

**REPORT  
1996 JULY 08**

**CITY OF BURNABY  
EXECUTIVE COMMITTEE OF COUNCIL**

HIS WORSHIP, MAYOR W.J. COPELAND  
AND MEMBERS OF COUNCIL

**RE: WHEELCHAIR ACCESSIBLE TAXI LICENCES**

**RECOMMENDATION:**

1. THAT Council receive the attached report for information.

**REPORT**

The Executive Committee of Council at its meeting held on 1994 June 24 received and adopted the attached report for information.

Respectfully submitted,

Councillor L. Rankin,  
Chair

Councillor Corrigan,  
Member

Councillor Redman,  
Member

: COPY - CITY MANAGER  
- DIRECTOR FINANCE  
- CHIEF LICENCE INSP.

**TO:** EXECUTIVE COMMITTEE OF COUNCIL

**DATE:** 1996 JUNE 20

File: V17-4

**FROM:** DIRECTOR FINANCE

**SUBJECT:** WHEELCHAIR ACCESSIBLE TAXI LICENCES

**PURPOSE:** To provide information to the Executive Committee of Council

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**RECOMMENDATION:**

1. THAT this report be received for information.

**REPORT**

**BACKGROUND**

At its meeting held on 1996 May 13, Council received a presentation from Mr. Doug Oldham of Burnaby Select Taxi Ltd. Arising from the discussion, Council requested that information on wheelchair accessible taxicab service be forwarded to the Executive Committee of Council. This report responds to that request.

Under the provisions of the Cab and Commercial Vehicle Bylaw, Burnaby licences 102 taxicabs. The Bylaw further requires that six of these licences be reserved for wheelchair accessible (Class H) taxicabs. Bonny's Taxi Ltd. holds 98 taxicab licences. Five of Bonny's taxicab licences are Class H. Burnaby Select Taxi holds four taxicab licences. One of Burnaby Select's taxicab licences is Class H.

Burnaby last increased the number of taxicab licences in 1989 April. At that time eighteen Class A taxicab licences and five Class H taxicab licences were issued to Bonny's Taxi Ltd. One Class A taxicab licence and one Class H taxicab licence were issued to Burnaby Select Taxi Ltd.

The taxicab needs of the community are determined by a number of factors. These factors include input from customers and the industry, the ratio of population to taxicabs, demographic changes creating demand on the system, increases in urban activity such as commercial or industrial growth, and complaints received by the Licence office.

Since 1989 April staff have monitored taxicab usage, service complaints and other factors, and found appropriate service levels with the current licences issued.

## CURRENT SITUATION

In responding to Council's request, staff wrote to Burnaby's two licenced taxicab firms and asked for written submissions about wheelchair accessible taxicab service. Specifically, we asked that they submit company records detailing wheelchair accessible trips for a specific period of time, details on unfulfilled trips, delayed trips or trips referred to another service provider.

The Licence Office received one submission from Bonny's Taxi detailing wheelchair accessible trips. Burnaby Select Taxi has declined to make a formal submission.

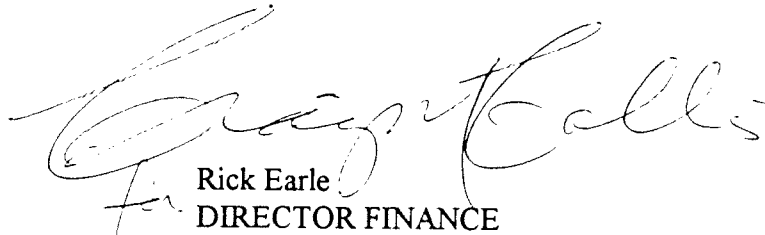
Bonny's Taxi notes that of 35,889 flagged and dispatched trips logged between 1996 May 2 and May 17 inclusive, 272 were wheelchair trips. This represents 0.76% of all trips for the period. Bonny's notes that during this period four of five wheelchair taxicabs were operating, in that one was unavailable due to major mechanical repairs.

A review of Licence Office records reveals the following complaints from the public about the availability of wheelchair accessible taxicabs:

- On 1995 January 9, the temporary unavailability of a wheelchair accessible taxicab caused a one hour delay for a Bonny's customer.
- On 1994 November 24, the temporary unavailability of a wheelchair accessible taxicab caused a 75 minute delay for a Bonny's customer.

No complaints about accessible service have been received by the Licence Office in 1996.

The low incidence of service complaints with respect to wheelchair accessible taxicabs is a good indication of adequate levels of service. Bonny's Taxi also indicates that in a two week period, accessible service demands (0.76% of trips) were well below accessible service supply (5% of licences). This information indicates that Burnaby has appropriate wheelchair accessible taxicab licences at this time. Staff will continue to monitor the situation and will report to Council should this situation change.

  
 Rick Earle  
 DIRECTOR FINANCE

BP:sm

cc: City Manager

