



Accessible Taxi Incentive Program Framework

(Version 2.0 - 2019 March 1)

Effective 2019 January 1

Approval of the Accessible Taxi Incentive Program Framework

On 2018 October 15, Council approved amendments to the *Livery Transport Bylaw 6M2007* which authorizes the Chief Livery Inspector to establish and implement an Accessible Taxi Incentive Program.

Pursuant to section 154.1 of the *Livery Transport Bylaw 6M2007*, the Chief Livery Inspector implements and establishes The Accessible Taxi Incentive Program as set out in this Accessible Taxi Incentive Program Framework.

The Program is effective as of 2019 January 01.



Abdul Rafih

Chief Livery Inspector

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Accessible Taxi Incentive Program Framework

Background

On 2018 October 15, Council approved changes to the *Livery Transport Bylaw 6M2007* (the “Bylaw”) which allows for the implementation of an Accessible Taxi Incentive Program (the “Program”) for holders of an Accessible Taxi Plate Licence (ATPL) and accessible drivers. To fund the Program, a per-trip fee will be added to the fare of all taxi, accessible taxi and private for hire vehicle trips taken in vehicles licenced to operate in Calgary.

Authorizing Bylaw:

Part 7.1 of the Bylaw authorizes the Chief Livery Inspector to establish and implement the Program (see Appendix 1).

Implementation Date:

The Program is implemented effective 2019 January 1.

Purpose

The purpose of this Accessible Taxi Incentive Program Framework (the “Framework”) is to set out the requirements of the Program, including the objectives, scope, responsibilities and procedures for implementing and administering the Program. This includes identifying the roles and responsibilities of City of Calgary employees, taxi brokerages, Transportation Network Companies (TNCs), holders of an ATPL, taxi drivers and transportation network drivers.

Program Objectives

The objectives of the Program are:

1. To improve service to customers requesting on-demand wheelchair accessible taxis;
2. To reduce the costs incurred by holders of an ATPL and accessible drivers associated with purchasing and operating wheelchair accessible vehicles, and;
3. To incent holders of an ATPL and accessible drivers to improve 24/7 on-demand wheelchair accessible service delivery to qualify for the annual incentive.

Program Scope

Holders of an ATPL and accessible drivers affiliated with a current ATPL, licenced to operate in the city of Calgary, become eligible to qualify for the annual Program. The amount of the annual grant or incentive received is based on the holder of an ATPL and accessible driver successfully meeting qualifying criteria.

Holders of a Taxi Plate Licence (TPL) and accessible drivers who are not affiliated with an ATPL are not eligible to qualify for receiving an annual incentive through the Program.

Definitions¹

For the purposes of this Framework, the following terms are defined as follows:

- “accessible driver” means a person who holds a valid and subsisting Taxi Driver’s Licence (TDL) with an endorsement to operate an accessible vehicle and who is affiliated with an ATPL;
- “Accessible Taxi Incentive Program” or “Program” means a program established to provide an incentive to holders of an ATPL and accessible drivers, licenced to operate in the city of Calgary, who meet the qualifying criteria to receive an annual incentive;
- “Geospatial Analyst” means an employee in Livery Transport Services (LTS) responsible for evaluating and reviewing data required for administering the Program;
- “GIS” or “Geographic Information System” means a system that collects, manages, displays and analyses geographic information data;
- “POSSE” or “Public One Stop Shopping Environment” means the licensing system used within LTS that maintains data for all livery participants;
- “per-trip fee” means a regulatory charge added to every fare charged for a trip completed by a taxi, accessible taxi or private for hire vehicle trip taken in Calgary and used to fund the Program;
- “Program Administrator” means an employee in LTS responsible for administering the Program;
- “Qualifying Criteria” means the criteria that holders of an ATPL and accessible drivers must meet to receive an annual incentive;
- “Taxi Brokerage Program Maintenance Rebate” means a rebate provided to taxi brokerages to reduce the administrative costs associated with collecting a per-trip fee from affiliated taxi drivers; and
- “trip data” means the number of trips recorded by taxi brokerages and TNCs through GPS that is provided to The City of Calgary.

¹ In addition to the words defined in this Framework, words defined in the *Livery Transport Bylaw 6M2007* have the same meaning in this Framework wherever they appear despite the fact that they may not be capitalized or bolded in the Framework.

Roles and Responsibilities

The roles and responsibilities required under the Program are set out below.²

The Chief Livery Inspector is responsible for setting:

- the requirements for eligibility in the Program;
- the criteria for receiving any incentive or grant;
- the amount and frequency of the disbursement of any incentive or grant;
- the form and manner used to inform a customer about the collection of a per-trip fee;
- any sanctions, including reductions in the amount of any incentive or grant, for non-compliance with the conditions of the Program;
- any reporting or auditing requirements with respect to the Program;
- the amount of the per-trip fee (up to \$0.30 cents per trip);
- the frequency and method a taxi brokerage, TNC or holder of a TPL or ATPL joined to an Independent Livery Vehicle must remit the per-trip fee collected by its affiliated drivers to The City of Calgary;
- the process for changes to the Program and the method used for publishing changes; and
- any additional requirements that are needed to administer the Program.

