



BULLETIN #021
Accessible Taxi Incentive Program
Update on Program Changes Effective January 1, 2022
December 15, 2021

The purpose of this bulletin is to provide Industry with an update on the Accessible Taxi Incentive Program.

Background

- On November 17, 2021, a briefing on the Accessible Taxi Incentive Program, CDC2021-1559, was included on the agenda of the Community Development Committee.
- The briefing included information on changes to the Accessible Taxi Incentive Program and WAV Calgary centralized dispatch service.
- The briefing and four associated attachments can be found on The City of Calgary website under item 11.1 on the [online agenda](#).

What are the changes?

Full details of changes can be found in the updated Accessible Taxi Incentive Program Framework posted on The City of Calgary [website](#). There is no change to the amount of available funding for annual incentives (up to \$5,000) and a new per-trip driver incentive is being introduced for every accessible trip completed through the WAV Calgary platform. Changes to the program will be effective **January 1, 2022**.

The following is a summary of incentives that will be provided through the program:

Type of Payment	Annual Incentives		Per-Trip Driver Incentive (NEW)
Recipient	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	Holder of a valid and subsisting TDL with an endorsement to operate an accessible vehicle and affiliated with an ATPL (on the WAV Calgary platform)
Amount (frequency)	Up to \$3,000 (annually)	Up to \$2,000 (annually)	\$10 for each wheelchair accessible trip completed between 4am and 6pm \$20 for each wheelchair accessible trip completed between 6pm and 4am
Payment Schedule	Following June ATPL renewal	Following driver licence renewal (on birthdate)	Quarterly
Eligibility Criteria	Tied to achieving customer service and safety criteria	Tied to achieving customer service and safety criteria	Trips must be completed through the WAV Calgary platform



Other changes:

- The number of criteria to qualify for annual incentives have been reduced.
- The Accessible Taxi Incentive Program Framework has been improved and strengthened to more effectively address non-compliance with program requirements and to ensure the program is being administered in a consistent and transparent manner.
- Funding from the Taxi Brokerage Maintenance Rebate is being reallocated within the Accessible Taxi Incentive Program to support new per-trip driver incentives and the transition of WAV Calgary from a pilot to a full program.

This bulletin is also available in Amharic, Arabic, Hindi, Punjabi, Somali and Urdu at Calgary.ca.

If you have any questions regarding the Accessible Taxi Incentive Program, please reach out to itsengagement@calgary.ca.

Sincerely,

A handwritten signature in black ink, appearing to be "Arif", written in a cursive style.

Abdul Rafih
Chief Livery Inspector
Calgary Community Standards