

Vehicle for Hire 2020 Work Plan

Focus Area	Action Items
Accessible Service Strategies	<ul style="list-style-type: none"> • Develop strategies to address accessible vehicle for hire capacity challenges such as unavailability of wheelchair accessible taxis and long wait times. • Explore the current accessibility surcharge capacity to fund accessible vehicle for hire pilots and/or programs including DATS passenger taxi vouchers. • In partnership with the Accessibility Advisory Committee, continue development of new training materials for accessible taxi drivers. • Options for delivery models of driver training. • Continue research and consultation in the viability of a Centralized Booking Service.
Safety Measures in Vehicles for Hire	<ul style="list-style-type: none"> • Continue stakeholder engagement regarding potential safety measures. • Develop strategies to address driver and passenger safety in vehicles for hire; and work with industry to explore ideas such as mandatory security cameras in vehicles for hire.
Education	<ul style="list-style-type: none"> • Apply learnings from target audience and advertising effectiveness research to the 2020 education campaign/advertising.
Monitoring and Data Gathering	<ul style="list-style-type: none"> • Monitor driverless vehicle for hire regulation development in other jurisdictions. • Monitor the City's First Kilometre/Last Kilometre solutions involving vehicles for hire.
Enforcement Strategies Update	<ul style="list-style-type: none"> • Explore needs and costs relating to updating of enforcement equipment, including fleet vehicles