[s.154.1(1)]

The Geospatial Analyst is responsible for:

- reviewing and confirming with the Program Administrator the trip data submitted by a taxi brokerage, holder of a TPL or ATPL that is joined to an Independent Livery Vehicle and TNC; and
- reviewing and confirming data to inform the Program Administrator's evaluation to determine whether holders of an ATPL and accessible drivers meet the qualifying criteria for the grants and incentives provided through the Program.

[s.154.1(1)(j)]

The Program Administrator is responsible for:

- confirming with a taxi brokerage, a holder of a TPL or ATPL that is joined to an Independent Livery Vehicle and TNC that the trip data submitted to LTS is accurate and complete for the purposes of administering the Program;
- confirming the amount and payment of the annual Taxi Brokerage Program Maintenance Rebate;
- reviewing and evaluating the data required to determine whether holders of an ATPL and accessible drivers met the criteria to qualify for annual incentives; and

² All bylaw section references in the Framework are from the *Livery Transport Bylaw 6M20007* unless otherwise specified.

- providing reports to The City of Calgary Finance department (Corporate Billings and Accounts Receivable and Accounts Payable) to generate invoices and payments as required by the Program.

[s.154.1(1)(j)]

Taxi Brokerages are responsible for:

- ensuring that taximeters in the vehicles of all affiliated drivers are updated to include the per-trip fee [s.154.1(1)(d); s.154.2(1)];
- complying with any reporting or auditing requirements with respect to the Program [s.154.1(1)(f)];
- remitting to The City of Calgary all regulatory charges collected by all affiliated drivers [s.154.3(1)];
- submitting any data requested by the Chief Livery Inspector with respect to the Program [s.154.3(2)];
- distributing the decals used to display the taxi rates in the vehicles of all affiliated drivers; and
- establishing a process for collecting the per-trip fees from all affiliated drivers that have been paid by customers in order to remit them to The City of Calgary as required by section 154.3(1). [s.154.1(1)(j)]

TNCs are responsible for:

- ensuring that the APPs and receipts are updated to include the per-trip fee [s.154.1(1)(d); 154.2(1)];
- complying with any reporting or auditing requirements with respect to the Program [s.154.1(1)(f)];
- remitting to The City of Calgary all regulatory charges collected from all trips completed by any affiliated drivers [s.154.3(1)];
- submitting any data requested by the Chief Livery Inspector with respect to the Program [s.154.3(2)]; and
- establishing a process for collecting the per-trip fees from all affiliated drivers that have been paid by customers in order to remit them to The City of Calgary as required by section 154.3(1). [s.154.1(1)(j)].

Holders of a TPL or an ATPL joined to an Independent Livery Vehicle are responsible for:

- ensuring that taximeters in vehicles are updated to include the per-trip fee [154.1(1)(d); 154.2(1)]
- complying with any reporting or auditing requirements with respect to the Program [s.154.1(1)(f)]
- remitting to The City of Calgary all regulatory charges collected by all affiliated drivers [s.154.3(1)]
- submitting any data requested by the Chief Livery Inspector with respect to the Program [154.3(2)];

- updating the decals used to display the taxi rates in the vehicles; and
- establishing a process for collecting the per-trip fees from all affiliated drivers that have been paid by customers in order to remit them to The City of Calgary as required by section 154.3(1).

Taxi Drivers & Transportation Network Drivers are responsible for:

- collecting the per-trip fee from customers on behalf of The City of Calgary [s.154.2(4)]; and
- remitting the per-trip fees collected from customers through a process established with the taxi brokerage, holder of a TPL or ATPL that is joined to and Independent Livery Vehicle or TNC to which they are affiliated [s.154.1(1)(j)].

Holders of an ATPL are responsible for:

- reviewing the Framework to determine eligibility and the qualifying criteria for any incentive or grant provided through the Program.

In addition to the responsibilities identified for taxi drivers, accessible drivers affiliated with an ATPL are also responsible for:

- reviewing the Framework to determine eligibility and the qualifying criteria for any incentive or grant provided through the Program.

Compliance with the Program

Failure to comply with the requirements of the Program is an offence under the Bylaw and could result in charges. As stated in Schedule D of the Bylaw, the following penalties apply:

OFFENCE		PENALTY	
Section	Description	Minimum	Specified
S.154.2(4)(b)	Driver fail to collect regulatory charge from customer	\$500	\$1000
S.154.3(1)	Brokerage, holder of TPL or ATPL of Independent Livery Vehicle, or Transportation Network Company fail to remit regulatory charge	\$800	\$1500
S.154.3(2)	Brokerage, holder of TPL or ATPL of Independent Livery Vehicle, or Transportation Network Company fail to submit data	\$1000	\$2000

Eligibility for the Program

To be eligible to receive the annual ATPL grant provided through the Program, a person must:

- be a holder of a valid and subsisting ATPL.

To be eligible to receive the annual ATPL incentive provided through the Program, a person must:

- be a holder of a valid and subsisting ATPL; and
- meet the qualifying criteria for the holder of an ATPL identified in Table 2 of this Framework.

