AGENDA

SPC ON COMMUNITY AND PROTECTIVE SERVICES

March 10, 2021, 9:30 AM

IN THE COUNCIL CHAMBER

Members

Councillor G-C. Carra, Chair
Councillor E. Woolley, Vice-Chair
Councillor G. Chahal
Councillor S. Chu
Councillor J. Farkas
Councillor S. Keating
Councillor J. Magliocca
Mayor N. Nenshi, Ex-Officio

SPECIAL NOTES:
Public are encouraged to follow Council and Committee meetings using the live stream
www.calgary.ca/watchlive

Public wishing to make a written submission and/or request to speak may do so using the public submission form at the following link: Public Submission Form

Members may be participating remotely.

1. CALL TO ORDER

2. OPENING REMARKS

3. CONFIRMATION OF AGENDA

4. CONFIRMATION OF MINUTES

   4.1. Minutes of the Regular Meeting of the Standing Policy Committee on Community and Protective Services, 2021 February 18

5. CONSENT AGENDA

5.1. DEFERRALS AND PROCEDURAL REQUESTS
None

5.2. BRIEFINGS

5.2.1. 2021 SPC on CPS Workplan – Q1 Update, CPS2021-0369

6. POSTPONED REPORTS
(including related/supplemental reports)

None

7. ITEMS FROM OFFICERS, ADMINISTRATION AND COMMITTEES

7.1. Livery Transport Bylaw Review, CPS2021-0367

7.2. Proposed 2021 Special Tax Bylaw to Support the Enhanced Landscape Maintenance Program, CPS2021-0265

8. ITEMS DIRECTLY TO COMMITTEE

8.1. REFERRED REPORTS
None

8.2. NOTICE(S) OF MOTION
None

9. URGENT BUSINESS

10. CONFIDENTIAL ITEMS

10.1. ITEMS FROM OFFICERS, ADMINISTRATION AND COMMITTEES
None

10.2. URGENT BUSINESS

11. ADJOURNMENT

MINUTES

SPC ON COMMUNITY AND PROTECTIVE SERVICES

February 10, 2021, 9:30 AM
IN THE COUNCIL CHAMBER

UNCONFIRMED

PRESENT: Councillor G-C. Carra, Chair
Councillor E. Woolley, Vice-Chair (Remote Participation)
Councillor G. Chahal (Remote Participation)
Councillor S. Chu (Remote Participation)
Councillor J. Farkas (Remote Participation)
Councillor S. Keating (Remote Participation)
Councillor J. Magliocca (Remote Participation)

ALSO PRESENT: Acting General Manager K. Black (Remote Participation)
Legislative Advisor G. Chaudhary
Legislative Advisor D. Williams

1. CALL TO ORDER

Councillor Carra called the Meeting to order at 9:33 a.m.

2. OPENING REMARKS

Councillor Carra provided opening remarks and a traditional land acknowledgment.

ROLL CALL

Councillor Chahal, Councillor Chu, Councillor Farkas, Councillor Keating, Councillor Magliocca, Councillor Woolley and Councillor Carra.

3. CONFIRMATION OF AGENDA

Moved by Councillor Woolley

That the Agenda for the 2021 February 10 Regular Meeting of the SPC on Community and Protective Services be confirmed, **as amended by adding the following as an item of Urgent Business, to be heard concurrently with Item 7.1:**

9.1 Addressing Racism (Verbal), CPS2021-0258

MOTION CARRIED

4. CONFIRMATION OF MINUTES

4.1 Minutes of the Regular Meeting of the Standing Policy Committee on Community and Protective Services, 2020 December 09

Moved by Councillor Woolley

That the Minutes of the 2020 December 09 Regular Meeting of the SPC on Community and Protective Services be confirmed.

MOTION CARRIED

5. CONSENT AGENDA

Moved by Councillor Woolley

That the Consent Agenda be approved as follows:

5.1 DEFERRALS AND PROCEDURAL REQUESTS

5.1.1 Deferral of Community Representation Framework Progress Report (CPS2018-1393) from Q2 2021 to Q4 2022, CPS2021-0095

5.2 BRIEFINGS

None

MOTION CARRIED

6. POSTPONED REPORTS

None

7. ITEMS FROM OFFICERS, ADMINISTRATION AND COMMITTEES

7.1 Anti-Racism Action Committee - Terms of Reference Amendment - CPS2021-0156

Report CPS2021-0156 was heard concurrently with Report CPS2021-0258.

A Presentation entitled "Anti-Racism Action Committee Terms of Reference Amendment CPS2021-0156" was distributed with respect to Report CPS2021-0156.

Moved by Councillor Woolley

That with respect to Report CPS2021-0156, the following be approved:

That the Standing Policy Committee on Community and Protective Services recommend that Council:

1. Approve the amended Terms of Reference for the Anti-Racism Action Committee (Attachment 2);

2. Appoint two of the four previously approved Reserve List members (Confidential Attachment 3) each for a term expiring October 2022, or until adoption by Council of an Anti-Racism Strategy; and

3. Direct that Attachment 3 of report CPS2021-0156 remain confidential pursuant to Sections 17 (Disclosure harmful to personal privacy) and 19 (Confidential evaluations) of the *Freedom of Information and Protection of Privacy Act.*

UNCONFIRMED

MOTION CARRIED

8. ITEMS DIRECTLY TO COMMITTEE

8.1 REFERRED REPORTS

None

8.2 NOTICE(S) OF MOTION

None

9. URGENT BUSINESS

9.1 Addressing Racism (Verbal), CPS2021-0258

Report CPS2021-0258 was heard concurrently with Report CPS2021-0156.

A Presentation entitled "Addressing Racism (Verbal), CPS2021-0258" was distributed with respect to Report CPS2021-0258.

Moved by Councillor Woolley

That with respect to Report CPS2021-0258, the following be approved:

That the Standing Policy Committee on Community and Protective Services receive the presentation for the Corporate Record.

For: (7): Councillor Carra, Councillor Woolley, Councillor Chahal, Councillor Chu, Councillor Farkas, Councillor Keating, and Councillor Magliocca

MOTION CARRIED

10. CONFIDENTIAL ITEMS

10.1 ITEMS FROM OFFICERS, ADMINISTRATION AND COMMITTEES

None

10.2 URGENT BUSINESS

None

11. ADJOURNMENT

Moved by Councillor Woolley

That this meeting adjourn at 11:17 a.m.

MOTION CARRIED

The following Item has been forwarded to the 2021 March 01 Combined Meeting of Council:

CONSENT AGENDA:

- Anti-Racism Action Committee - Terms of Reference Amendment - CPS2021-0156

UNCONFIRMED

The next Regular Meeting of the Standing Policy Committee on Community and Protective Services is scheduled to be held 2021 March 10 at 9:30 a.m.

CONFIRMED BY COMMITTEE ON

CHAIR	ACTING CITY CLERK

UNCONFIRMED

BRIEFING

Item # 5.2.1

Community Services Briefing to

SPC on Community and Protective Services **ISC: UNRESTRICTED**
2021 March 10 **CPS2021-0369**

2021 SPC on CPS Workplan – Q1 Update

PURPOSE OF BRIEFING

This briefing provides an overview of the reports the Standing Policy Committee on Community and Protective Services is set to receive in 2021 and beyond where known, including detail that enables members to anticipate areas of strategic focus and alignment with related initiatives, and to identify where items will be either briefings provided for information or reports presented for decision. Benefits of this approach include improved scheduling and agenda time management, and a more detailed awareness of alignment with related work and Administration's capacity. Attachments include a one-page at-a-glance calendar (Attachment 1) and the more detailed list of all outstanding motions and directions (Attachment 2).

SUPPORTING INFORMATION

Background

In early 2020, at the request of the committee chair, Administration and committee members met to plan for the coming year. Committee members expressed a desire to focus on strategic priorities and understand where related initiatives are coming to Council, to be provided with specific scheduling details, and to receive more reports as briefings where appropriate in order to dedicate sufficient time and focus to reports requiring discussion, public input, and committee decisions. Administration was encouraged to schedule reports to align strategically and enable optimal scheduling, including through seeking deferrals if necessary. This focused approach continues in 2021.

In addition to the briefings and reports set to be received through the committee as directed by Council, and those Administration presents proactively, last year the committee wished to allocate meeting time to focus on strategic priorities that are aligned with its mandate. The April 2020 meeting had been dedicated to a strategic session, but was cancelled due to the COVID-19 pandemic response. Administration will reassess options for future sessions to be held covering strategic topics proposed by the committee (which included public safety, culture, affordable housing, recreation and social supports), based on value to members and as scheduling and Administration's capacity allows.

Previous Council Direction

On 2007 February 06, the Personnel and Accountability Committee approved PAC2007-05 Status of Outstanding Motions and Directions, directing Administration to bring forward as an item of business to each Standing Policy Committee (SPC) a list of tabled and referred motions and reports; such lists were to be reviewed by each SPC on a quarterly basis.

On 2020 December 9, the SPC on Community and Protective Services received for information CPS2020-1414 2020 SPC on CPS Workplan – Q4 Update, which provided the most recent previous update. New updates continue to be provided quarterly.

ATTACHMENTS

1. 2021 SPC on CPS Calendar
2. 2021 Q1 Status of Outstanding Motions and Directions

2021 Standing Policy Committee on Community and Protective Services Calendar

(as of 2021 March 10; dates may be subject to change)

Report (for decision)
Briefing (for information)

Q1			Q2			Q3			Q4		
Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**
SPC on CPS											
	Addressing Racism Anti-Racism Action Committee - Terms of Reference Amendment	Livery Transport Bylaw Review Proposed 2021 Special Tax Bylaw for Enhanced Landscape Maintenance *SPC on CPS Workplan – Q1 Update*	Public Safety Task Force Report Responsible Pet Ownership Bylaw Winter Strategy	Beltline & Inglewood Pools Update Cultural Municipal Sustainability Initiative Update Civic Partners Annual Report (2nd SPC on CPS mtg)	Smoking & Vaping Bylaw Accessible Taxi /WAV Update Tomorrow's Chinatown Calgary Police Service Annual Report *SPC on CPS Workplan – Q2 Update*	Festival & Event Strategy		Anti-Racism Action Committee Progress Update *SPC on CPS Workplan – Q3 Update*		FCSS Funding Review	FCSS Funding Recommend-ations Public Art Policy Update *SPC on CPS Workplan – Q4 Update*
Emergency Management Committee											
				Status of Emergency Preparedness							Status of Emergency Preparedness
Known Related Reports to Council/Other Committees											
BIA Board Nominations (Council)	COVID-19 (Council) Moving to an External Operator for City Golf Courses (PFC) CIF– Heritage Calgary (PFC) CIF – Learning CITY (PFC) Capping Delivery Fees (PFC) Community Safety Investments Joint-Funding Partnership (IGA)	COVID-19 & Face Coverings Bylaw (Council) Community Housing Program Portfolio Update (Council) Mental Health & Addiction Community Strategy & Action Plan (PFC) Public Art Update (PFC) Mitigating the Impacts of Severe Weather Events (PFC) *Public Art in NE Calgary (Council)*	COVID-19 (Council) Affordable Housing Update (IGA)	COVID-19 (Council) Naming of City Parks (PFC) Annual Reports – BCCs (BCC Mtg) CED Economic Strategy Update (PFC) OCIF Governance Structure (PFC)	COVID-19 & Face Coverings Bylaw (Council) Civic Partners Audit Report (Audit) Community Safety Investment Framework Funding Sources (PFC)			COVID-19 & Face Coverings Bylaw (Council) CIF Outcomes – Virtual Reality Fire & Life Safety Education Pilot (PFC)			COVID-19 & Face Coverings Bylaw (Council) CIF Outcomes – Heritage Calgary (PFC) CIF Outcomes – LearningCITY (PFC)

2021 Q1 Status of Outstanding Motions and Directions
Standing Policy Committee (SPC) on Community and Protective Services

The following table details the outstanding direction from Council for reports to return to the SPC on Community and Protective Services as of 2021 March 10, with items listed in order of anticipated report back date.

ANTICIPATED DATE	ITEM	BRIEFING OR REPORT	SUBJECT (Direction to Administration)	SOURCE	DATE OF REQUEST/ DIRECTION
2021 March 10	Livery Transport Bylaw Amendments & Fee Schedule	Report	Accelerate the planned review of the Livery Transport Bylaw 6M2007 and report back with proposed amendments to the bylaw and its fee schedule.	CPS2019-0609	2019 May 27
2021 April 14	Public Safety Task Force Report	Report	Report back to Council in 2021 Q1 with a summary of what was heard from the community and actionable recommendations with a focus on prevention related to community concerns around violence, including gang and gun violence.	PFC2020-0120	2020 February 3
2021 May 12	Beltline and Inglewood Pools Update	Report	Provide update scope of Council-directed work regarding future of the pools.	PFC2019-1330	2019 November 28
2021 June 9	Accessible Taxi Incentive Program/ WAV Update	Report	Monitor the effectiveness of the Accessible Taxi Incentive Program and report back.	CPS2018-1033	2018 October 15
	Smoking and Vaping Bylaw Review	Report	Update and make possible bylaw amendments subsequent to the provincial decision on amendments to the Tobacco and Smoking Reduction Act.	CPS2019-1405	2019 December 16
2021 September 8	Anti-Racism Action Committee Progress Update	Report	Anti-Racism Action Committee to provide a progress update to the Standing Policy Committee on Community and Protective Services no later than Q2 2021.	CPS2020-0776	2020 July 20
2021 November 10	Family and Community Support Services (FCSS) Review	Report	Review of FCSS and Calgary Neighbourhoods' role in delivering the program.	C2019-1052	2019 November 29
2021 December 8	Family and Community Support Services (FCSS) Funding Recommendations	Report	Propose funding recommendations for Council approval as per the FCSS Policy [*annual Q4 report].*	FCSS Policy	2016 November

ANTICIPATED DATE	ITEM	BRIEFING OR REPORT	SUBJECT (Direction to Administration)	SOURCE	DATE OF REQUEST/ DIRECTION
2021 - Date to be determined	Business Improvement Area Policy & Governance Framework	Report	Report back on the Business Improvement Area policy and governance framework to no later than one year after the Provincial legislative changes related to Business Improvement Areas are finalized.	CPS2018-1097	2018 December 17
2022 Q1	Street Harassment Bylaw	Report	Review current bylaws related to public safety, through Gender Based Analysis Plus, and identify existing gaps with respect to street harassment; engage with Calgarians and the Social Wellbeing Advisory Committee on the topic of street harassment and its resulting impacts on quality of life; determine whether The City has the jurisdiction required to enact a constitutionally defensible bylaw that addresses street harassment, especially for certain groups that are at greater risk; and report back through the SPC on CPS by Q1 2022.	PFC2020-1370	2020 December 14
2022 Q4	Community Representation Framework Progress Update	Report	Return with a progress report on the implementation of the Community Representation Framework. [*Deferral to 2022 Q4 approved*]	CPS2018-1393	2018 December 17
Quarterly	SPC on CPS Workplan/Status of Outstanding Motions and Directions	Briefing	Administration to bring forward as an item of business to each Standing Policy Committee a list of tabled and referred motions and reports for each committee; such lists to be reviewed by each Standing Policy Committee to be dealt with on a quarterly basis.	PAC2007-05	2007 February 6

Livery Transport Bylaw Review

RECOMMENDATION:

That the Standing Policy Committee on Community and Protective Services recommend that Council give three readings to the proposed Livery Transport Bylaw (Attachment 2) to replace Livery Transport Bylaw 6M2007

HIGHLIGHTS

- The proposed Bylaw was guided by Council's approved regulatory framework, previous Council direction to review fees, as well as in-depth feedback from industry stakeholder engagement.
- **What does this mean to Calgarians?** The proposed Bylaw streamlines regulations and operations, improves public and driver safety, and provides accessible, affordable and convenient vehicle-for-hire choices for customers.
- **Why does this matter?** Administration is committed to providing a safe, efficient, and customer-focused livery regulatory system within Calgary's transportation network to enhance mobility options for all Calgarians including those with disabilities.
- Administration developed new provisions to address Council's direction for: an upfront pricing option for taxis, a unified taxi/limousine driver's licence, vehicle age limits and inspection frequencies, and vehicle marking and camera notification requirements. Some provisions were refined after industry engagement to better reflect their concerns with implementation.
- The remaining recommendations from the approved regulatory framework, including exploring stand rent, streamlining the plate release process, and addressing systemic racism, were explored through research and stakeholder engagement to understand the issues and determine further actions or recommendations.
- Other proposed changes to the Bylaw provisions increase clarity and strengthen enforceability of regulations. The new Bylaw provides consistency in driver expectations across livery sectors, aligns and clarifies plate holder responsibilities, and strengthens applicability of the Bylaw for larger stretch limousines.
- The proposed fee schedule represents a fair distribution of the costs associated with licensing and regulating the industry.
- On 2020 July 28, through CPS2020-0708, Council approved eight regulatory framework recommendations to guide Administration in the detailed review and update of the Bylaw. Additionally, Council directed Administration to advance anti-racism in the Bylaw review.
- Strategic Alignment to Council's Citizen Priorities: A city that moves
- Background and Previous Council Direction is included as Attachment 1.

DISCUSSION

Summary of Bylaw Review Work

Upon Council's approval of **a new regulatory framework** in 2020 July, Administration consulted internal City departments, engaged stakeholders, and developed corresponding Bylaw provisions or recommended further actions. A summary of the **actions taken** for each of **Council's regulatory framework recommendations** is included as **Attachment 3**.

