level of Service
- Service distribution
- Reporting
- Dispatch Technology
- Training





# Risk

Possible that no one vendor may be able to fulfill all requirements. Should this occur staff will:

- Continue to engage with transportation providers
- Revise the standards
- Initiate a new procurement process that would allow multiple service providers

# Cost & Timeline

- It is anticipated that annual costs to the municipality for a 10-vehicle operation will be in the range of \$280,000 - \$600,000 per year, for a minimum of a five years.
- If approved, the funding amount estimated for 2021/22 will be included in the proposed Halifax Transit 2021/22 operating budget.
- Upon receiving direction from Regional Council and pending budget approval, it is anticipated that that the procurement process can commence, with the program launch within ten months, with a targeted start date in fall 2021.