To be eligible to receive the accessible driver incentive provided through the Program, a person must:

- hold a valid and subsisting TDL;
- hold an endorsement to operate an accessible vehicle;
- drive a vehicle that is affiliated with the holder of a valid and subsisting ATPL; and
- meet the qualifying criteria for accessible drivers identified in Table 3 of this Framework.

[s.154.1(1)(a)]

Calculating the Per-Trip Fee

The per-trip fee is a regulatory charge which will fund the Program. The Chief Livery Inspector has the authority to set a per-trip fee, not exceeding \$0.30 per trip, that must be added to the fare of all trips provided by taxis, accessible taxis and private for hire vehicles.

[s.154.1(1)(g); s.154.2(1); s.154.2(3)]

The per-trip fee will be reviewed and set annually at a rate to ensure the Program is successful and is calculated based on the total anticipated annual cost of the Program.

[s.154.2(2)]

The per-trip fee is paid by customers and collected by taxi drivers and transportation network drivers. The Bylaw requires taxi brokerages, holders of a TPL or ATPL joined to an Independent Livery Vehicle and TNCs to remit all per-trip fees collected by any affiliated drivers to The City of Calgary.

[s. 154.2(4); s.154.3(1)]

Per-Trip Fee for 2019

Effective 2019 January 1, a \$0.10 per-trip fee must be added to the fare of all trips provided by taxis, accessible taxis and private for hire vehicles.

[s.154.1(1)(g); s.154.2]

GST On the Per-Trip Fee

- The per-trip fee (regulatory charge) is to be included in total fares charged to customers by the drivers and is collected on The City of Calgary's behalf.
- The taxi brokerage, holder of a TPL or ATPL that is joined to an Independent Livery Vehicle or TNC will receive an invoice from The City of Calgary to pay the total amount of all per-trip fees collected from all affiliated drivers (outlined in Procedures 1.0 and 2.0 in this Framework).
- The City of Calgary will be responsible for remitting any GST included in the regulatory charges to the federal government.

Procedures

The following procedures establish the requirements for implementing and administering the Program to promote transparency and consistency, minimize errors, and to ensure understanding and compliance of responsibilities and timelines.

1.0 Taxi Brokerage Remittance

Taxi brokerages are responsible for establishing their own processes for collecting the per-trip fees from their affiliated drivers. Procedure 1.0 establishes the process for remitting the total amount of all per-trip fees collected from all affiliated drivers to The City of Calgary pursuant to section 154.3(1).

Procedure

1. Communication of the per-trip fee to customers must be executed through taxi rate decals, printed or electronic receipts, and all technology apps. [s.154.1(1)(d)]
2. LTS will invoice taxi brokerages on a monthly basis for the total amount of all per-trip fees collected from all affiliated drivers in the previous month. [s.154.1(1)(h);s.154.3(1)]
3. To calculate the total amount of the monthly invoice that a taxi brokerage is required to remit to The City of Calgary, the Geospatial Analyst will review and confirm the number of trips based on the trip data provided by taxi brokerages, and the Program Administrator will review and confirm the data with the taxi brokerages.
4. The taxi brokerages must pay invoices through one of the methods listed on the invoice. [s.154.1(1)(h)]

Implementation of Procedure

1. The taxi brokerage must provide trip data through the existing secured electronic file transfer process to The City of Calgary. [154.1(1)(f); s.154.3(2)]
2. The Geospatial Analyst accesses the data portal and reviews and confirms trip data for each taxi brokerage.
3. The Program Administrator reviews the trip data and confirms in writing via email with the taxi brokerage.
4. The Program Administrator forwards the required information to Corporate Billing and Accounts Receivable at The City of Calgary to have invoices prepared and sent to the taxi brokerages.
5. Taxi brokerages must pay the total amount due to The City of Calgary by the deadline indicated in the invoice. [s.154.3(1)]

6. Failure to remit all regulatory charges to The City of Calgary is an offence under the Bylaw and may result in penalties.

Planned Schedule of Actions³

1. *By the tenth day of the month - Geospatial Analyst reviews and confirms previous month's trip data from taxi brokerages.*
2. *By the thirteenth day of the month - Program Administrator reviews and confirms the trip data with taxi brokerages.*
3. *By the fifteenth day of the month - Any discrepancies between LTS and taxi brokerage trip data over 1% must be resolved.*
4. *By the seventeenth day of the month - Program Administrator forwards required information to Corporate Billing and Accounts Receivable to prepare and send invoices to taxi brokerages.*
5. *Taxi brokerages must pay invoices to The City of Calgary in accordance with the payment terms as outlined on the invoice.*

³ While The City of Calgary intends to adhere to all timelines listed above, there may be circumstances which will require slight modifications to the stated timelines, especially during the early stages of the implementation of the Program. If The City of Calgary becomes aware of any significant or persistent changes to the above timelines, the changes will be updated in the Framework. This applies to all "Planned Schedule of Actions" sections in the Framework.

2.0 TNC Remittance

TNCs are responsible for establishing their own processes for collecting the per-trip fees from their affiliated drivers. This procedure establishes the process for TNCs remitting the total amount of all per-trip fees collected from all affiliated drivers to The City of Calgary pursuant to section 154.3(1).