Livery Transport Bylaw Review

To follow up on Council's Motion Arising on **advancing anti-racism**, multiple stakeholders were asked about their experiences with systemic racism in the livery industry and suggestions for how to address it. Many driver respondents confirmed that they experience racism from customers and shared examples of these experiences. This feedback will be critical to moving forward with City and community-led initiatives to advance anti-racism throughout the livery industry and related City services. Further details of this feedback is provided in **Attachment 4**.

Through a review of industry feedback and internal staff recommendations**,** Administration identified other opportunites to streamline and update regulations. In many cases, provisions have been updated to enhance clarity and consistency in regulatory requirements across sectors. Although there were many minor adjustments to wording or placement of provisions throughout the new Bylaw, the majority of the regulatory principles have remained the same. A summary of **key Bylaw changes** is included in **Attachment 5** and a summary of Bylaw **impacts for different stakeholders** is provided in **Attachment 6.** The proposed changes primarily strengthen and simplify regulations for drivers, plate holders and brokerages, while addressing a licensing gap for larger limousines.

Fee Schedule

After completing all Bylaw amendments and new provisions, a fee schedule was developed based on Activity Based Costing (ABC), a commonly accepted accounting methodology introduced to Council in 2019 May as part of the Livery Fee Review report. ABC is used to understand the total costs of providing a good or service and to determine the licence fees for industry participants associated with licensing and regulating the industry.

A review of the licensing and regulating costs was conducted to find efficiencies which would translate into lower fees for industry than were proposed in 2019 where possible. Identified cost savings included: fleet costs, contractual fees, salaries and wages, and office rent. Lower costs are also anticipated from streamlining regulations such as the combined taxi/limousine driver's licence.

The Bylaw's fee schedule proposes reduced fees for multiple licensing categories such as driver's licences, taxi/limousine plate licences and yearly renewal of brokerage and ride share company licences. A new fee has been introduced to sustain the on-line livery driver training program for all driver applicants, and fees have increased for mechanics and garages. A summary of **fee changes** is included in **Attachment 7.**

Next Steps

Administration will work closely with industry to help participants transition to the new regulations in the proposed Bylaw.

Proposed fees are for 2022 only, with the intention that future fees after 2022 will be reviewed again and updated as required in conjuncton with the next four year budget cycle.

STAKEHOLDER ENGAGEMENT AND COMMUNICATION (EXTERNAL)

☐ Public Engagement was undertaken

☐ Public Communication or Engagement was not required

☐ Public/Stakeholders were informed

☒ Stakeholder or customer dialogue/relations were undertaken

Revising the proposed Bylaw required stakeholder engagement to both inform proposed Bylaw changes and to identify additional opportunites to streamline or improve regulations and services.

Inform the Bylaw and understand implementation impacts

To inform the revision of the Bylaw regulations, livery stakeholders were asked in customized on-line surveys to provide feedback on proposed Bylaw amendments that would affect their licence types (eg. drivers, plate holders, brokerages or transportation network companies). Virtual meetings were also conducted on request. In order to reach the diverse audience of industry stakeholders, bulletins containing the surveys were translated into multiple languages and engagement was promoted through a multicultural radio campaign.

Some topics, such as clarifying driver requirements, were covered in several surveys due to their multi-stakeholder impacts, while others were specific to a licence type, such as changes to rideshare vehicle markings. Stakeholder feedback from a survey specific to accessible taxi drivers and plate holders will be incorporated into a dedicated progress report on accessible taxi programs to be presented to Council later in 2021.

Streamline regulations or improve safety

Stakeholder feedback through the on-line surveys and meetings identified additional opportunities to further streamline the Bylaw and improve services. Reducing fees was a common suggested improvement from stakeholders. Engagement also confirmed widespread interest from stakeholders in moving from in-person licensing to on-line forms of document submission. Administration will continue to work with industry to improve efficiency and submission options for the licensing process.

A summary of **stakeholder engagement** and feedback themes from key topics is provided in **Attachment 4**. For a detailed summary of stakeholder input during this stage of the Bylaw review, please visit Calgary.ca/taxi for the complete What We Heard report.

IMPLICATIONS

Social

The proposed Bylaw allows The City to advance the Social Wellbeing Principles of equity and prevention. Regulations within this Bylaw advance equity by helping remove barriers to entry for drivers to work in multiple livery sectors through lower fees and a combined taxi and limousine driver's licence. Engagement and communication strategies associated with the Bylaw review equitably reflected the needs of diverse livery stakeholders through multi-lingual translations of industry communications. The Bylaw regulations advance the principle of prevention by strengthening safety requirements of livery licensees across sectors, contributing to a safer environment for livery drivers and customers. Administration's continued work on anti-racism will enhance the wellbeing and safety of Calgarians through a commitment to work with industry and the public to address systemic racism issues identified through the Bylaw review.

Environmental

Not Applicable.

Livery Transport Bylaw Review

Economic

The proposed Bylaw supports Calgary's economic progress through streamlined regulations that allow business growth and innovation in the livery industry to meet evolving customer needs. The equitable fee schedule proposed in the Bylaw promotes fiscal responsibility and economic resilience for the livery industry as a result of Administration's efforts to find efficiencies and cost savings through the Bylaw review process.

Service and Financial Implications

Self-supported funding

Taxi, Limousine & Vehicles-for-Hire service line is funded through a cost-recovery model where the fees collected from industry cover all direct and indirect costs. As a result, the fee structure for the industry must ensure the fees associated with each industry participant are fair and sufficient to cover their portion of costs. The 2022 proposed fees will result in a decrease of approximately $385 thousand in revenues offset by a decrease of $385 thousand in expenditures due to efficiencies found within the Livery Transport Services budget.

The Livery Transport Services Sustainment Reserve was established to stabilize the operating budget and support capital costs associated with licensing and regulating the livery industry. Although it is anticipated that contributions to the reserve will be lower in the future based on the proposed fee schedule, Administration will ensure an appropriate balance is maintained in the reserve to support capital expenditures and fund one-time operating expenditures as required.

RISK

In a cost-recovery funding model, there is a financial risk to The City if there is a significant reduction in livery industry participation due to a continued or worsened economic downturn or pandemic-related issues. Administration will mitigate this risk by continuously monitoring industry participation. In the unlikely event that budget shortfalls are financially unsustainable under the proposed fee schedule, Administration may propose fee adjustments in the future.

With the changes proposed in the new Bylaw, industry participants may take time to understand and adjust to updated requirements and fees. Upon approval of the Bylaw, Administration will commit to working with industry and ensuring that the implementation of changes is reasonable for impacted participants.

ATTACHMENTS

1. Background and Previous Council Direction
2. Proposed Livery Transport Bylaw
3. Council-Approved Livery Regulatory Framework and Actions Taken
4. Phase Two Stakeholder Engagement for the Livery Transport Bylaw Review
5. Summary of Key Livery Transport Bylaw Changes
6. Highlights of Livery Transport Bylaw Impacts for Stakeholders
7. Background on Livery Fee Changes

Livery Transport Bylaw Review

Department Circulation

General Manager	Department	Approve/Consult/Inform
Jill Floen	Law	Consult
Carla Male	Chief Financial Office	Inform

Background & Previous Council Direction

Context

In 2016, Council approved regulations to allow Transportation Network Companies (TNCs) to operate in Calgary. In 2019, after TNCs had been part of Calgary's livery industry for over three years, Council directed an accelerated review of the Livery Transport Bylaw 6M2007 to make sure the regulations are still supporting customers and industry participants.

Previous Council Direction

On 2020 July 28, through report CPS2020-0708, Council approved several regulatory framework recommendations for Administration to guide the detailed review and update of the Bylaw. These are listed below for reference:

a) Continue the current hybrid open/closed entry approach to livery fleet size;
b) Investigate opportunities to streamline processes for issuing taxi plates that reduce Administration costs and Council involvement;
c) Allow taxi companies the option to offer upfront pricing to all street hailed and dispatch customers, instead of the taxi meter rate;
d) Create a unified taxi/limousine driver's licence and retain the separate Transportation Network Company driver's licence;
e) Standardize the vehicle age limit to a maximum of 10 years for all livery vehicles subject to exceptions approved by the Chief Livery Inspector and standardize the inspection frequency to every 12 months for all livery industry vehicles;
f) Allow more flexibility in vehicle marking requirements for taxis while still meeting safety requirements and require TNC vehicles to include a visible company decal on the rear windshield and a company decal or beacon in the front windshield; and
g) Add requirements for any livery vehicle with a camera to have visible notification to customers that camera footage is being recorded.
h) Explore the possibility of regulating Stand Rents for Taxi Plate-holders who affiliate with a Taxi Brokerage

Additionally, a Motion Arising was passed directing Administration to advance anti-racism initiatives into the Bylaw Review, as stated below:

- Incorporate identification of systemic racism and advancement of anti-racism initiatives into the review/update of the Bylaw including but not limited to:
  a. Industry engagement,
  b. Driver training,
  c. Related City licensing and enforcement practices, and
  d. Communication and awareness initiatives; and
- Ensure approaches to discuss and address systemic racism align with the ongoing corporate-wide work to advance anti-racism.

On 2019 May 27, through report CPS2019-0609, Council directed Administration to accelerate the planned review of the Livery Transport Bylaw 6M2007 and report back to Council through the Standing Policy Committee on Community and Protective Services with proposed amendments to the Bylaw and its fee schedule no later than 2020 Q4. (Council later authorized Administration at the 2020 June 15 Combined Meeting of Council, to defer any Council or Committee report due Q3 or Q4 2020 to a later date in 2021.) Administration's recommendation included aligning a new fee schedule to the Bylaw review based on Summit72 Capital Advisory Services' Activity Based Costing (ABC) analysis. To inform Administration's recommendation, Administration had hired Summit72 in 2018 to complete an independent review and propose a new fee schedule for the Livery Transport Bylaw. Using the ABC commonly accepted accounting method to understand the total costs of providing a good or service, Summit72 determined the licence fees industry participants should be charged to cover the LTS operating budget.

On 2018 November 30, through report C2018-1158 as part of One Calgary 2019-2022 Service Plans and Budget, Council approved a review of the Livery Transport Bylaw as a key deliverable for Taxi, Limousine & Vehicles-for-Hire line of service. This work was planned for 2021/2022 as staff resources became available once other One Calgary deliverables were completed in the first half of the budget cycle.

On 2018 April 23, through report CPS2018-0110, Council directed Administration to undertake a full review of the fee structure in the Livery Transport Bylaw and report back to Council through the SPC on Community and Protective Services no later than 2019 Q2.

Proposed Wording for a new Livery Transport Bylaw

Table of Contents

PART 1 – INTERPRETATION AND APPLICATION 2

PART 2 – CHIEF LIVERY INSPECTOR 7

PART 3 – LIVERY SERVICE 9

Division 1 – Street Hail Service 9
Division 2 – Dispatch Service 9
Division 3 – App Based Service 9

PART 4 – LICENCES 15

Division 1 – General 15
Division 3 – Taxi Driver's Licence and Transportation Network Driver's Licence 19
Division 4 – Taxi Plate Licences and Accessible Taxi Plate Licences 25
Division 5 – Limousine Plate Licence 31
Division 6 – Brokerage Licences 33
Division 7 – Independent Livery Vehicles 36
Division 8 – Transportation Network Company Licences 40

PART 5 – LIVERY VEHICLES 41

Division 1 – Offences 41
Division 2 – Taxis and Accessible Taxis 43
Division 3 – Limousines 46
Division 4 – Taxi, Accessible Taxi and Limousine Inspections 49
Division 5 – Private For Hire Vehicle Inspections 51

PART 6 – RATES AND FEES 52

PART 7 – ACCESSIBLE TAXI INCENTIVE PROGRAM 53

PART 8 – ENFORCEMENT 55

Division 1 – Inspections 55
Division 2 – Production of Documents 55
Division 3 – Livery Peace Officer's Order 56
Division 4 – Suspensions, Revocations and Appeals 57
Division 5 – Offences and Prosecutions 61

PART 9 – TRANSITIONAL 63

SCHEDULE A – RATES 64

SCHEDULE B – FEES 68

SCHEDULE C – ENHANCED LIVERY VEHICLE INSPECTION STANDARDS 73

SCHEDULE D – OFFENCE AND PENALTY 111

SCHEDULE E – REPORTING REQUIREMENTS 116

Text for Discussion

PART 1 – INTERPRETATION AND APPLICATION

Short Title

1. This Bylaw may be cited as the “Livery Transport Bylaw”.

Interpretation

2. (1) References to items in the plural include the singular, as applicable.

(2) The words “include”, “including”, and “includes” are not to be read as limiting the phrases or descriptions that precede them.

(3) Headings are inserted for ease of reference only and are not intended as interpretation aids.

(4) Wherever a word used in this Bylaw is italicized, the term is being used as it is defined in this Part. Where any word appears in ordinary case, its regularly applied meaning in the English language is intended.

(5) Specific references to laws in this Bylaw are meant to refer to the current laws applicable within the Province of Alberta as at the time this Bylaw was enacted and as they are amended from time to time, including successor legislation.

(6) If any provision of this Bylaw is declared invalid for any reason by a court of competent jurisdiction that provision shall be severed, and all other provisions of this Bylaw shall remain valid and enforceable.

(7) All schedules attached to this Bylaw form part of this Bylaw.

Compliance with other laws

3. Nothing in this Bylaw relieves a *Person* from complying with any Federal or Provincial law or regulation, other bylaw or any requirement of any lawful permit, order or licence.

Application of bylaw

4. (1) This Bylaw applies to the carriage of passengers in a *Motor Vehicle* for a fee.

(2) This Bylaw does not apply to:

(a) a *Motor Vehicle* that has the capacity to carry 25 or more persons including the *Operator*;

(b) any *Motor Vehicle* owned by The *City*;

Text for Discussion

(c) a *Motor Vehicle*, other than a *Taxi*, *Accessible Taxi*, *Limousine* or *Private For Hire Vehicle*, that is carrying passengers pursuant to a contract with the *City*;

(d) any service where the passenger is driven in the passenger's own *Motor Vehicle*;

(e) a Motor *Vehicle* carrying passengers who pay a fare or fee for the service where the passenger is picked up outside the city;

(f) shuttle services to and from the Calgary International Airport which have been previously arranged and where more than one passenger is transported, each passenger pays for the service, and passengers are picked up from different locations; and

(g) a *Motor Vehicle* used in the course of providing care to clients who require personal assistance with activities of daily living and

(i) the arrangement or provision of that transportation is not the primary business of the *Person* providing the service; and

(ii) no compensation is directly charged or collected for the provision of the transportation portion of the service being provided.

Definitions

5. In this Bylaw:

(a) "*Accessible Taxi*" means a *Motor Vehicle* which has an *A.T.P.L.* joined to it;

(b) "*Accessible Taxi Plate Licence*" or "*A.T.P.L.*" means a *Licence issued* pursuant to section 55 and includes an A.T.P.L.-1 and an A.T.P.L.-2;

(c) "*Applicant*" means a person who applies for a *Licence* or *Certificate* or a renewal or transfer of a *Licence* or *Certificate*;

(d) "*Application*" or "*App*" means a software program residing on a mobile phone or other digital electronic device which performs one or more of the following functions:

(i) enables a person to identify the locations of available vehicles for hire and allows a driver of a vehicle for hire to identify the location of a person who is seeking the services of a vehicle for hire;

(ii) enables a person to request a vehicle for hire via the mobile phone or other digital electronic device;

(iii) enables a driver of a vehicle for hire to receive a request from a potential passenger;

Text for Discussion

(iv) enables for the payment for vehicle for hire service through electronic means;

(e) "*Brokerage*" means a *Person* who holds a *Licence issued* by the *Chief Livery Inspector* to conduct *Brokerage Operations*;

(f) "*Brokerage Operations*" include:

(i) administering *Taxi* and *Limousine* fleets;

(ii) employing or contracting with one or more persons who are *Licensed* to operate a *Limousine*, a *Taxi* or an *Accessible Taxi*;

(iii) accepting calls for the dispatch of *Taxis*; and

(iv) accepting calls for contracts for services of *Limousines*;

but does not include any of the above activities in relation to an *Independent Livery Vehicle*;

(g) "*Certificate*" means a certificate *issued* pursuant to this Bylaw;

(h) "*Certified Mechanic*" means a person who holds a valid and subsisting Certificate of Proficiency as a journeyman motor mechanic or heavy duty mechanic issued by the Province of Alberta and where required by the *Chief Livery Inspector* holds a Certificate of Proficiency pursuant to the *Gas Protection Act* and is approved by the *Chief Livery Inspector* to issue *Inspection Certificates*;

(i) "*Chief Livery Inspector*" means the chief administrative officer of the City of Calgary or his or her designate;

(j) "*Chief of Police*" means the Chief of Police of the Calgary Police Service and includes any person designated by the *Chief of Police* to perform duties pursuant to this Bylaw;

(k) "*City*" means the municipal corporation of The City of Calgary and includes the geographical area within the boundaries of the city of Calgary where the context so requires;

(l) "*Council*" means the municipal Council of The *City*;

(m) "*Dispatch Hail*" means a request for transportation from a *Livery Vehicle* made by communicating the request to a dispatch centre;

(n) "*Driver*" means an individual who holds a valid *T.D.L.* or *T.N.D.L.*;

(o) "*Electronic Payment System*" means a system by which a customer may pay a fare by an electronic withdrawal from his or her bank account or charge to his or her credit card account;

Text for Discussion

(p) "*E.L.V.I.S.*" means the Enhanced Livery Vehicle Inspection Standards set out in Schedule "C";

(q) "*Highway*" means a highway as that term is defined in the *Traffic Safety Act*, R.S.A. 2000, c.T-6;

(r) "*Independent Livery Vehicle*" means a *Taxi*, *Accessible Taxi*, or *Limousine* which is not affiliated with or dispatched by a *Brokerage*;

