

## Vehicle for Hire 2020 Work Plan

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