Procedure

1. Communication of the per-trip fee to customers must be executed through printed or electronic receipts and all technology Apps. [154.1(1)(d)]
2. LTS will invoice TNCs on a quarterly basis for the total amount of all per-trip fees collected from all affiliated drivers in the previous quarter. [154.1(1)(h);154.3(1)]
3. The Geospatial Analyst will review and confirm the number of trips based on the trip data provided by TNCs, and the Program Administrator will also review and confirm the data with the TNCs.
4. The TNCs must pay invoices through one of the methods listed on the invoice. [154.1(1)(h)]

Implementation of Procedure

1. The TNC must provide trip data through the existing secured electronic file transfer process to The City of Calgary. [s. 154.1(1)(f); s.154.3(2)]
2. The Geospatial Analyst accesses the data portal and reviews and confirms trip data for each TNC.
3. The Program Administrator reviews and confirms the trip data and amount to be included in the invoice.
4. The Program Administrator forwards the required information to Corporate Billing and Accounts Receivable at The City of Calgary to have invoices prepared and sent to the TNCs.
5. The TNC must pay the total amount due to The City of Calgary by the deadline stated in the invoice. [s.154.3(1)]
6. Failure to remit all regulatory charges to The City of Calgary is an offence under the Bylaw and may result in penalties.

Planned Schedule of Actions

**Note that TNCs are invoiced quarterly and the month referenced below will be after each quarter*

- 1. Ongoing – Geospatial Analyst reviews and confirms trip data from TNCs.*
- 2. By the tenth day of the month - Geospatial Analyst confirms all trip data from the TNC for the quarter.*
- 3. By the thirteenth day of the month - Program Administrator reviews the trip data with the TNC's to get confirmation.*
- 4. By the twentieth day of the month - Any discrepancies between LTS and TNC trip data over 1% must be resolved.*
- 5. By the twenty-first day of the month - Program Administrator forwards required information to Corporate Billing and Accounts Receivable to prepare and send invoices to TNCs.*
- 6. TNCs must pay invoices to The City of Calgary in accordance with the payment terms as outlined on the invoice.*

3.0 Evaluation Process to Determine Payment of Grants and Incentives

Pursuant to section 154.1(b) of the Bylaw, the Chief Livery Inspector may establish criteria that holders of an ATPL and accessible drivers must meet to receive any incentive or grant under the Program. This procedure establishes the evaluation process used to determine the amount of the annual grant and incentives that holders of an ATPL and accessible drivers may be eligible to receive under the Program.

Holders of an ATPL and accessible drivers are responsible for ensuring they understand the requirements they must meet to qualify for the grants and incentives. They are encouraged to contact LTS if they require any clarification on the qualifying criteria defined in this procedure to ensure they receive the maximum value of grants and incentives provided under the Program.

Table 1 provides a summary of the grant and incentive payments that will be provided to holders of an ATPL and accessible drivers, subject to them meeting the qualifying criteria defined in this procedure.

Table 1: Summary of Grant and Incentive Payments

Type of Payment	Grant	Incentive	
Recipient	Holder of a Valid and Subsisting ATPL	Holder of a Valid and Subsisting ATPL	Holder of a Valid and Subsisting TDL with an endorsement to operate an accessible vehicle and affiliated with an ATPL
Amount (frequency)	\$1500 (annually)	Up to \$1500 (annually)	Up to \$2000 (annually)
First Payment	Following 2019 June ATPL renewal	Following 2020 June ATPL renewal	Following 2020 driver licence renewal (on birthdate)
Criteria Required	None (provided to assist with added cost of purchasing and maintaining an accessible taxi)	Yes (see details below)	Yes (see details below)

Procedure

1. Following the 2019 June 30 annual ATPL licence renewal deadline (and annually thereafter), all holders of a valid and subsisting ATPL will receive a \$1500 annual grant to reduce the costs associated with purchasing and operating a wheelchair accessible vehicle.
2. Following the 2020 June 30 annual ATPL licence renewal deadline (and annually thereafter), in addition to the annual \$1500 grant, all holders of a valid and subsisting ATPL may also receive up to \$1500 annually subject to successfully meeting the qualifying criteria in Table 2.

Table 2: Qualifying Criteria for Annual incentive for Holders of an ATPL (ATPL-1 & ATPL-2)

Qualifying Criteria	Evaluation Process	Value
a) Vehicle on road a minimum of 250 days per year	GIS Data	Up to \$500
b) Vehicle is driven a minimum of 981 hours per year	GIS Data	Up to \$500
c) Mechanicals submitted on time	POSSE Notes	Up to \$125
d) Inspector's orders completed on time	POSSE Notes	Up to \$125
e) Minimal complaints on the vehicle condition ⁴	Vehicle Inspection & Customer calls to 311	Up to \$125
f) Cordless debit machine installed in vehicle or a corded debit machine may be reached by customers who use wheelchairs	Annually upon plate renewal and through random vehicle inspections	Up to \$125
TOTAL		Up to \$1500*

*A holder of an ATPL-1 may receive a pro-rated incentive if an ATPL-1 plate is transferred within the 12 month evaluation period. The value will be pro-rated based on the number of months from the date the transfer was approved.