(s) "*Inspection Certificate*" means a certificate completed in accordance with section 132 indicating compliance with *E.LV.I.S.*;

(t) "*issue*", "*issued*" and "*issuing*" includes new, renew, renewed and renewing or transfer, transferred or transferring as the case may be;

(u) "*Licence*" means a licence *issued* pursuant to this Bylaw;

(v) "*Licence and Community Standards Appeal Board*" means the board authorized by *Council* to hear *Licence* appeals pursuant to Bylaw 50M2011;

(w) "*Licensed*" with respect to any *Person* or *Motor Vehicle* means that the *Person* or *Motor Vehicle* holds or has been *issued* one or more *Licences* of the type or types that the context implies;

(x) "*Licensee*" means the *Person* to whom a *Licence* is *issued*;

(y) "*Limousine*" means a *Motor Vehicle* which has a valid *L.P.L.* joined to it;

(z) "*Limousine Plate Licence*" or "*L.P.L.*" means a *Licence issued* by the *Chief Livery Inspector* which permits a *Motor Vehicle* to be operated as a *Limousine*;

(aa) "*Livery Inspection Station*" means premises and equipment and other resources required to complete an *E.L.V.I.S.* inspection that have been certified by the *Chief Livery Inspector* for the purpose of conducting mechanical inspections of *Livery Vehicles*;

(bb) "*Livery Peace Officer*" means a Bylaw Enforcement Officer or *Peace Officer* who is employed by The *City* and under the direction of the *Chief Livery Inspector*, or a Police Officer;

(cc) "*Livery Vehicle*" means a *Limousine*, a *Taxi* or an *Accessible Taxi* or a *Private For Hire Vehicle*;

(dd) "*Livery Vehicle Registration Certificate*" means a *Certificate* which indicates that the *Motor Vehicle* in respect of which it is *issued* is qualified to have a *Plate* joined to it;

(ee) "*Manufacturer*" means the original vehicle maker or, in the case of a modifier of a vehicle, a Canadian Motor Vehicle Standards Association CMVSA approved modifier;

Text for Discussion

(ff) "*Motor Vehicle*" means a motor vehicle as defined in the *Traffic Safety Act*, R.S.A. 2000, c. T-6;

(gg) "*operate*", "*operated*" or "*operating*" includes having care or control of a *Motor Vehicle*;

(hh) "*Owner*" means in regards to a *Livery Vehicle*:

(i) a *Person* named as the registered owner of the *Livery Vehicle* by the Province of Alberta; or

(ii) a *Person* who has rights in the *Livery Vehicle* as its beneficial owner including having lawful control of the *Livery Vehicle*;

(ii) "*Peace Officer*" means a Peace Officer as defined in the *Peace Officer Act,* S.A. 2006, c. P-3.5.

(jj) "*Person*" includes an individual, a corporation and other legal entities;

(kk) "*Plate*" means a *T.P.L.*, *A.T.P.L.* or *L.P.L.*;

(ll) "*Private For Hire Vehicle*" or "*P.F.H.V.*" means a *Motor Vehicle* which is used to provide for the transportation of persons for compensation and for which rides are exclusively arranged through an *App* administered or promoted by a *Transportation Network Company*;

(mm) "*Service Dog*" means a service dog as that term is defined in the *Service Dog Act*, S.A. 2007 c.S-7.5 and includes a dog that is in training to become a service dog;

(nn) "*Street Hail*" means a request:

(i) through a verbal action such as calling out, yelling or whistling;

(ii) through a visible physical action such as raising one's hand or arm; or

(iii) both (i) and (ii);

to request transportation from a *Livery Vehicle*, and includes requesting transportation at a taxi stand;

(oo) "*Taxi*" means a *Motor Vehicle* which has a valid *T.P.L.* joined to it;

(pp) "*Taxi Plate Licence*" or "*T.P.L.*" means a *Licence issued* pursuant to section 54 and includes a T.P.L.-1 and a T.P.L.-2;

(qq) "*Taximeter*" means

(i) a device which is used to compute and display a fare for services provided by a *Taxi* or *Accessible Taxi*; and

Text for Discussion

(ii) a digital electronic device utilizing a software program to compute and display a fare for services provided by a *Taxi* or *Accessible Taxi* (commonly known as a "soft meter");

(rr) "*T.D.L.*" means a *Taxi Driver's Licence issued* by the *Chief Livery Inspector* pursuant to this Bylaw;

(ss) "*T.N.D.L.*" means a *Transportation Network Driver's Licence issued* by the *Chief Livery Inspector* pursuant to this Bylaw;

(tt) "*Transportation Network Company*" means a *Person* who holds a *Transportation Network Company Licence issued* by the *Chief Livery Inspector* pursuant to this Bylaw;

(uu) "*Transportation Network Driver*" means a person who holds a *Transportation Network Driver's Licence issued* by the *Chief Livery Inspector* pursuant to this Bylaw;

PART 2 – CHIEF LIVERY INSPECTOR

Authority of Chief Livery Inspector

6. The *Chief Livery Inspector* may:

(a) *issue Licence*s and *Certificate*s pursuant to this Bylaw and establish and vary forms and procedures for the issuance of all types of *Licences* and *Certificates*;

(b) specify the type, course content, amount of training or courses and pass/fail criteria for tests that an *Applicant* must take;

(c) specify the form, content, colour and location of *Plates* and all other decals and identification markings required to be placed on *Livery Vehicle*s;

(d) specify or prohibit safety equipment or devices which may be placed in *Livery Vehicles*;

(e) specify the number of passengers that may be carried in a *Livery Vehicle* and the amount and type of goods that may be placed in or on a *Livery Vehicle*;

(f) specify the forms that must be used for the orderly conduct of livery services; and

(g) specify the type, content, format and location of advertising or promotional material, brochures, cards, stickers, signs, decals, *Plates* or other similar material which may be carried in or on a *Livery Vehicle*.

7. Where the *Chief Livery Inspector* has specified the form, content, colour and location of *Plates* and other decals and identification markings required to be placed on *Livery Vehicle*s pursuant to section 6(c), the *Driver* of a *Livery Vehicle* must ensure that all

Text for Discussion

Plates, decals and identification markings are placed on the *Livery Vehicle* as specified by the *Chief Livery Inspector*.

Delegation by Chief Livery Inspector

8. The *Chief Livery Inspector* may, in writing, delegate any or all of the powers, duties or functions conferred on the *Chief Livery Inspector* by this Bylaw.

Exercise of Chief Livery Inspector powers

9. (1) The exercise of those powers set out in section 6 must be made in writing and are effective upon the date they are signed by the *Chief Livery Inspector* unless the *Chief Livery Inspector* specifies an effective date.

(2) Where the *Chief Livery Inspector* exercises any of the powers conferred upon the *Chief Livery Inspector* by section 6, the *Chief Livery Inspector* must cause a bulletin to be published in accordance with this section.

(3) The *Chief Livery Inspector* must publish bulletins by:

(a) making a copy of the bulletin available for public viewing during normal business hours at a Livery Transport Services office;

(b) making the bulletin available to all *Brokerages* and *Transportation Network Companies* by any method the *Chief Livery Inspector* considers advisable.

(4) Upon receipt of a bulletin a *Brokerage* shall:

(a) post the bulletin in a prominent location within the *Brokerage* premises;

(b) upon request provide a copy to all persons who pay the *Brokerage* stand rent; and

(c) communicate over the *Brokerage's* dispatch system that the bulletin has been published.

(5) Upon receipt of a bulletin a *Transportation Network Company* must communicate the content of the bulletin to all *Transportation Network Drivers* that are authorized to use any *App* administered or promoted by the *Transportation Network Company*.

(6) The *Chief Livery Inspector* may publish bulletins in respect of matters other than those set out in section 6 where the *Chief Livery Inspector* believes it is in the interest of the livery transport industry to be advised of those matters.

(7) Despite the *Chief Livery Inspector's*, *Brokerages'* and *Transportation Network Companies'* obligations to make persons in the livery transport industry aware of bulletins, it is the obligation of all members of the livery transport industry to be informed of the contents of bulletins and industry members will be deemed to be aware of all bulletins that are published in accordance with subsection (3).

Text for Discussion

PART 3 – LIVERY SERVICE

Division 1 – Street Hail Service

10. (1) A *Person* that *operates* a *Livery Vehicle*, other than a *Taxi* or *Accessible Taxi*, must not:

    (a) offer, promote or solicit a *Street Hail*, or

    (b) accept a *Street Hail*.

    (2) Subsection (1) does not apply to a *Person* that operates a *Limousine* who offers or accepts a *Street Hail* at the main passenger terminal building at the Calgary International Airport.

11. A *Person operating* a *Taxi* or *Accessible Taxi*, when providing service pursuant to:

    (a) a *Street Hail*;

    (b) a text message received via a mobile phone; or

    (c) an *App* that has not been approved by the *Chief Livery Inspector* pursuant to section 15;

    must charge the rates as set out in Schedule "A".

Division 2 – Dispatch Service

12. A *Person* that *operates* a *Livery Vehicle*, other than a *Taxi*, *Accessible Taxi* or *Limousine*, must not accept a *Dispatch Hail*.

13. A *Person operating* a *Taxi* or *Accessible Taxi*, when providing service pursuant to a *Dispatch Hail*, must charge the rates as set out in Schedule "A".

Division 3 – App Based Service

14. (1) The *Chief Livery Inspector* is authorized to approve *Apps* through which *Livery Vehicle* service may be arranged.

    (2) The *Chief Livery Inspector* may only approve an *App* if either the *Person* who administers the *App* or the *Person* who promotes the *App* holds:

    (a) a valid and subsisting *Brokerage Licence*; or

    (b) a valid and subsisting *Transportation Network Company Licence*.

Text for Discussion

(3) The functions required for the approval of an *App* pursuant to sections 15, 16 or 17 must be maintained after the *App* is approved pursuant to subsection (1).

(4) The *Chief Livery Inspector* may suspend or revoke the approval of an *App* that does not maintain the required functions set out in sections 15, 16 or 17, as applicable.

Approved Apps for Taxi and Accessible Taxi Service

15. The *Chief Livery Inspector* may only approve an *App* for *Taxi* and *Accessible Taxi* services if the *App*:

(a) is capable of:

(i) calculating a fare based on the distance travelled by the *Taxi* or *Accessible Taxi*; and

(ii) estimating the total fare to be charged to the customer for a trip;

(b) is capable of accepting specific requests for *Accessible Taxi* services;

(c) transmits to a prospective customer the rate to be charged to the customer including any variable or surge pricing prior to the customer agreeing to the ride;

(d) records, at the time the *Taxi* or *Accessible Taxi* service is arranged, the following information:

(i) the time, date and location where and when the customer is to be picked up;

(ii) the destination where the customer is to be discharged;

(iii) the *T.P.L.* or *A.T.P.L.* number of the *Taxi* or *Accessible Taxi*;

(e) transmits to the customer the information set out in subsection (d) before the customer enters the *Taxi* or *Accessible Taxi*;

(f) at the conclusion of the trip, immediately provides to the customer an electronic receipt containing:

(i) the customer's name;

(ii) the time and date that the *Taxi* and *Accessible Taxi* service was arranged;

(iii) the location and time where and when the customer was picked up;

(iv) the location and time where and when the customer was dropped off;

(v) the total fare charged to the customer;

Text for Discussion

(vi) the *T.P.L.* or *A.T.P.L.* number of the *Taxi* or *Accessible Taxi*;

(vii) the *T.D.L.* number of the *Driver*; and

(viii) any other information required by the *Chief Livery Inspector*.

(g) provides real time GPS tracking to the customer capable of showing the *Taxi* or *Accessible Taxi* while on route to pick up customer and while carrying the customer; and

(h) allows the customer to provide feedback regarding the service to the *Brokerage* that administers or promotes the *App*.

Approved Apps for Limousine Service

16. (1) The *Chief Livery Inspector* may only approve an *App* for *Limousine* services if the *App*:

(a) is capable of:

(i) calculating a fare based on the distance travelled by the *Limousine*; and

(ii) estimating the total fare to be charged to the customer for a trip;

(b) transmits to a prospective customer the rate to be charged to the customer including any variable or surge pricing prior to the customer agreeing to the ride;

(c) records, at the time the *Limousine* service is arranged, the following information:

(i) the time, date and location where and when the customer is to be picked up;

(ii) the destination where the customer is to be discharged;

(iii) the *L.P.L.* number of the *Limousine*;

(d) transmits to the customer the information set out in subsection (1)(c) before the customer enters the *Limousine*;

(e) at the conclusion of the trip, immediately provides to the customer an electronic receipt containing:

(i) the customer's name;

(ii) the time and date that the *Limousine* service was arranged;

Text for Discussion

(iii) the location and time where and when the customer was picked up;

(iv) the location and time where and when the customer was dropped off;

(v) the total fare charged to the customer;

(vi) the *L.P.L.* number of the *Limousine*;

(vii) the *T.D.L.* number of the *Driver*;

(viii) any other information required by the *Chief Livery Inspector;*

(f) provides real time GPS tracking to the customer capable of showing the *Limousine* while on route to pick up the customer and while carrying the customer; and

(g) allows the customer to provide feedback regarding the service to the *Brokerage* that administers or promotes the *App***.**

(2) A *Person* providing *Limousine* service through an approved *App* must not accept payment by cash.

Approved Apps for Private For Hire Vehicle Service

17. (1) The *Chief Livery Inspector* may only approve an *App* for *Private For Hire Vehicle* services if the *App*:

(a) is capable of:

(i) calculating a fare based on the distance travelled by the *Private For Hire Vehicle*; and

(ii) estimating the total fare to be charged to the customer for a trip;

(b) transmits to a prospective customer the rate to be charged to the customer including any variable or surge pricing prior to the customer agreeing to the ride;

(c) records, at the time the *Private For Hire Vehicle* service is arranged, the following information:

(i) the time, date and location where and when the customer is to be picked up;

(ii) the destination where the customer is to be discharged;

(iii) a photo of the *Driver*;

Text for Discussion

(iv) the Alberta licence plate number of the *Private For Hire Vehicle*; and

(v) the make and model of the *Private For Hire Vehicle*;

(d) transmits to the customer the information set out in subsection (1)(c) before the customer enters the *Private For Hire Vehicle*;

(e) at the conclusion of the trip, immediately provides to the customer an electronic receipt containing:

(i) the customer's name;

(ii) the time and date that the *Private For Hire Vehicle* service was arranged;

(iii) the location and time where and when the customer was picked up;

(iv) the location and time where and when the customer was dropped off;

(v) the total fare charged to the customer; and

(vi) any other information required by the *Chief Livery Inspector;*

(f) provides real time GPS tracking to the customer capable of showing the *Private For Hire Vehicle* while on route to pick up the customer and while carrying the customer;

(g) allows the customer to provide feedback regarding the service to the *Transportation Network Company* that administers or promotes the *App*; and

(h) provides a method by which the *Chief Livery Inspector* can access the *App* to locate in service *Transportation Network Drivers* for inspection and enforcement services.

(2) A *Person* providing *Private For Hire Vehicle* service through an approved *App* must not accept payment by cash or by means of an *Electronic Payment System* that is separate from the *App*.

18. (1) A *Person* must not sell, lease, licence, administer, promote or otherwise make available an *App* for the purposes of arranging rides from *Taxis*, *Accessible Taxis* or *Limousines*, or enrol any person in such an *App*, unless:

(a) the *Person* holds a valid and subsisting *Brokerage Licence*; and

(b) the *App* has been approved by the *Chief Livery Inspector*.

Text for Discussion

(2) Despite subsection (1), a *Person* who operates a *Taxi* or *Accessible Taxi* may use an *App* that has not been approved by the *Chief Livery Inspector*. A *Person* who operates a *Taxi* or *Accessible Taxi* and who accepts a request for a ride using a non-approved *App* must charge the rate set out in Schedule "A".

(3) Despite subsection (1), a *Person* who operates a *Limousine* may use an *App* that has not been approved by the *Chief Livery Inspector* if the ride is pre-arranged in accordance with section 126.

(4) A *Person* must not sell, lease, licence, administer, promote or otherwise make available an *App* for the purpose of arranging rides from *Private For Hire Vehicles*, or enrol any person in such an *App*, unless:

(a) the *Person* holds a valid and subsisting *Transportation Network Company Licence*; and

(b) the *App* has been approved by the *Chief Livery Inspector*.

Data Reporting Requirements

19. (1) the *Chief Livery Inspector* may specify information reporting requirements for *Brokerages* which use an approved *App*.

(2) A *Brokerage* that utilizes an approved *App* to offer *Livery Vehicle* services must record in an electronic format the information specified by the *Chief Livery Inspector* and transmit the information

(a) on a schedule;

(b) to a location; and

(c) in a format;

approved by the *Chief Livery Inspector***.**

20. (1) A *Transportation Network Company* must, for each trip arranged through an *App* that is administered or promoted by the *Transportation Network Company*, record in an electronic format the following information:

(a) the *Licence* number of the *Transportation Network Driver* who provided the trip;

(b) the time and date that the trip was arranged;

(c) the time and date of the start of the trip;

(d) the latitude and longitude of the location where the trip started;

(e) the time and date of the end of the trip;

(f) the latitude and longitude of the location where the trip ended; and

Text for Discussion

(g) whether a wheelchair accessible vehicle was requested.

(2) The information specified in subsection (1) must be transmitted to the *Chief Livery Inspector*:

(a) on a schedule;

(b) to a location; and

(c) in a format;

approved by the *Chief Livery Inspector*.

