

## How to ensure a taxi service accessible to everyone in each of our communities?

### Presentation abstract

Transport is an essential function of our economic and social life.

The vast majority of public transport services have adapted or integrated services for people with disabilities.

The taxi is a backup and repair service for the whole community and is an indispensable complement to local, regional and international public transport services, for example to get to the bus stop or airport, etc.

People with disabilities, like any other citizen, are entitled to this service which is even more important for them considering their lower rate of motorization.

This right is recognized in the UN Convention on the Rights of Persons with Disabilities:

Ownership and responsibility structure as well as the particular functioning of the taxi industry do not always allow the availability of a consistent offer of accessible taxi service.

To ensure the availability of this service of public interest, the competent authorities must adopt clear and unequivocal measures.

The formula recommended by the European Conference of Ministers of Transport (ECMT, now the International Transport Forum) should inspire the authorities responsible for the regulation of transport by taxi:

This recommendation was adopted by the ECMT in 1994 (24 years ago!) And is even more relevant today considering the aging of the population and the gradual adaptation of public transport services that has taken place since then. .

The Declaration "A world for all" adopted in Montreal in 2014 at the end of the first World Summit Destinations for all enjoins the authorities to:

It is in this spirit of respect for the fundamental rights of people with disabilities and an offer of service equivalent to that offered to the entire population that we highlight the following initiatives:

- London, where all taxis are accessible to disabled people using a wheelchair since the year 2000;
- Toronto, where all taxis will be accessible in the year 2024;
- New York, where 50% of taxis will have to be accessible in 2020
- Ottawa, Calgary and Vancouver, in particular, where 15% of taxis are accessible, where call distribution companies must handle priority requests for transportation of persons with disabilities, etc.
- Chicago, where the accessible taxi service is entrusted to an agent (Open Doors) and whose operating cost is assumed by all taxi license holders;

At the instigation of K  roul, the Board of Directors of the Bureau du taxi de Montr  al unanimously adopted (September 19, 2017) a resolution recommending that the City of Montreal establish within two years a taxi service standard that will ensure accessible mobility for people with reduced mobility within 30 minutes, 24 hours a day, 7 days a week. Here is the translation of this resolution:

K  roul also recommends that the Minist  re des Transports du Qu  bec adopt by regulation an equivalent taxi transportation service standard for persons with disabilities that will oblige all taxi call

distribution companies to offer them a service equivalent to that provided for is offered to all their customers;

We believe that the principle of an equivalent service standard applied to taxi dispatching companies, insert in the local regulation, is the only way to have such a taxi service to serve this clientele with specific needs, whatever the characteristics of the local markets served.

The subsidy programs for the purchase of adapted vehicles for taxi license holders encourage and facilitate the provision of this service but do not guarantee it.

Just as the issuance of new taxi licenses specialized in such a transport does not guarantee the availability of the service offer.

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