The value of the incentive received by the holder of an ATPL is based on an evaluation of whether the criteria was achieved over the course of the previous calendar year (January 1-December 31). Each of the criteria will be evaluated separately and the value of any criteria not achieved will be subtracted from the total value of the incentive for that year. For example:

The holder of an ATPL meets criteria a, d, e, and f but does not meet criteria b (vehicle driven a minimum of 981 hours per year) or criteria c (submit mechanicals on time) in the calendar year under evaluation. A value of \$500 and \$125 would be subtracted from the

⁴ Regarding criteria e, any complaints on the vehicle condition will be investigated, and pending the outcome of the investigation, should any action or sanctions be taken against a holder of an ATPL, the incentive value for that criteria may not be awarded.

total annual \$1500 incentive available for that year. The total incentive paid for that year would be \$875.

3. Beginning 2020 January 1 (and annually thereafter), following an accessible driver's annual TDL renewal (as aligned to their birthdate), all eligible accessible drivers may receive up to \$2000 based on the evaluation of the qualifying criteria in Table 3.

Table 3: Qualifying Criteria for Accessible Drivers Affiliated with a Licenced ATPL

Qualifying Criteria	Evaluation Process	Value
a) Accept all wheelchair accessible trips	Tax Brokerage Data	Up to \$1000
b) Complete minimum 4 wheelchair accessible trips per month	GIS Data	Up to \$200
c) Daily maintenance of harness/ramps	Random Inspection	Up to \$200
d) Minimal incidents or customer service complaints ⁵	Customer calls to 311 + Broker Reports	Up to \$200
e) Available between the hours of 10:00 pm and 4:00 am for a minimum of 10 nights per month	GIS Data	Up to \$200
f) Renew Taxi Driver's Licence on time	POSSE	Up to \$200
TOTAL		Up to \$2000*

*These values will be pro-rated if a new accessible driver affiliated with an ATPL is licenced within the 12 month evaluation period. The value will be pro-rated based on the number of months the accessible driver held a licence within that calendar year.

The value of the incentive received by an accessible driver is based on an evaluation of whether the criteria were achieved over the course of the previous calendar year (January 1-December 31). Each of the criteria will be evaluated separately and the value of any criteria not achieved will be subtracted from the total value of the incentive for that year. For example:

An accessible driver meets criteria a, c, d, and f but does not meet criteria b (complete a minimum of 4 wheelchair accessible trips per month) or criteria e (available between the hours of 10:00 pm and 4:00 am a minimum of 10 nights per month) in the calendar year under evaluation. The value of \$200 for criteria b and \$200 for criteria e would be subtracted from the total annual \$2000 incentive available for that year. The total incentive paid for that year would be \$1600.

4. The Geospatial Analyst and Program Administrator (in conjunction with an Enforcement Officer) will review and confirm the performance of holders of an ATPL and accessible drivers based on the trip data provided by taxi brokerages and other information through POSSE, Customer calls to 311, and taxi brokerage recorded complaints.

⁵ Regarding criteria d, any complaints will be investigated, and pending the outcome of the investigation, should any action or sanctions be taken against a driver, the incentive value for that criteria may not be awarded.

Implementation of Procedure

1. The taxi brokerage must provide trip data through a secured electronic file transfer process to The City of Calgary on a data portal. [s.154.1(1)(f); s.154.3(2)]
2. The Geospatial Analyst accesses the data portal and reviews the trip data to confirm qualifying criteria is met for the holder of an ATPL, including hours of driving and days the vehicle is on the road. [s.154.1(1)(b)]
3. The Geospatial Analyst accesses the data portal and reviews the trip data to confirm qualifying criteria is met for the accessible driver, including completed accessible trips and availability hours for the number of nights per month. [s.154.1(1)(b)]
4. The Program Administrator (in conjunction with an Enforcement Officer) reviews POSSE information and Customer calls to 311 to ensure qualifying criteria is met for the holder of an ATPL as per Table 2 above. [s.154.1(1)(b)]
5. The Program Administrator reviews the accessible driver record (i.e. complaints, trip refusals) to ensure qualifying criteria is met as per Table 3 above. [s.154.1(1)(b)]
6. The Program Administrator provides a qualifying criteria matrix for holders of an ATPL annually in July (beginning 2020), and a qualifying criteria matrix for accessible drivers annually following their annual TDL renewal based on birthdate month (beginning 2020 January) to explain the decision on the value of the incentive to be paid. [s.154.1(1)(b); s.154.1(1)(e)]
7. The Chief Livery Inspector confirms and approves the qualifying criteria evaluation matrix. [s.154.1(1)(a)]
8. The Program Administrator prepares a letter to the holders of an ATPL and accessible drivers advising of the incentive amount.

Planned Schedule of Actions – Evaluation for Holders of an ATPL

Note that the evaluation of the qualifying criteria for the holders of an ATPL will be undertaken monthly over the course of the calendar year.