Sufficiency of App

21. Where this Bylaw imposes any requirement on an *App*, that requirement is satisfied if:

(a) a *Driver* and a customer make use of separate *Apps* administered or promoted by the same *Brokerage* or *Transportation Network Company*; and

(b) either *App*, whether separately or in conjunction with the other, satisfies the requirement.

PART 4 – LICENCES

Division 1 – General

Authority to issue

22. The *Chief Livery Inspector* is authorized to issue a *Licence* or *Certificate* required by this Bylaw.

Licence Conditions

23. (1) The *Chief Livery Inspector* may impose restrictions and conditions on a *Licensee* if in the opinion of the *Chief Livery Inspector* they are necessary to meet the purposes of this Bylaw.

(2) Terms and conditions referred to in subsection (1) are effective as of the date notice is given to the holder of the *Licence* to which they apply or upon issuance in the case of a new *Licence* or renewal.

Compliance with Licence Conditions

24. A *Person* must not *operate* a *Livery Vehicle* contrary to a restriction or condition to which that *Person's Licence* is subject.

Text for Discussion

Copies of Licence

25. A *Person* must not possess more than one copy of the same *Licence*.

<u>Division 2 – Licence Application Process</u>

26. (1) A *Person* may apply to the *Chief Livery Inspector* for a *Licence* or *Certificate* in accordance with the provisions of this Bylaw.

(2) An application for a *Licence* or *Certificate* must be made to the *Chief Livery Inspector* and must be in the form and contain the information prescribed by the *Chief Livery Inspector*.

(3) A *Person* who applies for a *Licence* or *Certificate* must provide to the *Chief Livery Inspector* both a postal address to which documents may be mailed and a physical address to which documents may be served or delivered;

(4) With respect to an application referred to in subsection 2, in addition to the information required on an application form, the *Chief Livery Inspector* may require the *Applicant* to provide any other relevant document or information which, in the opinion of the *Chief Livery Inspector*, is necessary to evaluate the application, including:

(a) proof that the *Applicant* is legally entitled to work in Canada;

(b) the written recommendation of the *Chief of Police*;

(c) a police information check; and

(d) a driver's abstract if the application is for a *T.D.L.* or *T.N.D.L.*.

Attendance in Person

27. (1) Every *Applicant* for a *Licence* or *Certificate* must attend in person and not by agent or attorney at the office of the *Chief Livery Inspector* to complete an application and in the case of an application made by a corporation, such attendance must be made by a director or officer of the corporation.

(2) Despite subsection (1), the *Chief Livery Inspector* may relieve an *Applicant* for a *Licence* or *Certificate* from the requirement to attend in person.

(3) Despite subsection (1), the submission of materials in connection with an application for a *Licence* may be facilitated through a *Transportation Network Company* and submitted electronically.

Failure to Advance Application

28. (1) If an application for a new *T.D.L.* or *T.N.D.L*. is not materially advanced by the *Applicant* for 30 consecutive days then the application is deemed to have been abandoned and application fee is forfeited to The *City*.

Text for Discussion

(2) If a *T.D.L.* or *T.N.D.L.* expires and an application to renew is not made within 30 days of expiry, then the *T.D.L.* or *T.N.D.L.* is deemed to have been abandoned and the right to renew is forfeited.

(3) Notwithstanding subsection (2), the *Chief Livery Inspector* may accept an application to renew a *T.D.L.* or *T.N.D.L.* after 30 days of expiry if circumstances warrant.

Form of Licence

29. All *Licences* and *Certificates*:

(a) shall bear the signature and seal of the *Chief Livery Inspector*; and

(b) be on a form established by the *Chief Livery Inspector* which bears the identification of The *City* and is not a copy.

Corporate Applicants

30. The *Chief Livery Inspector* may require that each officer of a corporate *Applicant* obtain the recommendation of the *Chief of Police*.

Refusal

31. (1) The *Chief Livery Inspector* must refuse to *issue* a *T.D.L.* or *T.N.D.L.* applied for if the *Applicant* does not hold a valid and subsisting *Provincial Operator's Licence* issued pursuant to the *Traffic Safety* Act, R.S.A. 2000, c. T-6, that permits the individual to transport passengers for hire.

(2) The *Chief Livery Inspector* may refuse to *issue* the *Licence* or *Certificate* applied for if, in the opinion of the *Chief Livery Inspector*:

(a) the *Applicant* fails to meet the requirements, tests, terms or conditions established pursuant to this Bylaw;

(b) the behaviour, conduct, or health status of an *Applicant* is such that the *Person* is unfit to hold that particular *Licence*;

(c) it would not be in the public interest or the interests of the livery industry to allow that *Person* to hold that particular *Licence*;

(d) the *Applicant* has ten or more demerit points given pursuant to the authority of the *Traffic Safety Act*; or

(e) the Chief of Police has recommended that the *Applicant* should not be *issued* a *Licence*.

32. No *Person* whose application for a *T.D.L.* or *T.N.D.L.* has been refused may reapply until:

Text for Discussion

(a) six months after the date of the written notice of the *Chief Livery Inspector's* refusal; or

(b) such time as determined by the *Chief Livery Inspector*.

Term of Licence

33. The *Chief Livery Inspector* may:

(a) set the term; and

(b) vary the term;

of any *Licence* or *Certificate issued* pursuant to this Bylaw.

Expiry

34. All *Licenses* and *Certificates* issued pursuant to this Bylaw expire on the date specified on the *Licence* or *Certificate* as the expiry date.

Renewal of Taxi Plate Licence and Accessible Taxi Plate Licence

35. (1) If a *T.P.L.* or *A.T.P.L.* expires and an application to renew is not made within 30 days of expiry, then the *T.P.L.* or *A.T.P.L.* is deemed to have been abandoned and the right to renew is forfeited.

(2) Despite subsection (1), the *Chief Livery Inspector* may accept an application to renew a *T.P.L.* or *A.T.P.L.* after 30 days of expiry if circumstances warrant.

Revocation

36. A holder whose *Licence* or *Certificate* has or expired must immediately return the *Licence*, *Certificate*, *Plate* and any other related document to the *Chief Livery Inspector*.

Change of Status or Information

37. (1) Where a *Licensee* or *Certificate* holder has had its status change with respect to any municipal, provincial, or federal regulatory regime that is relevant to the *Licensee's* eligibility to hold a *Licence*, the *Licensee* must immediately advise the *Chief Livery Inspector* of its change in status.

(2) A *Licensee* or *Certificate* holder and any officer or majority shareholder of a *Licensee* or *Certificate* holder must immediately notify the *Chief Livery Inspector* and disclose any change in the information which was provided as part of the application or renewal of a *Licence* or *Certificate*, including changes in:

(a) name;

(b) address;

(c) corporate registries information;

Text for Discussion

(d) registered owner information for *Motor Vehicle*s;

(e) insurance coverage and *Certificate*s;

(f) criminal record;

(g) a medical diagnosis which would affect the holder's ability to carry out the tasks related to the *Licence* or that could affect the safety of the public.

(3) Where a corporation is a *Licensee* holding a *Brokerage Licence*, the corporation must notify the *Chief Livery Inspector* of the sale or assignment of the business through the sale of assets or the sale of the business through the sale of shares or any combination thereof.

(4) Where a corporation incorporated pursuant to the *Co-operative Association Act (Alberta)* or the *Cooperatives Act (Alberta)* is a *Licensee*, the *Licensee* must notify the *Chief Livery Inspector* of a sale of all or substantially all of the assets of the corporation.

38. If the *Chief Livery Inspector* determines that the controlling interest in a company that holds a *Brokerage Licence* has changed, whether by direct or indirect means, the *Chief Livery Inspector* may suspend or revoke the *Brokerage Licence* if the *Chief Livery Inspector* reasonably determines that such suspension or revocation is necessary to meet the purposes of this Bylaw.

Non-transferability

39. All *Licences* and *Certificates* are a privilege granted by The *City* and may not be sold, leased, assigned or otherwise transferred.

Division 3 – Taxi Driver's Licence and Transportation Network Driver's Licence

Taxi Driver's Licence

40. (1) A *Person* must not *operate* a *Taxi* or *Limousine* without a valid and subsisting *T.D.L.*

(2) A *Person* must not *operate* an *Accessible Taxi* without a valid and subsisting *T.D.L.* with the endorsement of the Chief Livery Inspector to *operate* an accessible vehicle.

(3) A *Person* must not *operate* a *Taxi*, *Accessible Taxi* or *Limousine* without having the *Person's T.D.L.* in the person's possession.

Transportation Network Driver's Licence

41. A *Person* must not *operate* a *Private For Hire Vehicle* without a valid and subsisting *T.N.D.L*.

Text for Discussion

Driver Responsibilities

42. A *Driver,* while operating a *Livery Vehicle,* must:

(a) be neat and clean in person and dress;

(b) be professional and courteous;

(c) promptly attend to passenger pick ups;

(d) take proper care of all baggage and personal property given to the *Driver* for conveyance, and deliver such property as directed;

(e) immediately after delivering a passenger, inspect the *Livery Vehicle* to determine it the passenger has left any property behind;

(f) gather all lost property found in or about the *Livery Vehicle* and, if the vehicle is affiliated with a *Brokerage*, deliver same to the premises of the *Brokerage* with which the *Livery Vehicle* is affiliated;

(g) where lost property is found and the *Driver* is not affiliated with a *Brokerage*, deliver the found property to a police station or to a *Livery Peace Officer*;

(h) unless requested by the passenger to do otherwise, take the most economical route to a destination;

(i) inspect the *Livery Vehicle* the *Driver* will be operating before each shift and repair any defects which contravene *E.L.V.I.S.* before operating the *Livery Vehicle*;

(j) upon discovering a defect on a *Livery Vehicle* the *Driver* is operating which contravenes *E.L.V.I.S.* report it to the *Brokerage* or *Transportation Network Company* to which the *Driver* or *Livery Vehicle* is affiliated; and

(k) when *operating* an *Accessible Taxi*, give priority to calls received from persons with disabilities who require the services of the *Accessible Taxi*.

43. (1) A *Driver*:

(a) must accept all persons as passengers except when entitled to refuse such persons pursuant to this section;

(b) is entitled to refuse a passenger if such a person:

(i) is impaired by alcohol or drugs;

(ii) is not wearing a face covering, as that term is defined in the Temporary COVID-19 Face Coverings Bylaw 26M2020 except for persons who are exempt from wearing a face covering pursuant to section 4 of that bylaw;

Text for Discussion

(iii) requests that the *Driver* carry an animal in the *Livery Vehicle* other than a *Service Dog*;

(iv) requests that the *Driver* carry baggage in the *Livery Vehicle* which might be detrimental to the repair, cleanliness or sanitary condition of the *Livery Vehicle*;

(v) requests the *Driver* to carry any passengers or baggage which the *Livery Vehicle* is incapable of carrying;

(vi) insists on smoking or vaping or persists in smoking or vaping in the *Livery Vehicle*; or

(vii) is disorderly or abusive to the *Driver*;

(c) is not required to accept a passenger if the *Livery Vehicle* is not in service; and

(d) must not allow consumption of alcohol by any passenger in a *Livery Vehicle*, with the exception of a Stretch-Limousine as defined in Section 121 that has a physical divider between the driver compartment and the passenger area.

(2) A *Driver* of a *Taxi*, *Accessible Taxi* or *Limousine* is entitled to refuse a passenger if such a person is indebted to the *Driver* or *Brokerage* with which the *Livery Vehicle* is affiliated;

(3) A *Driver* of a *Taxi* or *Accessible Taxi*:

(a) may require that the passenger provide a deposit of not more than $30 to be applied toward the *Taximeter* fare and shall provide a receipt to the passenger for such deposit; and

(b) may charge a passenger a fee of up to $250 for soiling the interior of the *Taxi* or *Accessible Taxi* with vomit, bodily fluids or other material.

Driver Prohibitions

44. A *Driver* must not:

(a) drive a *Livery Vehicle* while under the influence of alcohol or other impairing substances;

(b) consume alcohol or use impairing substances while operating a *Livery Vehicle*;

(c) when *operating* a *Livery Vehicle* carry a number of passengers in excess of the number stipulated by the *Motor Vehicle's Manufacturer* in its specifications for that *Motor Vehicle*;

(d) knowingly misinform any person as to:

Text for Discussion

(i) the time, place, arrival or departure of any public conveyance; or

(ii) the location of any place, structure or building;

(e) knowingly induce any person to hire his or her services or any other *Livery Vehicle* by false representation;

(f) use a cell phone while carrying a passenger or passengers in a *Livery Vehicle*;

(g) refuse a passenger because they require that their *Service Dog* accompany them.

Passenger Assistance

45. If a passenger requests the assistance of a *Driver*, including the loading or unloading of a mobility aid and provided that the request for assistance is reasonable, the *Driver* must provide such assistance.

Taxi Drivers and Accessible Taxi Drivers

46. (1) The *Driver* of a *Taxi* or *Accessible Taxi* who has provided *Street Hail* Service or *Dispatch* Service pursuant to Divisions 1 and 2 of Part 3 must supply a passenger with a legible receipt:

(i) the fare charged;

(ii) the *Driver's T.D.L.* number;

(iii) the number of the *T.P.L.* or *A.T.P.L.* joined to the *Taxi* or *Accessible Taxi*; and

(iv) the time and date of the trip; and

(v) any other information required by the *Chief Livery Inspector*.

(2) The *Driver* of a *Taxi* or *Accessible Taxi* must display the *Driver's T.D.L.* in a position inside the *Livery Vehicle* which is clearly visible to any person inside the *Livery Vehicle*.

47. The *Driver* of a *Taxi* or *Accessible Taxi* that is affiliated with a *Brokerage* and that is in service must:

(a) be booked on to the *Brokerage's* dispatch system, and

(b) respond to a dispatched service request, unless the *Taxi* or *Accessible Taxi* is carrying a customer.

Limousine Drivers

Text for Discussion

48. When requested to do so, the *Driver* of a *Limousine* must supply a passenger with a legible receipt showing:

    (i) the fare or fee charged;

    (ii) the *Driver's T.D.L.* number;

    (iii) the name of the *Brokerage* with which the *Limousine* is affiliated, if any;

    (iv) the number of the *L.P.L.* joined to the *Limousine*; and

    (v) the time and date of the trip; and

    (v) any other information required by the *Chief Livery Inspector*.

Transportation Network Drivers

49. (1) In addition to any other information required by the *Chief Livery Inspector* pursuant to section 26(2), an *Applicant* for a *Transportation Network Driver Licence* must advise the *Chief Livery Inspector* of the *App* with which the *Applicant* will be affiliated.

    (2) The *Transportation Network Company* with which the *Applicant* is affiliated must provide confirmation prior to the *Transportation Network Driver Licence* being *issued*.

    (3) A *Transportation Network Driver* must not affiliate with an *App* or otherwise use an *App* to accept requests for rides unless the *Chief Livery Inspector* has been advised of the affiliation.

    (4) A *Transportation Network Driver* must produce the *Transportation Network Driver's T.N.D.L.* when requested to do so by a customer or by a *Livery Peace Officer*.

    (5) A *Transportation Network Driver* must not pick up or drop off a passenger at the Calgary International Airport unless the *App* used by the *Transportation Network Driver* has been authorized by the Calgary Airport Authority.

Registration of Private For Hire Vehicles

50. (1) A *Transportation Network Driver* must register with the *Chief Livery Inspector* all *Motor Vehicles* which the *Applicant* will use to provide *App* Based Service.

    (2) In order to register a *Motor Vehicle* pursuant to subsection (1), a *Transportation Network Driver* must provide to the *Chief Livery Inspector*:

        (a) a copy of the certificate of registration for the *Motor Vehicle* issued pursuant to the *Traffic Safety Act*;

        (b) for any *Motor Vehicle* for which the *Applicant* is:

Text for Discussion

(i) not the registered owner; or

(ii) not listed as an insured party on the insurance policy in respect of the *Motor Vehicle*;

the written consent of the registered owner permitting the *Applicant* to use the *Motor Vehicle* to provide *App* Based Service;

(c) either:

(i) a copy of a record of inspection for the *Motor Vehicle* pursuant to the Vehicle Inspection Regulation AR 211/2006 which indicates that the vehicle was inspected by a garage approved by the Alberta Motor Vehicle Industry Council and has passed the inspection; or

(ii) a copy of an *Inspection Certificate* for the *Motor Vehicle*

dated no earlier than 30 days before the application for registration; and

(d) proof that the *Transportation Network Driver* has insurance coverage for the *Motor Vehicle* that meets the requirements of the Commercial Vehicle Certificate and Insurance Regulation AR 314/2002 in respect of a vehicle used as a taxi or any other provincial legislation governing insurance requirements for *Private For Hire Vehicles*.

(3) The registration pursuant to subsection (1) may be facilitated electronically through a *Transportation Network Company*.

(4) A *Taxi*, *Accessible Taxi* or *Limousine* cannot be registered as a *Private For Hire Vehicle*.

Age of Vehicle

51. (1) A *Person* must not use a *Private For Hire Vehicle* that is more than 10 model years old to provide *App* Based Service.

(2) Despite subsection (1), the *Chief Livery Inspector* may permit a *Private For Hire Vehicle* that is more than 10 model years old to provide *App* Based Service if, in the opinion of the *Chief Livery Inspector*, the *Private For Hire Vehicle* is in good mechanical condition and appearance.

Trade Markings

52. (1) The *Driver* of a *Private For Hire Vehicle* must ensure the *Private For Hire Vehicle* displays, in a manner approved by the *Chief Livery Inspector*, the name, trade name or trademark of the *Transportation Network Company* with which the *Private For Hire Vehicle* is affiliated.

Text for Discussion

(2) A *Person* must not place any trade markings other than those specified by the *Chief Livery Inspector* pursuant to subsection (1) on or in a *Private For Hire Vehicle*.

