



World Summit on Accessible Tourism

Destinations for All

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

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Keroul's Mission and Vision

- Making tourism and culture accessible to people with limited physical ability
- That Québec become an attractive tourist and cultural destination, welcoming and respecting the principles of sustainable development and universal accessibility

Regarding accessible taxi availability

- It is important that regulators work with people with disabilities and the ageing population
- Keroul is on the Board of directors of the Bureau de taxi de Montreal
- Keroul is on the advisory Committee of the Board of directors of IATR in their accessibility committee

People with disabilities

- +/- 15% of population (World Health Organization)
- Includes: mobility, hearing, vision, intellectual, etc.
- Active members of society
- Growing number (baby boomers)
- Need adaptations
- Expect quality and service

Mobility issues

- In their living environment
- In their school/work environment
- In their leisure/travel environment
- Infrastructure
- Streets and sidewalks
- Transportation



Often the missing link...

Residence

Taxi PT/Paratransit

Train station/airport

Plane/Train/Bus

Train station/airport

Taxi PT/Paratransit

Destination



Transportation issues

- Transport = essential function of our economic and social life.
- Public transport services = have adapted or integrated services for people with disabilities.
- Taxi = indispensable complement to local, regional and international public transport services. (ex.: to get to the airport.)
- People with disabilities – like any other citizen – need this service which is even more important for them considering their lower rate of motorization.

Expectations of people with disabilities

- Quick and efficient service
- Secure installation
- Safe driving
- Sensitivity training for drivers
- Surprise vehicle inspection
- Being consulted
- Accessible app and payment method

UN Convention on the Rights of Persons with Disabilities

Excerpt from Article 9, Accessibility :

“1. To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure their (...) access, on an equal basis with others, to the physical environment, to transportation, (...)

"2. States Parties shall also take appropriate measures: (...)

(b) To ensure that private entities that offer facilities and services which are open or provided to the public take into account all aspects of accessibility for persons with disabilities (...).”

ECMT recommendation

Recommendation of the European Conference of Ministers of Transport (ECMT, now the International Transport Forum) :

It is highly desirable that all taxis be accessible when their use is mainly by hailing them on the street; when taxis are required by telephone reservation or at a waiting station, accessible taxis may be limited to a proportion of the fleet, percentage to be determined according to local situations.

Situation in Canada

- No Federal/national regulation
- Provincial/municipal regulation
- Canadians with Disabilities Act on the way



City of Ottawa

- Accessible taxis = 15%
- Standards regarding vehicle availability and response time
- 187 permits issued by the city for the transportation of people with disabilities
- These taxis can carry all types of customers
- Almost immediate service

City of Vancouver

- Accessible taxis = 21.9%
- Minimum prescribed: 15%
- All taxis adhere to one or the other of the 4 companies of distribution, no independent
- Accessible vans are acquired and operated by the dispatching companies
- Average for British Columbia: 17%

Other cities in Canada

Calgary – Accessible taxis = 11%

- 15 minutes of wait time provided for in the regulation

Toronto – Accessible taxis = 33.3% (objective)

- Toronto issues new accessible taxi licenses to make 1/3 of taxis accessible (1,700 taxis)

Montréal – Accessible taxis = 6.85% (2014)

- Minimum prescribed: 0%
- Most of these taxis are used for specialized public transit

Taxi in 30 minutes

Board Resolution of the Montreal Taxi Bureau :

To recommend to the City of Montreal to adopt a standard concerning private transportation by accessible taxi so as to guarantee a 30-minute service to people with disabilities using a wheelchair and to provide for a transitional period of up to 2 years from the date of entry into force of this standard for the entire industry.

Taxi in 30 minutes

- No matter the number of accessible taxis, the regulation has to set the minimum service standard.
- Kéroul recommends to the Québec Transport Department to adapt and adopt such a regulation for the other cities of the Province.
- This resolution is inspired by the rights of people with disabilities, the ECMT resolution and the UN Convention.
- **This resolution remains a resolution, No regulation yet.**

Conclusion: Tempus fugit...

- 1975: The UN Declaration on the Rights of Persons with Disabilities
- 1994: The ECMT recommendation
- 2006: The UN Convention on the Rights of Persons with Disabilities
- 2018, 2019...: **It is time to make a decision**

Kéroul recommendations

- Clear regulation
- Selection of appropriate vehicles
- Driver training (refresher every 3-5 years)
 - Secure installation
 - Safety driving
 - Special needs description and services
- Penalties to dispatch company and driver who fail
 - Availability
 - Surcharge

Time to make a decision

- There are limits to waiting and relying on goodwill.
- To paraphrase a representative of the Montreal taxi industry: "In the taxi, there is no action without regulation!"

Questions

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