1. *By the tenth day of July – Geospatial Analyst reviews and confirms data used to evaluate the qualifying criteria.*
2. *By the tenth day of July – Program Administrator, along with an Enforcement team member, reviews and confirms if the qualifying criteria have been achieved through POSSE and Customer calls to 311 (complaints on the vehicle condition will be updated throughout the year).*
3. *By the fifteenth day of July – Program Administrator provides a qualifying criteria evaluation matrix for all holders of an ATPL to the Chief Livery Inspector for review and approval.*

4. *By the last day of July – Any discrepancies in the qualifying criteria evaluation matrix are reviewed.*

Planned Schedule of Actions – Evaluation for Accessible Drivers

Note that the evaluation of the qualifying criteria for accessible drivers will be undertaken monthly over the course of a calendar year.

1. *Beginning 2019 February - By the last day of the month: Geospatial Analyst reviews the GIS data and taxi brokerage data for the prior month and confirms qualifying criteria (Table 3 above).*
2. *Beginning 2019 February - By the last day of the month: Program Administrator reviews POSSE, Customer calls to 311, and taxi brokerage reports for the previous month and confirms qualifying criteria (Table 3 above).*
3. *Beginning 2020 January - By the last day of the month: Program Administrator compiles an annual qualifying criteria evaluation matrix for all accessible drivers with a birthdate in that month.*
4. *Beginning 2020 February - By the eighth day of the month: Program Administrator confirms through POSSE that all eligible accessible drivers with a birthdate during the previous month renewed their TDL, and adds information to the qualifying criteria evaluation matrix.*
5. *Beginning 2020 February - By the tenth day of the month: Program Administrator provides a completed qualifying criteria matrix for all accessible drivers with a birthdate in the previous month to the Chief Livery Inspector for review and approval.*

4.0 Payments to Holders of an ATPL and Accessible Drivers

Pursuant to section 154.1(1)(c) of the Bylaw, the Chief Livery Inspector may set the disbursement of any incentive or grant paid under the Program. This procedure establishes the process used to pay the annual grant and incentives that holders of an ATPL and accessible drivers may be eligible to receive under the Program.

Procedure

1. For each holder of an ATPL and accessible driver, a qualifying criteria evaluation matrix must be completed for the previous calendar year to confirm eligibility (see Procedure 3.0 in this Framework).
2. The Program Administrator will track TDL changes (specifically affecting holders of an ATPL and accessible drivers) through POSSE.
3. The Program Administrator will review and confirm changes to holders of an ATPL and accessible drivers for each month.
4. The Program Administrator will provide Accounts Payable with a payment matrix consisting of information on the holder of an ATPL and accessible driver as follows:

Holder of an ATPL Incentive Payment Matrix:

Name	Address	Accessible Taxi Plate Licence #	Incentive Payment \$
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Accessible Driver Incentive Payment Matrix:

Name	Address	Taxi Driver's Licence #	Incentive Payment \$
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5. Accounts Payable will provide payment to eligible holders of an ATPL and accessible drivers that meet the qualifying criteria; and will assign a reference code to each TDL number and ATPL number to track payment history.

Implementation of Procedure

1. An evaluation for a holder of an ATPL and/or accessible driver must be completed to initiate grant or incentive payments. [s.154.1(1)(a)]
2. Following the 2019 June 30 annual ATPL renewal deadline (and annually thereafter), all holders of a valid and subsisting ATPL will receive a \$1500 annual grant to reduce costs associated with purchasing and operating wheelchair accessible vehicle.
3. Following the 2020 June 30 annual ATPL renewal deadline (and annually thereafter), in addition to the annual \$1500 grant, all holders of an valid and subsisting ATPL will also receive up to \$1500 based on them successfully meeting the qualifying criteria.

4. For accessible drivers, as of 2020 January, following the renewal of their TDL on time (aligned with their birthdate), eligible accessible drivers may receive up to \$2000 annually based on them successfully meeting the qualifying criteria.
5. The Program Administrator completes and provides the payment matrix for holders of an ATPL and accessible drivers to the Chief Livery Inspector for review and approval.
6. The Program Administrator provides the payment matrix to Accounts Payable.
7. Accounts Payable issues payments via cheque and tracks payment history for each recipient by a reference code.
8. The Program Administrator prepares a letter to holders of an ATPL and accessible drivers advising of the payment amount.

Planned Schedule of Actions – Payments to Holders of an ATPL

Note that only the \$1500 grant will be paid to holders of an ATPL in 2019.

1. *By the thirtieth of June – holders of an ATPL renew their Licence.*
2. *By the fifteenth day of July – Program Administrator provides a qualifying criteria evaluation matrix for all holders of an ATPL to the Chief Livery Inspector for review and approval.*
3. *By the last day of July – Any discrepancies in the qualifying criteria evaluation matrix for holders of an ATPL are reviewed.*
4. *By the end of day on the third Thursday of August – All payment information for holders of an ATPL is submitted to Accounts Payable by the Program Administrator.*
5. *By the following Monday in August – Accounts Payable submits payment data vouchers to Program Administrator for review and approval.*
6. *By the following Tuesday in August – Accounts Payable issues and mails payment cheques.*