53. A *Person* must not utilize a *Private For Hire Vehicle* that has not been registered with the *Chief Livery Inspector* pursuant to section 50 to provide *App* Based Service.

Division 4 – Taxi Plate Licences and Accessible Taxi Plate Licences

Taxi Plate Licences

54. (1) There shall be two classes of *T.P.L.*: T.P.L.-1 and T.P.L.-2.

(2) Unless otherwise approved by Council, The *City* shall not issue more than 1699 *T.P.L.s* as follows:

(a) 1311 T.P.L.-1s; and

(b) 388 T.P.L.-2s.

(3) Any *T.P.L.* that was issued as of 2013 September 16 is deemed to be a T.P.L.-1.

(4) A T.P.L.-1 is subject to all provisions of this Bylaw applicable to *T.P.L.s.*

(5) A T.P.L.-2 is subject to all provisions of this Bylaw applicable to *T.P.L.s*, except as modified by the following:

(a) a T.P.L.-2 is not transferable;

(b) the *Chief Livery Inspector* may impose conditions on an T.P.L.-2 requiring the *Taxi* to which the T.P.L.-2 is joined to be in service and available for dispatched calls on:

(i) specified days of the week; and

(ii) specified times of the 24 hour period of any day;

and

(c) the holder of a T.P.L.-2 must ensure that any condition imposed upon the T.P.L.-2 is satisfied.

Accessible Taxi Plate Licences

55. (1) There shall be two classes of *A.T.P.L.*: A.T.P.L.-1 and A.T.P.L.-2.

(2) Unless otherwise approved by Council, The *City* shall not issue more than 210 *A.T.P.L.s* as follows:

(a) 100 A.T.P.L.-1s; and

Text for Discussion

(b) 110 A.T.P.L.-2s.

(3) Any A.T.P.L. that was issued as of 2012 May 28 is deemed to be an A.T.P.L.-1.

(4) An A.T.P.L.-1 is subject to all provisions of this Bylaw applicable to *A.T.P.L.s*.

(5) An A.T.P.L.-2 is subject to all provisions of this Bylaw applicable to *A.T.P.L.s*, except as modified by the following:

(a) an A.T.P.L.-2 is not transferable;

(b) the *Chief Livery Inspector* may impose conditions on an A.T.P.L.-2 requiring the *Accessible Taxi* to which the A.T.P.L.-2 is joined to be in service and available for dispatched calls on:

(i) specified days of the week; and

(ii) specified times of the 24 hour period of any day.

(c) the holder of an A.T.P.L.-2 must ensure that any condition imposed upon the A.T.P.L.-2 is satisfied.

Plate Holder Eligibility

56. (1) In order to hold or renew a *T.P.L.* or an *A.T.P.L*, a *Person* must:

(a) be the *Owner* of the *Livery Vehicle* to which the *T.P.L.* or *A.T.P.L.* is joined;

and

(b) either:

(i) operate the *Livery Vehicle* to which the *T.P.L.* or *A.T.P.L.* is joined;

or

(ii) lease the *Livery Vehicle* to which the *T.P.L.* or *A.T.P.L.* is joined to another *person*.

(2) In order to hold or renew a T.P.L.-2 or an A.T.P.L.-2 an individual must hold a valid *Taxi Driver's Licence.*

(3) A corporation cannot hold a T.P.L.-2 or an A.T.P.L.-2.

Plates Held By a Corporation

57. (1) In addition to the requirements in section 56, in order to hold or renew a *T.P.L.* or an *A.T.P.L*, a corporation must:

Text for Discussion

(a) hold a *Brokerage Licence* or be a subsidiary or parent corporation of the corporate holder of a *Brokerage Licence*; or

(b) be a corporation incorporated pursuant to the *Alberta Business Corporations Act* which has its corporate address in the *City*, and has only one shareholder who is the individual in whose name the *T.P.L.* or *A.T.P.L.* was in prior to the transfer to the corporation and the *T.P.L.* or *A.T.P.L.* has been transferred to the corporation pursuant to the provisions of this Bylaw.

(2) No new *T.P.L.*s or *A.T.P.L.*s shall be issued to a corporation.

(3) In order for a corporation, other than a Brokerage, to renew its T.P.L-2 or A.T.P.L.-2, that corporation must have only a single shareholder, who holds a valid *Taxi Driver's Licence*.

Plate Holder Responsibilities

58. (1) A *Person* who holds a *T.P.L.* or an *A.T.P.L.* must:

(a) provide to the *Chief Livery Inspector* proof that the *Taxi* or *Accessible Taxi* is covered by insurance coverage that meets the requirements of the Commercial Vehicle Certificate and Insurance Regulation AR 314/2002 in respect of a vehicle used as a taxi;

(b) pay for all equipment, insurance, and *Brokerage* fees related to the *Livery Vehicle* to which the *T.P.L* or *A.T.P.L.* is attached;

(c) ensure that the *Livery Vehicle* to which the *T.P.L* or *A.T.P.L.* is attached meets *E.L.V.I.S.* requirements and is inspected every 12 months as required by section 132;

(d) attend renewals of the *T.P.L.* or *A.T.P.L.*;

(e) attend *LTS* meetings as required.

(2) For the purposes of subsections (1)(d) and (e), if the *T.P.L.* or *A.T.P.L.* is held by a corporation with a single shareholder, the shareholder must personally attend the renewals of the *T.P.L.* or *A.T.P.L.* and the *LTS* meetings.

(3) A *Person* who holds a *T.P.L.* or an *A.T.P.L.* is responsible for the act or acts of any *Person* who operates the *Livery Vehicle* to which the *T.P.L.* or *A.T.P.L.* is joined in the same manner as though the act or acts were done by the *Person* holding the *T.P.L.* or *A.T.P.L.*.

(4) A *Person* who holds a *T.P.L.* or an *A.T.P.L.* must ensure that the *Livery Vehicle* to which the *T.P.L.* or *A.T.P.L.* is joined complies with all the requirements of this Bylaw.

Minimum Service

Text for Discussion

59. (1) A *Person* who holds a *T.P.L.* or an *A.T.P.L.* must ensure that the *Livery Vehicle* to which the *T.P.L.* or *A.T.P.L.* is joined is in service in the *City* for a minimum of 250 days in the 12 month period preceding the date of renewing the *T.P.L.* or *A.T.P.L..*

(2) On demand, A *Person* who holds a *T.P.L.* or an *A.T.P.L.* must supply proof of the service required by subsection (1) for each *T.P.L.* in the *Holder's* possession in a form acceptable to the *Chief Livery Inspector*.

Quantity of Plates Held

60. (1) A *Person*, other than a *Brokerage*, may hold only one *T.P.L.* or one *A.T.P.L..*

(2) Despite subsection (1), a *Person* who on February 7, 2007 held more than one *T.P.L.* may continue to hold more than one *T.P.L..*

Plates held by a Brokerage

61. (1) A *Brokerage* must not allow a *T.P.L.* held by it to be used on any *Taxi* which is affiliated with another *Brokerage*.

(2) Despite subsection (1) the *Chief Livery Inspector* may, if the *Chief Livery Inspector* reasonably considers it to be consistent with the purposes of this Bylaw, allow a *Brokerage* to lend, without remuneration, one or more *T.P.L.s* to another *Brokerage*.

Prohibition on Fees for use of Plate (Subleasing)

62. Except as specified in this Bylaw, a *Person* must not charge or pay any fees, levies or charges whatsoever for the use of only a *T.P.L.* or *A.T.P.L..*

63. (1) A *Person* holding a *T.P.L.* or *A.T.P.L.* may levy fees for legitimate services that they render in connection with a use of a *Taxi* or *Accessible Taxi* to which the *T.P.L.* or *A.T.P.L.* is joined.

(2) The levying of any such fees must be evidenced in a written agreement which must be produced to the *Chief Livery Inspector* on demand.

(3) All parties to an agreement referred to in subsection (2) above must receive a copy of the agreement.

Plate Transfers

64. (1) Despite section 39, a T.P.L.-1 or an A.T.P.L.-1 may be transferred in accordance with this section.

(2) A valid and subsisting T.P.L.-1 or an A.T.P.L.-1 may only be transferred to an individual that:

(i) holds a *T.D.L.*;

Text for Discussion

(ii) does not hold a *T.P.L.* or *A.T.P.L.;* and

(iii) has a satisfactory record of vehicle for hire services.

Corporate Plate Transfers

(3) A T.P.L.-1 or an A.T.P.L.-1 may not be transferred to a corporation.

(4) A T.P.L.-1 or an A.T.P.L.-1 may not be transferred to a *Brokerage*.

(5) Despite subsections (3) and (4) and subject to the *Chief Livery Inspector's* approval, a corporation which is a *Brokerage* and holds one or more T.P.L.-1s or A.T.P.L.-1s may transfer those T.P.L.-1s and A.T.P.L-1s.

(a) to a wholly owned subsidiary of the *Brokerage;*

(b) to the parent corporation of the *Brokerage*; or

(c) to a *Brokerage*.

Plate Transfer Process

65. (1) A *Person* who wants to transfer his or her T.P.L.-1 or an A.T.P.L.-1 must apply in writing for the transfer to the *Chief Livery Inspector* and the application must be in the form and contain the information specified by the *Chief Livery Inspector*.

(2) Upon receipt of an application for the transfer of a T.P.L.-1 or an A.T.P.L.-1, the *Chief Livery Inspector* may either approve or refuse the transfer.

(3) Upon approval of a transfer, the transferor must immediately present the *Plate* and all documentation related to the transferred T.P.L.-1 or an A.T.P.L.-1 to the *Chief Livery Inspector* for processing into the name of the transferee.

Death of Plate Holder

66. (1) In the event of:

(a) the death of the holder of a T.P.L.-1 or an A.T.P.L.-1; or

(b) the death of the sole shareholder of a corporation, other than a *Brokerage*, which holds one or more T.P.L.-1s or an A.T.P.L.-1s.

the estate of the deceased must transfer the T.P.L.-1 or A.T.P.L.-1 in accordance with section 64 within 12 months of the date of death. If the T.P.L.-1 or A.T.P.L.-1 is not transferred within the 12 months period, the T.P.L.-1 or A.T.P.L.-1 is automatically cancelled.

(2) The estate of a deceased holder of T.P.L.-1 or A.T.P.L.-1., may during the 12 month period specified in subsection (1), allow a person or persons who are *Licensed* to operate a *Livery Vehicle* and hold a valid *T.D.L.* to operate the *Taxi* or *Accessible Taxi* to which the T.P.L.-1 or A.T.P.L.-1 is joined.

Text for Discussion

(3) If the *Chief Livery Inspector* considers it appropriate for service quality, for the purposes of this Bylaw, in the public interest, or in the interests of the livery industry to do so, the *Chief Livery Inspector* may extend the time for transfer set out in subsection (1) and consequently the time period set out in subsection (2).

(4) In the event of:

(a) the death of the holder of a T.P.L.-2 or an A.T.P.L.-2; or

(b) the death of the sole shareholder of a corporation, other than a *Brokerage*, which holds one or more T.P.L.-2 or an A.T.P.L.-2s.

the T.P.L.-2 or A.T.P.L.-2 is automatically cancelled.

Relinquishment of Plates

67. (1) If the holder of a *T.P.L.* or *A.T.P.L.* ceases:

(a) to own a *Taxi* or an *Accessible Taxi*; or

(b) to conduct *Taxi* operations with the *Taxi* or *Accessible Taxi*;

to which the *T.P.L.* or *A.T.P.L.* is joined, the holder must immediately deliver up that *T.P.L.* or *A.T.P.L.* to the *Chief Livery Inspector* and the holder must immediately remove all markings, decals and equipment that were installed in order to use the vehicle as a *Livery Vehicle* and return the *Livery Vehicle Registration Certificate* to the *Chief Livery Inspector*.

(2) A *Person* who holds a *T.P.L.* or *A.T.P.L.* may substitute the *Livery Vehicle* to which that *T.P.L.* or *A.T.P.L.* is joined with another *Motor Vehicle* provided that the substituted *Motor Vehicle* complies with all of the requirements of this Bylaw. The holder of the *T.P.L.* or *A.T.P.L.* must attend at the Livery Transport Services office to register the *Motor Vehicle* as a *Livery Vehicle*.

(3) A substitution under subsection (2) is of no force or effect until the substitution is reported to the *Chief Livery Inspector* in the form and manner prescribed by the *Chief Livery Inspector* and the *Chief Livery Inspector* has inspected and approved the substitution and *issued* a *Livery Vehicle Registration Certificate*.

Vary time periods

68. Upon the written application of the holder of a *T.P.L.* or *A.T.P.L.*, the *Chief Livery Inspector* may, if it is in the public interest to do so and is not in conflict with the provisions of this Bylaw, vary for a maximum period of one year any of the requirements necessary to renew the *T.P.L.* or *A.T.P.L.*.

Failure to keep Taxi in Service

Text for Discussion

69. If a *Taxi* or *Accessible Taxi* is not in service as a *Taxi* or *Accessible Taxi* for a period greater than 30 days, then the holder of the *T.P.L.* or *A.T.P.L.* joined to that *Taxi* or *Accessible Taxi* must:

(a) notify the *Chief Livery Inspector* in writing of the lack of use; and

(b) surrender the *T.P.L.* or *A.T.P.L.* to the *Chief Livery Inspector* for the duration of the period in which the *Taxi* or *Accessible Taxi* is not in use.

Taxi Affiliation

70. (1) Except *Independent Taxis*, every *Taxi* and *Accessible Taxi* must be affiliated with a *Taxi Brokerage*.

(2) The holder of a *T.P.L.* or an *A.T.P.L.* must immediately notify the *Chief Livery Inspector* when the *Taxi* or *Accessible Taxi* to which the *T.P.L.* or *A.T.P.L.* is joined becomes affiliated with a *Brokerage* and when such affiliation ends.

(3) If a *Livery Vehicle* is affiliated with a *Brokerage*, then the holder of the *T.P.L.* or *A.T.P.L.* which is joined to the *Livery Vehicle* must provide to the *Brokerage* a copy of:

(a) any terms and conditions that are *issued* with respect to the *T.P.L.* or *A.T.P.L.*, and

(b) any notices *issued* by the *Chief Livery Inspector* with respect to that *T.P.L.* or *A.T.P.L.*.

(4) The *Brokerage* must maintain a record of the documents that are received and provided pursuant to this section.

<u>Division 5 – Limousine Plate Licence</u>

Eligibility

71. (1) Only a *Driver* or a *Brokerage* may hold an *L.P.L.*.

(2) No corporation may hold an *L.P.L.* unless that corporation is also the holder of a *Brokerage Licence* or is a subsidiary or parent corporation of the holder of a *Brokerage Licence*.

72. (1) If A *Person* who holds an *L.P.L.* ceases to own a *Limousine* or conduct livery operations with the *Limousine* to which the *L.P.L.* is joined, the *Person* must immediately deliver up that *L.P.L.* to the *Chief Livery Inspector* and he or she must immediately remove all markings, decals and equipment that were installed in order to use the vehicle as a *Limousine* and return the *Livery Vehicle Registration Certificate* to the *Chief Livery Inspector*.

(2) A *Person* who holds an *L.P.L.* may substitute the *Limousine* to which that *L.P.L.* is joined with another *Motor Vehicle* provided that the substituted *Motor Vehicle*

Text for Discussion

complies with all of the requirements of this Bylaw. The holder of a *L.P.L.* must attend at the Livery Transport Services office to register the new *Motor Vehicle* as a *Limousine*.

(3) A substitution pursuant to section 72(2) is of no force or effect until the substitution is reported to the *Chief Livery Inspector* in the form and manner prescribed by the *Chief Livery Inspector* and the *Chief Livery Inspector* has inspected and approved the substitution and *issued* a *Livery Vehicle Registration Certificate*.

Plate Holder Responsibilities

73. (1) A *Person* who holds an *L.P.L.* is responsible for the act or acts of any *Person* who operates the *Livery Vehicle* to which the *L.P.L.* is joined in the same manner as though the act or acts were done by the *Person* holding the *L.P.L.*.

(2) A *Person* who holds a *L.P.L.* must ensure that the *Livery Vehicle* to which the *L.P.L.* is joined complies with all the requirements of this Bylaw.

Limousine Affiliation

74. Except for a *Limousine* which is an *Independent Livery Vehicle*:

(1) every *Limousine* must be affiliated with a *Brokerage*.

(2) the holder of an *L.P.L.* must supply the *Brokerage* with which the *Limousine* is affiliated with a list of all *Drive*rs who *operate* that *Limousine*.

(3) every *L.P.L.* holder must inform the *Brokerage* with which the *Limousine* is affiliated of all persons who:

(a) commence as the *Driver* of the *Limousine*; and

(b) cease to drive the *Limousine*.

(4) If a *Limousine* is affiliated with a *Brokerage*, then the holder of the *L.P.L.* which is joined to the *Limousine* must provide to the *Brokerage* a copy of:

(a) any terms and conditions that are *issued* with respect to the *L.P.L.*; and

(b) any notices *issued* by the *Chief Livery Inspector* with respect to that *L.P.L.*,

75. The holder of an *L.P.L.* must keep and maintain for at least one year after entry a record on a form approved by the *Chief Livery Inspector* showing:

(a) the time and date when every passenger is picked up;

(b) the location at which every passenger is picked up;

(c) the location at which every passenger is discharged;

Text for Discussion

(d) the *Limousine Driver's T.D.L.* number, the *Limousine* and its *Plate* number engaged to transport each passenger; and

(e) the amount paid for the service.

