



The purpose of this Bulletin is to provide Industry with an update on recent decisions made by Calgary City Council to improve wheelchair accessible taxi service in Calgary.

**Background:**

- On 2018 March 19, Council endorsed a framework for an **Accessible Taxi Incentive Program** to provide an incentive to Accessible Taxi Plate Licence (ATPL) holders and accessible drivers affiliated with ATPLs who meet the qualifying criteria to receive an annual incentive. Council also endorsed the method to fund this program through the collection of a per-trip fee added to the total fare of all taxi and transportation network company (TNC) trips taken in Calgary.
- On 2018 October 15, Council approved amendments to the Livery Transport Bylaw to implement this program, beginning on 2019 January 1.
- The full report from this meeting of Council can be found on The City of Calgary website at the following link: [Council - October 15, 2018](#)
- As part of this report, Council also endorsed a two year pilot for an accessible taxi centralized dispatch system to be awarded through a request for proposal process.

**Accessible Taxi Incentive Program Overview:**

The Accessible Taxi Incentive Program will begin on 2019 January 01, with a nominal per-trip fee, not to exceed (\$0.30) collected from all taxi and TNC trips and remitted to the City of Calgary. The exact amount of the per-trip fee will be determined shortly and will be clear and transparent to Industry. Following is a summary of the grants and incentives that will be provided through this program:

| Type of Payment    | Grant                               | Incentive  |  |
|--------------------|-------------------------------------|--|--|
| Recipient          | ATPL Holder                         | ATPL Holder  | Accessible Driver  |
| Amount (frequency) | \$1500 (annually)                   | Up to \$1500 (annually)                                      | Up to \$2000 (annually)  |
| Criteria           | None                                | Yes (tied to achieving customer service and safety criteria) | Yes (tied to achieving customer service and safety criteria)   |
| First Payment      | Following 2019 June 30 ATPL renewal | Following 2020 June 30 ATPL renewal                          | Following 2020 taxi driver licence renewal (tied to birthdate) |

**Next Steps:**

- In the coming weeks, Livery Transport Services will be communicating with industry about the plan to implement the Accessible Taxi Incentive Program.
- This plan will include: meter and decal changes on taxis, embedding the per-trip fee into the overall cost of a taxi and TNC fare, and processes for remitting the fees collected from the fares to The City of Calgary to fund the Accessible Taxi Incentive Program.
- Livery Transport Services will also provide more information on the pilot for an accessible taxi centralized dispatch following the conclusion of Council’s budget deliberations at the end of 2018 November.

Sincerely,

Abdul Rafih  
Chief Livery Inspector  
Compliance Services