Planned Schedule of Actions – Payments to Accessible Drivers

1. *Month of Birthdate – Accessible drivers expected to renew their TDL.*
2. *Beginning 2020 January – By the last day of the month: Program Administrator compiles an annual qualifying criteria evaluation matrix and corresponding eligible incentive amounts.*
3. *Beginning 2020 February – By the tenth day of the month: Program Administrator provides a completed qualifying criteria matrix with incentive amounts for eligible accessible drivers with a birthdate in the previous month to the Chief Livery Inspector (or designate) for review and approval.*
4. *Beginning 2020 February – By the end of day on the third Thursday of the month: payment information for eligible accessible drivers is submitted to Accounts Payable by the Program Administrator.*
5. *Beginning 2020 February - By the following Monday of the month – Accounts Payable submits payment data vouchers to Program Administrator for review and approval.*
6. *Beginning 2020 February – By the following Tuesday of the month: Accounts Payable issues and mails payment cheques.*

5.0 Taxi Brokerage Program Maintenance Rebate

A Taxi Brokerage Program Maintenance Rebate will begin in 2020 for eligible taxi brokerages. The Livery Transport Bylaw requires the brokerage to remit all regulatory charges collected by any affiliated drivers to The City of Calgary [s.154.3(1)]. A brokerage may be eligible to receive a Program Maintenance Rebate to reduce the administrative costs associated with collecting the regulatory charge from drivers and remitting these amounts to The City of Calgary. The Livery Transport Bylaw does not require that drivers fund the Accessible Taxi Incentive Program pursuant to section 154.2(4). However, a brokerage who charges a driver for the cost of collecting and remitting the regulatory fee to The City of Calgary may not be eligible to receive a rebate. [s.154.1(1)(j)]

The Taxi Brokerage Program Maintenance Rebate will be based on Taxi Brokerages providing trip data [s.154.3(2)] with rebate allocation as follows:

- Taxi Brokerages that complete up to 599,999 trips will receive \$6,000 per year
- Taxi Brokerages that complete 600,000 to 1,199,999 million trips will receive \$12,000 per year
- Taxi Brokerages that complete 1.2 million or more trips will receive \$18,000 per year

6.0 Review of Decisions made by Program Administrator

Determinations for eligibility in the Program and the amount of payment of the incentive will be made by the Program Administrator.

A holder of an ATPL or accessible driver may request an appointment with the Chief Livery Inspector to review a decision made by the Program Administrator, however, any subsequent decision made by the Chief Livery Inspector will be final.

7.0 Evaluation of Procedures

1. The Program Administrator will schedule quarterly meetings to review the procedures in 2019, and annually thereafter (Chief Livery Inspector, Issue Strategist, Geospatial Analyst).
2. The Program Administrator will schedule annual meetings with Finance (Corporate Billing and Accounts Receivable, Accounts Payable) to review procedures for paying the incentives under the Program (Chief Livery Inspector, Issue Strategist, Finance).
3. As part of regular engagement with the taxi, limousine and private for hire vehicle Industry, opportunities will be provided for the Industry to provide input into a review of the procedures.

Changes to the Program

Pursuant to section 154.1(1)(i), the Chief Livery Inspector may set the process for changes to the Program and the method by which any changes will be published.

If any changes are required to the Program, wherever possible, the Chief Livery Inspector will endeavour to provide 60 days notice to the taxi, limousine and private for hire vehicle Industry prior to implementing the changes. However, some circumstances may require a shorter notice period or may take effect immediately.

Notice of Program changes will be communicated through an industry bulletin which will be published on Calgary.ca, circulated to taxi and limousine brokerages and TNCs, and emailed to those drivers and holders of a TPL and ATPL who provide consent to receive industry communication.

Program Review

LTS will monitor the Program and plans to complete a full review at the end of 2020 Q4 to determine its effectiveness in meeting the Program Objectives as stated in this Framework.

Administration has been directed by Council to report back through the Standing Policy Committee on Community and Protective Services with a full analysis of the Program's effectiveness in meeting the identified objectives and is scheduled to report back no later than 2021 Q1.

Subsequent reviews are planned to be completed annually following a report back to Council.

Appendix

1.0 *Livery Transport Bylaw 6M2007 Part 7.1 – Accessible Taxi Incentive Program*

154.1 (1) In addition to any other powers set out in this Bylaw, the **Chief Livery Inspector** may establish and implement an **Accessible Taxi** Incentive Program to ensure service quality or sustainability of **Accessible Taxi** services. In connection with an **Accessible Taxi** Incentive Program, the **Chief Livery Inspector** may set:

- (a) requirements for eligibility in the **Accessible Taxi** Incentive Program;
- (b) the criteria for receiving any incentive or grant;
- (c) the amount and frequency of the disbursement of any incentive or grant, including any pro-rated or discretionary amounts;
- (d) the form and manner in which a customer must be informed of a regulatory charge imposed under section 154.2, including how it must be displayed on a **Taximeter**, receipt, or **App**;
- (e) any sanctions, including reductions in the amount of any incentive or grant, for non-compliance with the conditions of the **Accessible Taxi** Incentive Program;
- (f) any reporting or auditing requirements of a **Brokerage**, holder of a **T.P.L. or A.T.P.L.** that is joined to an **Independent Livery Vehicle** and **Transportation Network Company** with respect to the **Accessible Taxi** Incentive Program;
- (g) subject to section 154.2, a regulatory charge that may be imposed on customers and collected by **Drivers**;
- (h) the frequency and method a **Brokerage**, holder of a **T.P.L. or A.T.P.L.** that is joined to an **Independent Livery Vehicle** and **Transportation Network Company** must remit any regulatory fee collected by its affiliated **Drivers**;
- (i) the process for changes to the **Accessible Taxi** Incentive Program and the method by which any changes will be published; and
- (j) any other requirements that are needed to administer the **Accessible Taxi** Incentive Program.