Division 6 – Brokerage Licences

Brokerage Operations

76. A *Person* must not conduct *Brokerage Operations* without a valid and subsisting *Brokerage Licence*.

Brokerage Responsibilities

77. A *Brokerage* must ensure that:

(a) each *Livery Vehicle* affiliated with the *Brokerage* is in compliance with this Bylaw and *operated* in compliance with this Bylaw;

(b) each *Taxi* affiliated with the *Brokerage* is *operated* by a person who holds a valid and subsisting *T.D.L.*;

(c) each *Limousine* affiliated with the *Brokerage* is *operated* by a person who holds a valid and subsisting *T.D.L.*;

(d) each *Accessible Taxi* affiliated with the *Brokerage* is *operated* by a person who holds a valid and subsisting *T.D.L.* endorsed for operation of an *Accessible Taxi*;

(e) each *Livery Vehicle* affiliated with the *Brokerage* has a valid and subsisting *Livery Vehicle Registration Certificate*, which must be carried in the *Livery Vehicle*;

(f) each *Livery Vehicle* affiliated with the *Brokerage* has a valid and subsisting *Inspection Certificate*, which must be carried in the *Livery Vehicle*;

(g) each *Taxi* or *Accessible Taxi* affiliated with the *Brokerage* has a *Taximeter* which is sealed to the satisfaction of the *Chief Livery Inspector*; and

(h) each *Taxi* or *Accessible Taxi* affiliated with the *Brokerage* which is providing *Street Hail* service or *Dispatch* service charges only the fares specified in Schedule "A".

78. A *Brokerage* must comply with:

(a) all the terms and conditions of the *T.P.L.s* for the *Taxis*, the *A.T.P.L.* for the *Accessible Taxis* or the *L.P.L.s* for the *Limousines* that are affiliated with the *Brokerage*;

(b) all provisions pursuant to Division 4 and Division 5 of Part 4 which restrict or regulate the manner in which the *Brokerage* fleet may be used; and

Text for Discussion

(c) all provisions of the Bylaw as they pertain to the *Brokerage*.

79. If the *Chief Livery Inspector* determines that a *Brokerage* is not in compliance with any provision of this Bylaw, the *Chief Livery Inspector* may prohibit any *Plate* from continuing to affiliate, or becoming affiliated, with that *Brokerage* until such time as the *Brokerage* has remedied the non-compliance.

80. A *Brokerage* must post in a location accessible to *Drivers*:

(a) its *Brokerage Licence*; and

(b) any terms and conditions that are imposed with respect to that *Brokerage Licence*.

81. A *Brokerage* must:

(a) maintain the *Brokerage* premises in a clean state and in good repair;

(b) inform the *Chief Livery Inspector*, in writing, of all trade names used in connection with the *Brokerage Operations*;

(c) immediately notify the *Chief Livery Inspector* when a *Livery Vehicle* becomes affiliated or ceases to be affiliated with the *Brokerage*;

(d) ensure that every *Livery Vehicle* affiliated with that *Brokerage* has, at all times, the name, trade name or trademark of the *Brokerage* displayed on such *Livery Vehicle* in a form and manner approved by the *Chief Livery Inspector*;

(e) maintain a working dispatch and communications system for customers and for *Drivers* that are affiliated with the *Brokerage*;

(f) provide all *Drivers* affiliated with the *Brokerage* training in regards to the use of the *Taximeter*, radio dispatch system and other equipment used in livery services and in the case of *Accessible Taxis* training in the use of the specialized equipment used as specified by the *Chief Livery Inspector*; and

(g) have in place a system for giving priority for the use of *Accessible Taxis* to customers who require *Accessible Taxis.*

Charge for Brokerage Services

82. A *Brokerage* may charge for services provided to a *Driver*, *T.P.L.*, *A.T.P.L.* or *L.P.L.* holder as the case may be and must provide detailed receipts to the *Driver*, *T.P.L.*, *A.T.P.L.* or *L.P.L.* holder for all monies received from a *Driver*, *T.P.L.* or *L.P.L.* holder.

Records

83. For all *Livery Vehicles* affiliated with a *Brokerage*, a *Brokerage* must keep the following records and retain them for 90 days and make them available on demand to the *Chief Livery Inspector*:

Text for Discussion

(a) dispatch records which include:

(i) the *Driver's T.D.L.* number;

(ii) time and date of trip request;

(iii) *Taxi* number; and

(b) contracts related to the supply of livery services;

(c) the agreement evidencing each *Limousine* trip except where *Limousine* service is provided through an approved *App*; and

(d) provide to the CLI proof that each *Livery Vehicle* the *Brokerage* dispatches is covered by insurance coverage that meets the requirements of the Commercial Vehicle Certificate and Insurance Regulation AR 314/2002 in respect of a vehicle used as a taxi.

Complaints

84. (1) A *Brokerage* must record the following details of all complaints it receives in an electronic format:

(a) the name, address and phone number of the complainant;

(b) the date and time of the complaint;

(c) the nature of the complaint and the *T.D.L., T.P.L.*, *A.T.P.L.* or *L.P.L.* number of the *Driver* or of the *Livery Vehicle*, as applicable; and

(d) the *Brokerage's* response to the complaint.

(2) A *Brokerage* must transmit the data set out in subsection (1) to the *Chief Livery Inspector* on demand.

(3) A *Brokerage* must notify the *Chief Livery Inspector* immediately if the Calgary Police Services are involved in a complaint.

Automatic Vehicle Location systems and Taximeters

85. (1) A *Brokerage* must ensure that each *Taxi* or *Accessible Taxi* affiliated with the *Brokerage* is equipped with:

(a) an Automatic Vehicle Location ("AVL") system which utilizes a Global Positioning System ("GPS") that is capable of recording and immediately transmitting in an electronic format the vehicle's:

(i) latitudinal and longitudinal coordinates;

(ii) speed

Text for Discussion

(iii) distance travelled; and

(iv) direction of travel.

(b) a *Taximeter* that is capable of recording and immediately transmitting in an electronic format the following information:

(i) a unique log-on information number which identifies the *Driver* operating the *Taximeter*;

(ii) the status of the *Driver's* availability to take a dispatched taxi service request;

(iii) the length of time the *Taximeter* is activated and calculating a fare;

(iv) the distance travelled while the *Taximeter* is activated and calculating a fare;

(v) the length of time the *Taximeter* is activated and not calculating a fare;

(vi) the distance travelled while the *Taximeter* is activated and not calculating a fare; and

(vii) the total fare calculated by the *Taximeter* for each trip.

(2) A *Brokerage* must immediately transmit the data set out in subsections (1)(a) and (b) to a location and in a format approved by the *Chief Livery Inspector*.

Taxi Dispatch System

86. (1) A *Brokerage* must utilize a taxi dispatch system capable of recording in an electronic format the information contained in Schedule "E".

(2) A *Brokerage* must transmit the data set out in subsection (1) on the day following the day on which it is collected to a location and in a format approved by the *Chief Livery Inspector*.

<u>Division 7 – Independent Livery Vehicles</u>

87. Except as modified by this Division, all other provisions of this Bylaw apply to an *Independent Livery Vehicle*.

Livery Vehicle Registration Certificates

88. (1) The *Chief Livery Inspector* must *issue* a *Livery Vehicle Registration Certificate* for each *Motor Vehicle* the *Chief Livery Inspector* approves as being qualified as an *Independent Livery Vehicle*.

Text for Discussion

(2) The *Chief Livery Inspector* must only approve a *Motor Vehicle* as an *Independent Livery Vehicle* or *issue* a *Livery Vehicle Registration Certificate* for that *Motor Vehicle* if it is not affiliated with or dispatched by a *Brokerage***.**

89. A *Person* must not *operate* an *Independent Livery Vehicle* without a *Livery Vehicle Registration Certificate* endorsed by the *Chief Livery Inspector* for the *Independent Livery Vehicle***.**

Plate Holder Responsibilities

90. A *Person* who holds a *Plate* which is joined to an *Independent Livery Vehicle* must:

(a) ensure that the *Livery Vehicle*:

(i) is in compliance with this Bylaw and *operated* in compliance with this Bylaw;

(ii) is *operated* by a person who holds a valid and subsisting *T.D.L.;*

(iii) has a valid and subsisting *Livery Vehicle Registration Certificate*, which must be carried in the *Livery Vehicle*;

(iv) has a valid and subsisting *Inspection Certificate*, which must be carried in the *Livery Vehicle*;

(v) has a communications system which is capable of being operated from the *Livery Vehicle*; and

(vi) is marked as approved by the *Chief Livery Inspector*.

(b) provide to the *Chief Livery Inspector* an address, including both a postal address and a physical address to which documents may be served or delivered;

(c) not dispatch any other *Livery Vehicle* but the *Livery Vehicle operated* by the *Driver* of the *Independent Livery Vehicle*;

(d) inform the *Chief Livery Inspector* in writing of all trade names used in connection with the *Livery Vehicle*;

(e) maintain an up to date list of all *Drivers* who *operate* the *Independent Livery Vehicle* and provide that list to the *Chief Livery Inspector* on demand;

(f) keep a written record of all lost property left in the *Independent Livery Vehicle* and provide the list to the *Chief Livery Inspector* on demand;

(g) where applicable, provide all *Drivers* who *operate* the *Independent Livery Vehicle* with training in regards to the use of the *Taximeter*, communication and other equipment used in livery operations and in the case of *Accessible Taxis*, training in the use of the specialized equipment used as specified by the *Chief Livery Inspector*; and

Text for Discussion

(h) in the case where the *Independent Livery Vehicle* is an *Accessible Taxi*, have in place a system for giving priority for the use of the *Accessible Taxi* by customers who require *Accessible Taxis*.

Number of Drivers

91. A *Person* who holds a *Plate* that is joined to an *Independent Livery Vehicle* may allow up to two other *Drivers* in any one day to drive the *Independent Livery Vehicle*.

Records

92. A *Person* who holds a *Plate* which is joined to an *Independent Livery Vehicle* must keep the following records and retain them for 90 days and make them available on demand to the *Chief Livery Inspector*:

(a) dispatch records which include:

(i) the *Driver's T.D.L.* number;

(ii) time and date of trip request;

(iii) *Independent Livery Vehicle* number; and

(b) contracts related to the supply of livery services;

(c) the agreement evidencing each *Limousine* trip except where *Limousine* service is provided through an approved *App*; and

(d) proof that the *Independent Livery Vehicle* is covered by insurance coverage that meets the requirements of the Commercial Vehicle Certificate and Insurance Regulation AR 314/2002 in respect of a vehicle used as a taxi.

Independent Taxi and Accessible Taxi Complaints

93. (1) A *Person* who holds a *T.P.L.* or *A.T.P.L.* that is joined to an *Independent Livery Vehicle* must record the following details of all complaints it receives in an electronic format:

(a) the name, address and phone number of the complainant;

(b) the date and time of the complaint;

(c) the nature of the complaint and the *T.D.L.*, *T.P.L.* or *A.T.P.L.* number of the *Driver* or of the *Livery Vehicle*, as applicable; and

(d) the response to the complaint.

(2) A *Person* who holds a *T.P.L.* or *A.T.P.L.* that is joined to an *Independent Livery Vehicle* must transmit the data set out in subsection (1) to the *Chief Livery Inspector* on demand.

Text for Discussion

(3) A *Person* who holds a *T.P.L.* or *A.T.P.L.* that is joined to an *Independent Livery Vehicle* must notify the *Chief Livery Inspector* immediately if the Calgary Police Services are involved in a complaint.

Independent Limousine Complaints

94. (1) A *Person* who holds an *L.P.L.* that is joined to an *Independent Livery Vehicle* must keep a list of all complaints it receives. The list must include:

(a) the name, address and phone number of the complainant;

(b) the nature of the complaint and the *T.D.L.* number of the *Driver* of the *Independent Livery Vehicle*; and

(c) the response to the complaint.

(2) A *Person* who holds a *L.P.L.* that is joined to an *Independent Livery Vehicle* must give the list noted in this Section to the *Chief Livery Inspector* on demand.

(3) A *Person* who holds an *L.P.L.* that is joined to an *Independent Livery Vehicle* must notify the *Chief Livery Inspector* immediately if the Calgary Police Services are involved in a complaint.

Automatic Vehicle Location systems and Taximeters

95. (1) A *Person* who holds a *T.P.L.* or *A.T.P.L.* that is joined to an *Independent Livery Vehicle* must ensure that the *Independent Livery Vehicle* is equipped with:

(a) an Automatic Vehicle Location ("AVL") system which utilizes a Global Positioning System ("GPS") that is capable of recording and immediately transmitting in an electronic format the vehicle's:

(i) latitudinal and longitudinal coordinates;

(ii) speed

(iii) distance travelled; and

(iv) direction of travel.

(b) a *Taximeter* that is capable of recording and immediately transmitting in an electronic format the following information:

(i) a unique log-on information number which identifies the *Driver* operating the *Taximeter*;

(ii) the status of the *Driver's* availability to take a dispatched taxi service request;

(iii) the length of time the *Taximeter* is activated and calculating a fare;

Text for Discussion

(iv) the distance travelled while the *Taximeter* is activated and calculating a fare;

(v) the length of time the *Taximeter* is activated and not calculating a fare;

(vi) the distance travelled while the *Taximeter* is activated and not calculating a fare;

(vii) the total fare calculated by the *Taximeter* for each trip; and

(viii) any other information required by the *Chief Livery Inspector*.

(2) A *Person* who holds a *T.P.L.* or *A.T.P.L.* that is joined to an *Independent Livery Vehicle* must immediately transmit the data set out in subsections (1)(a) and (b) to a location and in a format approved by the *Chief Livery Inspector*.

Division 8 – Transportation Network Company Licences

Application

96. In addition to any other information required by the *Chief Livery Inspector* pursuant to section 26(2), an *Applicant* for a *Transportation Network Company Licence* must submit to the *Chief Livery Inspector*:

(a) a detailed description of the *App's* functionality; and

(b) a list of all *Transportation Network Drivers* that are authorized to use the *Transportation Network Company's App*.

Drivers List

97. A *Transportation Network Company* must, on a monthly basis, provide to the *Chief Livery Inspector* a current list of all drivers that are authorized to use the *Transportation Network Company's App*.

98. A *Transportation Network Company* must ensure that each *Transportation Network Driver* using an *App* administered by the *Transportation Network Company* holds a valid and subsisting *Transportation Network Driver's Licence*.

99. At the request of the *Chief Livery Inspector*, a *Transportation Network Company* must suspend any *Transportation Network Driver* from using the *Transportation Network Company's App*.

100. If the *Chief Livery Inspector* determines that a *Transportation Network Company* is not in compliance with any provision of this Bylaw, the *Chief Livery Inspector* may:

(a) suspend approval of any *App* administered by the *Transportation Network Company*, until such time as the *Transportation Network Company* has remedied the non-compliance;

Text for Discussion

(b) prohibit any *Transportation Network Driver* from using any *App* administered by the *Transportation Network Company*; or

(c) both (a) and (b).

PART 5 – LIVERY VEHICLES

Division 1 – Offences

Offer Motor Vehicle for Hire

101. (1) A *Person* must not advertise or offer a *Motor Vehicle* for hire unless that *Motor Vehicle* has unless a valid *Plate* is joined to the *Motor Vehicle*.

(2) A *Person* must not charge a fare or fee to carry passengers or offer to carry passengers for a fare or fee unless the *Motor Vehicle* used or to be used has a valid *Plate* joined to it.

(3) A *Person* must not *operate* a *Motor Vehicle* in a manner which suggests the *Motor Vehicle* is for hire unless the *Motor Vehicle* has a valid *Plate* joined to it.

Private For Hire Vehicles

102. (1) Section 101 does not apply to a *Transportation Network Driver* who is *operating* a *Private For Hire Vehicle* and using an *App* approved by the *Chief Livery Inspector* pursuant to section 17, unless the approval of the *App* has been suspended pursuant to section 100.

(2) A *Transportation Network Driver* must not advertise or offer a *Private for Hire Vehicle* for hire except through the *App* provided by the *Transportation Network Company* with which the *Driver* is affiliated.

Accessible Taxis

103. A *Person* must not advertise or offer for hire a *Motor Vehicle* as an *Accessible Taxi* unless that *Motor Vehicle* has been approved by the *Chief Livery Inspector* as an *Accessible Taxi*.

Livery Vehicles Not in Service

104. (1) The burden of proving that a *Livery Vehicle* was not in service rests with the person relying on the defence.

(2) To prove that a *Livery Vehicle* was not in service the person relying on the defence must show that at the time that the offence was alleged to have taken

Text for Discussion

place a sign in a form approved by the *Chief Livery Inspector* and bearing the words "NOT FOR HIRE" was visible and prominently displayed in the front window of the *Livery Vehicle*.

(3) Subsection (2) is not applicable to a *Private for Hire Vehicle*.

105. The operator of a *Livery Vehicle* that has in place the signs specified in section 104(2) must not stop or park the *Livery Vehicle* in a taxi stand, or any other place set apart for *Livery Vehicles* that are in service.

Livery Vehicle Registration Certificate

106. The *Chief Livery Inspector* must issue a *Livery Vehicle Registration Certificate* for each *Motor Vehicle* the *Chief Livery Inspector* approves as qualified to have a *Plate* joined to it.

107. (1) A person must not *operate* a *Livery Vehicle* unless a valid *Livery Vehicle Registration Certificate* is in that *Person's* possession.

(2) Subsection (1) does not apply to a *Transportation Network Driver* who is *operating* a *Private For Hire Vehicle*.

108. A *Person* must not offer for hire a *Motor Vehicle* in the *City* which has markings, decals, or equipment identifying it as a *Taxi*, *Accessible Taxi* or *Limousine* unless that *Motor Vehicle* has a valid *Livery Vehicle Registration Certificate*.

Plates

109. (1) The holder of a *Plate* must ensure that no person attaches that *Plate* to a *Motor Vehicle* unless a *Livery Vehicle Registration Certificate* has been issued for that vehicle.

(2) A person must not attach a *Plate* to a *Motor Vehicle* unless the vehicle has been approved by the *Chief Livery Inspector*.

(3) A *Person* must not attach more than one *Plate* to a *Motor Vehicle*.

110. A *Person* must not attach or allow to be attached a *Plate* to a *Motor Vehicle* unless a *Livery Vehicle Registration Certificate* has been issued for that vehicle.

Notification of Accident

111. The holder of a *Plate* must notify the *Chief Livery Inspector* in writing if the *Livery Vehicle* to which the *Plate* is joined is involved in an accident which results in damage to the *Livery Vehicle*.

Taximeters

112. (1) A *Person* must not *operate* a *Taxi* or *Accessible Taxi* with a *Taximeter* that is not sealed to the satisfaction of the *Chief Livery Inspector* unless they have a permit issued by the *Chief Livery Inspector*.

Text for Discussion

(2) A *Person* must not *operate* a *Taxi* or *Accessible Taxi* with a *Taximeter* that has a broken or missing seal.

(3) A *Person* must not charge a fare for the operation of a *Taxi* or *Accessible Taxi* greater than the fare shown on the *Taximeter* at the conclusion of the trip except in accordance with Schedule "A".

(4) A *Person* must not carry a paying passenger in a *Taxi* or *Accessible Taxi* unless the *Taximeter* is turned on.

(5) Subsection (4) does not apply to a *Person operating* a *Taxi* or *Accessible Taxi* that is carrying a passenger where:

(a) the ride has been arranged through an *App* approved by the *Chief Livery Inspector* pursuant to section 15; or

(b) a flat rate fare in accordance with Schedule "A" is being charged.

113. A *Person* must not *operate* a *Taxi* or *Accessible Taxi* with the *Taximeter* turned on unless the *Taxi* or *Accessible Taxi* is engaged by a customer.

114. A *Person* must not fail to pay any fare or fee lawfully required for the *Person's* hire of a *Taxi*, *Accessible Taxi*, or *Limousine*.

<u>Division 2 – Taxis and Accessible Taxis</u>

Taxis

115. The *Chief Livery Inspector* must not approve a *Motor Vehicle* as a *Taxi* and *issue* a *Livery Vehicle Registration Certificate* for it unless it:

(a) has at least three passenger doors;

(b) has not been altered with respect to the seating capacity as specified by the *Manufacturer*;

(c) is not more than 10 model years old;

(d) is of a make and model approved for use as a *Taxi* by the *Chief Livery Inspector*;

(e) is equipped with a *Taximeter* which is:

(i) of a type, make or model approved by the *Chief Livery Inspector*;

(ii) mounted in such a position that the fare can easily be read by passengers in any seat in the vehicle;

Text for Discussion

(iii) illuminated so that the fare can be read at all times by passengers in any seat of the vehicle;

(iv) sealed by the *Chief Livery Inspector* or a third-party provider that is certified by the *Chief Livery Inspector*; and

(v) capable of producing a paper or electronic receipt containing the following information:

1. amount of fare;

2. rate used;

3. *T.D.L.* number;

4. *T.P.L.* or *A.T.P.L.* number; and

5. time and date of trip.

(f) has decals showing rates and fares attached which:

(i) face outward on each rear door window;

(ii) are in a form approved by the *Chief Livery Inspector*; and

(iii) sets out the maximum fare to be charged for the hire of the *Taxi* when the ride is arranged through a *Street Hail* or *Dispatch Hail* and the fare is calculated by the *Taximeter*;

(g) displays, in a manner approved by the *Chief Livery Inspector*, the name, trade name or trademark of the *Brokerage* with which the *Taxi* is affiliated;

(h) displays *Plate*, numbers and decals in the manner, position and colour approved by the *Chief Livery Inspector*;

(i) displays, in a manner approved by the *Chief Livery Inspector*, and in the form and content specified by the *Chief Livery Inspector*, the rights and obligations of passengers and *Drivers*;

(j) has an operating 2-way communications system;

(k) has a top light, front window light or rear window light approved by the *Chief Livery Inspector* which is connected in such a manner so as to be illuminated when the *Taxi* is available for hire and turned off when the *Taxi* is not available for hire; and

(l) is equipped with an *Electronic Payment System*.

116. Despite sections 115(c) and 117(a), the *Chief Livery Inspector* may approve a *Motor Vehicle* that is more than 10 model years old as a *Taxi* or *Accessible Taxi* and *issue* a

Text for Discussion

Livery Vehicle Registration Certificate if, in the opinion of the *Chief Livery Inspector***,** the *Motor Vehicle* is in good mechanical condition and appearance.

Accessible Taxis

117. The *Chief Livery Inspector* must not approve a *Motor Vehicle* as an *Accessible Taxi* and *issue* a *Livery Vehicle Registration Certificate* for it unless it:

(a) meets all of the criteria set out in section 115(c) to (l);

(b) has a seating capacity for a minimum of three adults including the *Driver* with all seats being constructed by the *Manufacturer* and unaltered; and

(c) meets all Canadian Motor Vehicle Safety Standards and Canadian Association Standard D409-02 Motor Vehicle for the Transportation of Persons with Physical Disabilities as varied or amended from time to time.

118. If the *Chief Livery Inspector* approves a *Motor Vehicle* as an *Accessible Taxi*, the *Chief Livery Inspector* must endorse the *Livery Vehicle Registration Certificate* for that *Livery Vehicle* to show that the *Livery Vehicle* is an *Accessible Taxi* and such endorsement is proof of the *Chief Livery Inspector*'s approval.

Security Cameras

119. (1) A *Brokerage* with which a *Taxi* or *Accessible Taxi* is affiliated must ensure the *Taxi* or *Accessible Taxi* is equipped with:

(a) a fully operational security camera:

(i) that has been approved by the *Chief Livery Inspector*; and

(ii) that is mounted on the inside of the windshield, or in another suitable position, facing rearward and that is continually recording audio and video of all occupants in the *Taxi* or *Accessible Taxi* at all hours of the day or night, and;

(b) a decal or sign satisfactory to the *Chief Livery Inspector* that is installed in a conspicuous location that indicates that a security camera is installed and images of the passengers are being recorded.

(2) The *Brokerage* with which the *Taxi* or *Accessible Taxi* is affiliated must retain recordings from the security camera for no less than 5 days.

(3) A *Brokerage* must disclose recordings from the security camera to the *Chief Livery Inspector* or the Calgary Police Service, in a format satisfactory to the *Chief Livery Inspector* or Calgary Police Service, upon request within 3 days of the request.

(4) Despite subsections (1), (2) and (3), for a *Taxi* or *Accessible Taxi* that is an *Independent Livery Vehicle*, the *Person* who holds the *T.P.L.* or

Text for Discussion

A.T.P.L. that is joined to the *Independent Livery Vehicle* is responsible for fulfilling the requirements of those subsections.

(5) A *Person* must not:

(a) tamper or interfere with a security camera; or

(b) block, obstruct or disable a security camera so that it cannot capture audio and video of all occupants in the *Taxi* or *Accessible Taxi***.**

(6) A *Driver* must not *operate* a *Taxi* or *Accessible Taxi* if the equipped security camera is turned off, blocked or obstructed, disabled or otherwise inoperable.

Security Cameras in Limousines and Private for Hire Vehicles

120. (1) If a security camera is installed in a *Limousine* that is affiliated with a *Brokerage*, the *Brokerage* must ensure a decal or sign satisfactory to the *Chief Livery Inspector* is installed in a conspicuous location that indicates that a security camera is installed and images of the passengers are being recorded.

(2) If a security camera is installed in a *Limousine* that is an *Independent Livery Vehicle*, the *Person* who holds the *L.P.L.* that is joined to the *Limousine* must ensure a decal or sign satisfactory to the *Chief Livery Inspector* is installed in a conspicuous location that indicates that a security camera is installed and images of the passengers are being recorded.

(3) If a security camera is installed in a *Private For Hire Vehicle*, the *Transportation Network Driver* with which the vehicle is registered must ensure a decal or sign satisfactory to the *Chief Livery Inspector* is installed in a conspicuous location that indicates that a security camera is installed and images of the passengers are being recorded.

<u>Division 3 – Limousines</u>

Stretch Limousines

121. A Stretch-Limousine is a *Motor Vehicle* on which the frame has been cut or altered and extended at least 8 inches, which is no more than 10 model years old and meets all Federal or Provincial Regulations and manufacturer's specifications such as Qualified Vehicle Modifier (Q.V.M.) and Cadillac Master Coachbuilder (C.M.C.).

122. (1) The *Chief Livery Inspector* must not approve a *Motor Vehicle* as a Stretch-Limousine and *issue* a *Livery Vehicle Registration Certificate* for it unless it meets the criteria set out in section 121.

(2) Despite subsection (1), the *Chief Livery Inspector* may *issue* a *Livery Vehicle Registration Certificate* for a Stretch-Limousine that is older than 10 model years if, in the opinion of the *Chief Livery Inspector*, the *Motor Vehicle* to be used as a Stretch-Limousine is in good mechanical condition and appearance.

Text for Discussion

Sedan-Limousines

123. The *Chief Livery Inspector* is authorized to designate makes and models of *Motor Vehicles* that may be *operated* as a Sedan-Limousine if the *Chief Livery Inspector* is satisfied that the vehicle offers a luxury to passengers.

124. (1) The *Chief Livery Inspector* may only *issue* a *Livery Vehicle Registration Certificate* for a Sedan-Limousine if it is:

(a) a make and model which may be *operated* as a Sedan-Limousine pursuant to section 123; and

(b) 10 model years or newer.

(2) Despite subsection (1)(b), the *Chief Livery Inspector* may *issue* a *Livery Vehicle Registration Certificate* for a Sedan-Limousine that is older than 10 model years if, in the opinion of the *Chief Livery Inspector*, the *Motor Vehicle* to be used as a Sedan-Limousine is in good mechanical condition and appearance.

General

125. The *Owner* of a *Limousine* must ensure that the *Limousine*:

(a) has an *L.P.L.* joined to it; and

(b) displays the *L.P.L.* in a manner, position and colour prescribed by the *Chief Livery Inspector*.

Pre-arranged Service

126. (1) A *Person* must not, while operating a *Limousine*, pick up passengers unless the *Limousine* service was previously arranged.

(2) In subsection (1), “previously arranged” means:

(a) in the case of a *Limousine* affiliated with a *Brokerage*, the customer has entered into an agreement with the *Brokerage* prior to the time of pick up; or

(b) in the case of a *Limousine* that is an *Independent Livery Vehicle*, the customer has entered into an agreement with the *Driver* of the *Limousine* prior to the time of pick up.

(3) In subsection (1), “previously arranged” does not include a *Street Hail*.

(4) An agreement referred to in subsection (2) must include the following information:

(a) the time and date when the agreement was entered into;

(b) the time and date when every passenger is picked up;

Text for Discussion

(c) the location at which every passenger is picked up;

(d) the destination at which every passenger is discharged;

(e) the *Driver's T.D.L.* number;

(f) the *L.P.L.* number;

(g) either: (i) the amount to be paid for the service; or

(ii) the hourly rate to be charged to the customer.

(5) An agreement referred to in subsection (2) must be recorded at the time of the agreement in English in either a written or electronic form satisfactory to the *Chief Livery Inspector*.

(6) The Driver of the *Limousine* must ensure a copy of such agreement must be carried in the *Limousine* at all times while the *Limousine* is engaged pursuant to the agreement.

127. (1) Section 126 does not apply to a *Limousine* that picks up a passenger pursuant to a *Street Hail* at the main passenger terminal building at the Calgary International Airport.

(2) A *Brokerage* that provides *Street Hail Limousine* service at the main passenger terminal building at the Calgary International Airport must set flat rate fares for trips originating at the Calgary International Airport to specified communities in the City.

(3) The flat rate fares set pursuant to subsection (2) must be posted at the Calgary International Airport as directed by the Calgary Airport Authority.

(4) The *Driver* of a *Limousine* that picks up passengers pursuant to a *Street Hail* at the main passenger terminal building at the Calgary International Airport must not charge an amount greater than the posted flat rate fare for the trip.

128. Section 126 does not apply to a *Person operating* a *Limousine* that picks up a passenger where the ride has been arranged through an *App* approved by the *Chief Livery Inspector* pursuant to section 16.

129. (1) A *Person* must not park a *Limousine* on a *Highway* unless the *Limousine* is:

(a) engaged pursuant to an agreement as set out in section 126 or an *App* approved by the *Chief Livery Inspector* pursuant to section 16 and

(b) displaying a "Not for Hire" sign.

(2) Subsection (1) does not apply to a *Limousine* parked:

Text for Discussion

(a) at the main passenger terminal building at the Calgary International Airport; or

(b) within an area designated by the *Chief Livery Inspector*.

130. The holder of an *L.P.L.* and the *Driver* of a *Limousine* must ensure that each paid trip taken in the *Limousine* his or her *L.P.L.* is attached to is evidenced by a written or electronic agreement in accordance with section 126.

131. Section 130 does not apply to trips that have been arranged through an *App* approved by the *Chief Livery Inspector* pursuant to section 16.

Division 4 – Taxi, Accessible Taxi and Limousine Inspections

Frequency of Inspections

132. Every *Taxi*, *Accessible Taxi* and *Limousine* must be inspected at least once every 12 months by a *Certified Mechanic* at a *Livery Inspection Station*.

Certified Mechanic

133. A *Person* must not inspect a *Livery Vehicle* or complete, in whole or part, an *Inspection Certificate* unless such person is a *Certified Mechanic*.

Livery Inspection Stations

134. An approved *Livery Inspection Station* must:

(a) display its *Livery Inspection Station Certificate* in a conspicuous location on the premises at which the *Licensee* conducts the *Livery Vehicle* inspections;

(b) renew its *Livery Inspection Station Certificate* prior to its expiry date;

(c) ensure that each person conducting *E.L.V.I.S.* is a *Certified Mechanic*;

(d) maintain, at all times, an inventory of *Inspection Certificate* forms obtained from the *Chief Livery Inspector*;

(e) upon demand of the *Chief Livery Inspector*, produce such documentation as requested in relation to the inventory of *Inspection Certificate* forms;

(f) make available, upon a reasonable request of the *Chief Livery Inspector*, at no charge, the facility to conduct a *Livery Vehicle* mechanical inspection;

(g) during normal business hours, permit the *Chief Livery Inspector* to inspect vehicles, facilities, equipment and other records pertaining to *Livery Vehicle inspections*; and

(h) provide all information related to the inspection or repair of a *Livery Vehicle* to the *Chief Livery Inspector*.

Text for Discussion

Conduct of Inspections

135. A *Certified Mechanic* must conduct inspections in a manner as prescribed under Schedule "C" and must:

(a) fill out all portions of the *Inspection Certificate* form;

(b) verify that the vehicle identification number on the provincial registration certificate matches the vehicle identification number on the vehicle;

(c) give three copies of the *Inspection Certificate* to:

(i) the *T.P.L.*, *A.T.P.L.* or *L.P.L.* holder of the *Taxi***,** *Accessible Taxi* or *Limousine*;

(ii) the *Transportation Network Driver*;

as applicable;

(d) keep one copy of the *Inspection Certificate* at the *Livery Inspection Station*;

(e) upon a failed inspection, immediately notify the *Chief Livery Inspector* and forward a copy of the *Livery Vehicle Inspection Certificate* to the *Chief Livery Inspector*;

(f) upon an inspection not being completed within five days of its commencement, immediately notify the *Chief Livery Inspector* and forward the incomplete copy of the *Inspection Certificate* to the *Chief Livery Inspector*;

(g) where the *Livery Vehicle* leaves the *Inspection Station* and the *Livery Vehicle* requires, pursuant to *E.L.V.I.S.*, immediate repairs or repair within twenty-four hours, immediately notify the *Chief Livery Inspector* of the defects.

Inspection Certificates

136. (1) If a *Certified Mechanic* is satisfied that a *Livery Vehicle* complies with *E.L.V.I.S.,* the *Certified Mechanic* may *issue* an *Inspection Certificate*.

(2) An *Inspection Certificate* must be on a form supplied by the *Chief Livery Inspector*.

(3) An *Inspection Certificate* is not valid until such time as a copy is filed with the *Chief Livery Inspector*.

(4) An *Inspection Certificate* expires automatically on the date of expiry shown on the *Inspection Certificate*.

(5) A copy of the *Inspection Certificate* must be retained by the *Certified Mechanic* at the *Livery Inspection Station* of origin.

Text for Discussion

137. (1) The holder of a *Plate* must, immediately upon having an *Inspection Certificate issued* for the *Taxi*, *Accessible Taxi* or *Limousine* to which the *Plate* is joined ensure the delivery of:

(a) a copy of the *Inspection Certificate* to the *Chief Livery Inspector*; and

(b) a copy of the *Inspection Certificate* to the *Brokerage* to which the *Taxi*, *Accessible Taxi* or *Limousine* is affiliated.

(2) Despite subsection (1), the *Driver* of the *Taxi*, *Accessible Taxi* or *Limousine* may deliver a copy of the *Inspection Certificate* to the *Chief Livery Inspector*.

138. (1) A *Person* must not *operate* a *Taxi*, *Accessible Taxi* or *Limousine* without a valid and subsisting *Inspection Certificate*.

(2) A *Person* must not allow a *Taxi*, *Accessible Taxi* or *Limousine* to be *operated* without a valid and subsisting *Inspection Certificate*.