(2) The requirements set out pursuant to subsection (1) will be published in a form and manner as determined by the **Chief Livery Inspector**.

(46M2018, 2018 October 15)

Regulatory Charge

- 154.2 (1) Despite any other section in this Bylaw, including section 5 of Schedule "A", where an **Accessible Taxi** Incentive Program has been established by the **Chief Livery Inspector**, a regulatory charge must be added to every fare charged for a trip completed by a **Taxi, Accessible Taxi** or **Private for Hire Vehicle**.
- (2) The regulatory charge authorized in subsection (1) must be set by the **Chief Livery Inspector** annually and must be calculated based on the total anticipated annual cost of the **Accessible Taxi** Incentive Program.
- (3) Any regulatory charge set by the **Chief Livery Inspector** pursuant to subsection (2) must not exceed \$0.30 cents per trip.
- (4) For every trip completed, the regulatory charge required in subsection (1) must:
- (a) be paid by the customer;
 - (b) collected by the **Driver** on behalf of The **City**;
- and remitted to The **City** pursuant to section 154.3.

(46M2018, 2018 October 15)

- 154.3 (1) A **Brokerage**, holder of a **T.P.L.** or **A.T.P.L.** that is joined to an **Independent Livery Vehicle** and **Transportation Network Company** must remit all regulatory charges collected by all affiliated **Drivers** pursuant to section 154.2 to The **City** in the form, manner and frequency as prescribed by the **Chief Livery Inspector**.
- (2) A **Brokerage**, holder of a **T.P.L.** or **A.T.P.L.** that is joined to an **Independent Livery Vehicle** and **Transportation Network Company** must submit any data requested by the **Chief Livery Inspector** pursuant to section 154.1(1)(f).

(46M2018, 2018 October 15)

2.0 Amendment Summary Document – March 1, 2019

RED = Old Version wording

BOLD = New Version wording (or Addition / Deletion as identified)

Procedures

1.0 Taxi Brokerage Remittance

Procedure

4. OLD - The Taxi Brokerages must pay invoices through an electronic fund transfer or cheque.

4. NEW - The taxi brokerages must pay invoices through one of the methods listed on the invoice.

Implementation of Procedure

5. ADDITION - [s.154.3(1)]

6. DELETION - Interest will be charged on any invoices not paid to The City of Calgary by the deadline, and will be added to the following months invoice.

Planned Schedule of Actions

4. OLD - By the seventeenth day of the month - Program Administrator forwards required information to Accounts Payable to prepare and send invoices to taxi brokerages.

4. NEW - By the seventeenth day of the month - Program Administrator forwards required information to Corporate Billing and Accounts Receivable to prepare and send invoices to taxi brokerages.

5. OLD - Taxi brokerages must pay invoices to The City of Calgary in the time frame established by City Policy.

5. NEW - Taxi brokerages must pay invoices to The City of Calgary in accordance with the payment terms as outlined on the invoice.

2.0 TNC Remittance

Procedure

4. OLD - The TNCs must pay invoices through an Electronic Fund Transfer or Cheque.

4. NEW - The TNCs must pay invoices through one of the methods listed on the invoice.

Implementation of Procedure

6. DELETION - Interest will be charged on any invoices not paid to The City of Calgary by the deadline, and will be added to the following months invoice.

Planned Schedule of Actions

6. OLD - TNCs must pay invoices to The City of Calgary in the time frame established by City Policy.

6. NEW - TNCs must pay invoices to The City of Calgary in accordance with the payment terms as outlined on the invoice.

5.0 Taxi Brokerage Program Maintenance Rebate

ADDITION – Details of the Taxi Brokerage Program Maintenance Rebate as follows:

A Taxi Brokerage Program Maintenance Rebate will begin in 2020 for eligible taxi brokerages. The Livery Transport Bylaw requires the brokerage to remit all regulatory charges collected by any affiliated drivers to The City of Calgary [s.154.3(1)]. A brokerage may be eligible to receive a Program Maintenance Rebate to reduce the administrative costs associated with collecting the regulatory charge from drivers and remitting these amounts to The City of Calgary. The Livery Transport Bylaw does not require that drivers fund the Accessible Taxi Incentive Program pursuant to section 154.2(4). However, a brokerage who charges a driver for the cost of collecting and remitting the regulatory fee to The City of Calgary may not be eligible to receive a rebate. [s.154.1(1)(j)]

The Taxi Brokerage Program Maintenance Rebate will be based on Taxi Brokerages providing trip data [s.154.3(2)] with rebate allocation as follows:

- **Taxi Brokerages that complete up to 599,999 trips will receive \$6,000 per year**
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- **Taxi Brokerages that complete 1.2 million or more trips will receive \$18,000 per year**