139. The holder of a *Plate* must ensure that the *Taxi*, *Accessible Taxi* or *Limousine* that the *Plate* is joined to has a valid and subsisting *Inspection Certificate*, which shall be carried in the *Taxi*, *Accessible Taxi* or *Limousine*.

140. A *Person* must not *operate* a *Taxi*, *Accessible Taxi* or *Limousine* unless a copy of the *Inspection Certificate* is in the *Taxi*, *Accessible Taxi* or *Limousine*. The *Chief Livery Inspector* may, if a copy of an *Inspection Certificate* has been lost, certify a copy of that *Inspection Certificate* as a true copy.

141. When a *Plate* holder requests that the *Plate* be joined to another *Motor Vehicle*, the *Chief Livery Inspector* must not *issue* a *Livery Vehicle Registration Certificate* for the new *Taxi*, *Accessible Taxi* or *Limousine* unless that *Taxi*, *Accessible Taxi* or *Limousine* has a valid and subsisting *Inspection Certificate* which is dated no more than 14 days previous to the date of the request for the *Livery Vehicle Registration Certificate*.

142. If the *Chief Livery Inspector* has reasonable grounds to believe that a *Certified Mechanic* has improperly *issued* an *Inspection Certificate* the *Chief Livery Inspector* may refuse to accept *Livery Vehicle Inspection Certificates* signed by that mechanic and may advise the *Livery Vehicle* industry that the *Chief Livery Inspector* will not accept such *Certificates*.

143. The *Chief Livery Inspector* may order the *Owner* or representative of the *Owner* of a *Livery Vehicle* which fails any *Livery Vehicle* inspection to return to the same *Livery Inspection Station* where the defects were discovered and if the *Certified Mechanic* is of the opinion, after a further inspection that the *Livery Vehicle* complies with, *E.L.V.I.S.*, the *Certified Mechanic* must *issue* an *Inspection Certificate*.

Division 5 – Private For Hire Vehicle Inspections

144. (1) For all *Motor Vehicles* that a *Transportation Network Driver* has registered with the *Chief Livery Inspector* pursuant to section 50, the *Transportation Network Driver* must annually submit to the *Chief Livery Inspector*:

Text for Discussion

(a) a copy of a record of inspection for the *Motor Vehicle* pursuant to the Vehicle Inspection Regulation, AR 211/2006, which indicates that the vehicle was inspected by a garage approved by the Alberta Motor Vehicle Industry Council and has passed the inspection, dated no later than 12 months from the date of the last record of inspection submitted to the *Chief Livery Inspector*; or

(b) an *Inspection Certificate* for the *Motor Vehicle* dated no later than 12 months from the date of the last *Inspection Certificate* submitted to the *Chief Livery Inspector*.

(2) A *Person* must not *Operate* a *Private For Hire Vehicle* without a valid and subsisting:

(a) record of inspection pursuant to subsection (1)(a); or

(b) *Inspection Certificate* pursuant to subsection (1)(b).

(3) The record of inspection or *Inspection Certificate* pursuant to subsection (1) may be submitted electronically.

(4) A *Transportation Network Driver* must keep a copy of the most recent record of inspection or *Inspection Certificate* in the *Private For Hire Vehicle* at all times when providing *App* based service.

PART 6 – RATES AND FEES

Fares

145. Fees, rates, fares, tariffs and charges for the hire of *Livery Vehicles* must be in accordance with Schedule "A".

Licence Fees

146. (1) Fees for all *Licences* issued pursuant to this Bylaw and charges for the processing of applications, renewals, reinstatements and Livery Transport Services administration must be in accordance with Schedule “B”.

(2) Despite subsection (1), where the *Chief Livery Inspector* has suspended or revoked a *Licence* pursuant to this Bylaw then, unless such suspension or revocation is overturned in the whole by the *Licence and Community Standards Appeal Board*, the *Licensee* must pay a *Licence* reinstatement fee as set out in Schedule “B” as a condition of any reinstatement or renewal of the *Licence*, including any reinstatement upon the conclusion of a suspension for a fixed term, and prior to receiving a *Licence* if the *Licensee* applies for a new *Licence*.

Text for Discussion

(3) Despite subsections (1) and (2) where the *Licence* was suspended or revoked by the *Chief Livery Inspector* without a hearing, the *Licensee* must pay a *Licence* reinstatement fee as set out in Schedule "B".

147. Despite any other provision of the Bylaw, the *Chief Livery Inspector* must not:

(a) *issue*, replace, renew or reinstate a *Licence*, *Certificate* or any other Livery document;

(b) provide any service for which a fee has been specified under Schedule "B";

(c) substitute or exempt a *Livery Vehicle*;

(d) transfer a *T.P.L.* or *A.T.P.L.*; or

(e) accept an application for a Livery *Licence* or other Livery document

unless the fees set out in Schedule "B" with respect to the service or Livery document have been paid in full.

148. No *Licence* or other fee or portion thereof will be refunded or prorated except as set out in Schedule "B".

PART 7 – ACCESSIBLE TAXI INCENTIVE PROGRAM

149. (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 pursuant to section 150, 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

Text for Discussion

Transportation Network Company with respect to the *Accessible Taxi* Incentive Program;

(g) subject to section 150, 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*.

Regulatory Charge

150. (1) Despite any other section in this Bylaw, including 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 151.

151. (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 150 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 149(1)(f).

Text for Discussion

PART 8 – ENFORCEMENT

Division 1 – Inspections

Inspection of Vehicles

152. (1) A *Livery Peace Officer* may, at any time the *Livery Peace Officer* finds a *Livery Vehicle operating*, inspect the *Livery Vehicle*.

(2) A *Driver* who leaves prior to a *Livery Peace Officer* completing an inspection commits an offence.

(3) The *Chief Livery Inspector* or *Livery Peace Officer* may require a *Brokerage*, *Owner*, *Driver* or any of them to deliver a vehicle to the Livery Transport Services office, a specific *Livery Inspection Station*, or other specified place to undergo an inspection.

(4) Where the *Chief Livery Inspector* or *Livery Peace Officer* gives notice in writing to a *Brokerage*, *Owner*, or *Driver* of a vehicle that the vehicle is required at the Livery Transport Services office, a *Livery Inspection Station* or other specified place for an inspection, that person must ensure that the vehicle is at the specified place and at the specified time.

(5) Any *Person* who interferes with a *Livery Peace Officer* or *Certified Mechanic* who is inspecting a vehicle commits an offence.

Attendance at Premises

153. (1) The *Chief Livery Inspector* or a *Livery Peace Officer* may attend any premises where livery operations are carried out to inspect those premises to ensure that this Bylaw and any other laws relevant to livery operations are being complied with.

(2) The *Chief Livery Inspector* or *Livery Peace Officer* may request any *Person*, including police officers, bylaw enforcement officers, safety codes officers, mechanics and accountants, to attend at a premises where livery operations are being carried out and assist in the inspection of those premises. So long as a *Person* assisting in an inspection is acting under the direction of a *Livery Peace Officer* that person has the same powers of inspection as a *Livery Peace Officer*.

(3) It is an offence under this Bylaw to interfere with the *Chief Livery Inspector* or a *Livery Peace Officer* during an inspection pursuant to this division.

Division 2 – Production of Documents

154. The *Chief Livery Inspector* or a *Livery Peace Officer* may require any *Licensee* to produce on demand any documents relating to its *Licence*. Copies of these documents

Text for Discussion

must be supplied in a timely manner upon such request of the *Chief Livery Inspector* or *Livery Peace Officer*.

155. Where this Bylaw requires any document to be in the possession of a *Driver* or in a *Livery Vehicle*, the *Driver* of a *Livery Vehicle* must produce that document to a *Livery Peace Officer* immediately upon that *Livery Peace Officer's* demand.

156. Where a document required by this Bylaw is recorded electronically, the *Licensee* must upon the demand of the *Chief Livery Inspector* or a *Livery Peace Officer* transmit the document to a location specified by the *Chief Livery Inspector* or *Livery Peace Officer*.

Division 3 – Livery Peace Officer's Order

157. (1) Where a *Livery Peace Officer* believes a *Person* has failed to comply with this Bylaw, the *Livery Peace Officer* may issue an Order to that person directing that person to remedy the non-compliance.

(2) Where a *Livery Peace Officer* believes a *Livery Vehicle* does not meet the standards set out in this Bylaw, the *Livery Peace Officer* may issue an Order to any *Person* to remedy the deficiency.

(3) Where a *Livery Peace Officer* issues an Order pursuant to subsection (1) or (2) he or she may also:

(a) suspend and take possession of any *Licence* held by the *Person* to whom the Order is issued until the Order is complied with;

(b) suspend and take possession of the *Plate* to which a *Livery Vehicle* is joined until the Order is complied with; and

(c) take possession of the *Livery Vehicle Registration Certificate* or any other document *issued* pursuant to this Bylaw.

(4) Where a *Livery Peace Officer* believes a corporation is responsible for the non-compliance, the *Livery Peace Officer* may issue the Order to an officer of the corporation.

(5) Service of a *Livery Peace Officer's* Order is effected when it is given to the *Person* to whom it is directed.

(6) Every *Person* who:

(a) fails to comply with a *Livery Peace Officer's* Order;

(b) interferes with the issuance of a *Livery Peace Officer's* Order;

(c) refuses to accept a *Livery Peace Officer's* Order directed to him; or

(d) interferes with any *Person's* efforts to comply with a *Livery Peace Officer's* Order

Text for Discussion

commits an offence.

(7) Nothing in this section limits any *Peace Officer's* powers to charge a person with an offence.

Division 4 – Suspensions, Revocations and Appeals

158. In this Division, "*Licence*" includes a *Certificate*.

Appeal of an Order

159. (1) Any *Person* who has been issued a *Livery Peace Officer's* Order may appeal that Order to the *Chief Livery Inspector*.

(2) The appeal pursuant to this section must:

(a) be made in writing;

(b) attach a copy of the Order appealed from;

(c) be delivered to a Livery Transport Services office within seven business days of the date the Order was made;

(d) state why the person appealing the Order believes the Order should not have been issued; and

(e) include a daytime phone number of the person making the appeal.

(3) When considering an appeal of the *Livery Peace Officer's* Order, the *Chief Livery Inspector* may:

(a) call a hearing to consider evidence from both the *Livery Peace Officer* and the appellant and the appellants' witnesses or experts and any other person the *Chief Livery Inspector* believes may have relevant information;

(b) make inquiries into the matter without calling a hearing, or

(c) determine the matter based solely on the written appeal.

(4) An appeal of a *Livery Peace Officer's* Order to the *Chief Livery Inspector* does not in any way act as a stay of the Order. The Order must be complied with unless and until it has been superseded by the *Chief Livery Inspector's* decision.

(5) If the *Chief Livery Inspector* believes the *Livery Peace Officer's* Order was not warranted or the terms of the Order were not reasonable, the *Chief Livery Inspector* may:

(a) revoke the Order;

Text for Discussion

(b) change the terms of the Order;

(c) extend the time for compliance with the Order; and

(d) waive or reduce any reinstatement fees that arose as a result of the Order.

(6) The *Chief Livery Inspector* may make a decision on an appeal of a *Livery Peace Officer's* Order orally by telephoning the appellant at the number provided in accordance with section 159(2)(e) and must in any event prepare a written decision which must be mailed to the appellant.

(7) The *Chief Livery Inspector* must make a decision on an appeal of a *Livery Peace Officer's* Order within two business days of receiving the completed appeal, or if the *Chief Livery Inspector* holds a hearing within two business days of the hearing.

(8) Except where an Order deals with a critical defect as specified in Schedule "C", the *Chief Livery Inspector's* decision is final and is not subject to further review by the *Licence and Community Standards Appeal Board* or a Court. Where an Order deals with a critical defect as specified in Schedule "C", that Order may be appealed to the *Licence and Community Standards Appeal Board* whose decision will be final.

Suspension or Revocation of a Licence

160. (1) The *Chief Livery Inspector* may, with or without a hearing, refuse to *issue* a *Licence* or suspend and revoke any *Licence* granted pursuant to this Bylaw.

(2) If the *Chief Livery Inspector* holds a hearing to determine whether a *Licence* should be *issued*, suspended or revoked, the *Chief Livery Inspector* may:

(a) determine the process and procedures for any hearing;

(b) hear evidence in accordance with standard legal procedures set by the *Chief Livery Inspector*;

(c) make inquiries and gather evidence in accordance with standard legal process as part of the hearing;

(d) receive evidence of relevant past convictions, *Livery Peace Officer's* Orders, warnings, complaints or similar evidence of prior behaviour of a *Person*;

(e) determine the weight to be given to any evidence before the *Chief Livery Inspector*;

(f) request any person to attend at a hearing and to provide that request to any person, and draw adverse inferences from any person's failure to attend;

Text for Discussion

(g) cause a record of the hearing to be made;

(h) seek the advice of counsel, mechanics, other regulatory bodies, or any person with a particular expertise; and

(i) direct that all officers of a corporate appellant obtain the written recommendation of the *Chief of Police*.

Revocation or Suspension without Hearing

161. (1) The *Chief Livery Inspector* may revoke or suspend a *Licence* with or without a hearing if:

(a) the *Chief Livery Inspector* has reason to believe that the *Licensee* has failed to comply with this or any other bylaw or statute, regardless of whether the *Licensee* has been convicted of an offence;

(b) the *Chief Livery Inspector* has reason to believe that any authority, *Licence*, condition, approval or any other document or qualification pursuant to any bylaw or statute on which the issuance of the *Licence* was based has been suspended, cancelled, revoked or not complied with; and

(c) the *Chief Livery Inspector* has reason to believe not revoking or suspending the *Licence* would pose a danger to the safety, health or welfare of the public or not be in the interests of the livery industry; or

(2) The *Chief Livery Inspector* may revoke or suspend a *Licence* without a hearing if the *Chief Livery Inspector* called a hearing but the *Licensee* failed to attend at the time and place where the hearing was set.

Reconsideration Hearing

162. (1) Any *Person* who has been refused a *Licence* and any *Licensee* whose *Licence* has been suspended or revoked by the *Chief Livery Inspector* without a hearing may request a hearing of the *Chief Livery Inspector* to reconsider the refusal, suspension or revocation.

(2) A request for the *Chief Livery Inspector* to reconsider the refusal to *issue* a *Licence* or a suspension or revocation must be made in writing to the *Chief Livery Inspector* within thirty days of the *Chief Livery Inspector*'s decision to refuse, suspend or revoke the *Licence*.

(3) If the *Chief Livery Inspector* decides to hold a hearing to reconsider a decision, the *Chief Livery Inspector* may stay the suspension or revocation pending the outcome of that hearing.

(4) At a hearing to reconsider the refusal to *issue* a *Licence* or a suspension or revocation of a *Licence*, the *Chief Livery Inspector* has all the discretion respecting a hearing granted pursuant to section 160(2).

Text for Discussion

(5) The *Chief Livery Inspector's* decision to refuse, suspend or revoke a *Licence* without a hearing is only appealable to the *Licence and Community Standards Appeal Board* if:

(a) the *Licensee* sought the *Chief Livery Inspector's* reconsideration and the *Chief Livery Inspector* refused to hold a hearing to reconsider the decision; or

(b) the *Chief Livery Inspector* did hold a hearing to reconsider a decision but the *Chief Livery Inspector* did not change the decision to refuse, suspend or revoke the *Licence*.

163. (1) At a hearing, instead of suspending or revoking a *Licence*, the *Chief Livery Inspector* may allow the *Licence* to continue with conditions respecting the operation of the livery business to which the *Licence* applies.

(2) It is an offence for a *Licensee* to fail to comply with a condition imposed by the *Chief Livery Inspector* pursuant to subsection (1).

164. Within ten days of the conclusion of a hearing or within two days of the decision if no hearing was held, the *Chief Livery Inspector* must notify the *Applicant* or *Licensee* of the decision including:

(a) whether the *Licence* has been granted, refused, suspended or revoked;

(b) if suspended, the length of time of the suspension;

(c) if refused, suspended or revoked, the period of time during which the *Applicant* or *Licensee* may not reapply;

(d) the right of appeal if any;

(e) terms or conditions imposed; and

(f) whether the suspension or revocation is stayed pending appeal.

Appeal to Licence and Community Standards Appeal Board

165. (1) A *Licensee* may appeal the *Chief Livery Inspector's* refusal to *issue* a *Licence*, suspension or revocation of a *Licence* or the imposition of a condition on a *Licence* to the *Licence and Community Standards Appeal Board* in accordance with Bylaw 50M2011, the Licence and Community Standards Appeal Board Bylaw.

(2) If a *Licensee* has given notice of an intention to appeal the *Chief Livery Inspector's* decision to the *Licence and Community Standards Appeal Board*, the *Chief Livery Inspector* may stay the revocation, suspension or imposition of a condition pending the appeal if in the *Chief Livery Inspector's* judgment the continued livery operations do not create a danger to the safety, health or welfare of the public.

Text for Discussion

(3) The *Chief Livery Inspector* may lift a stay of a suspension, revocation or imposition of a condition if, in the *Chief Livery Inspector'*s judgment, the appellant is not diligently pursuing the appeal to the *Licence and Community Standards Appeal Board*.

166. A *Person's* obligations pursuant to this Bylaw to renew a *Licence* or obtain a *Certificate* are not waived or stayed as a result of a suspension or revocation of a *Licence* or *Certificate*.

Return of Licence, Certificate or Plate

167. A holder whose *Licence* or *Certificate* is suspended or revoked shall immediately return the *Licence*, *Certificate*, *Plate* and any other related document to the *Chief Livery Inspector*.

Division 5 – Offences and Prosecutions

168. Any *Person* who contravenes any provision of this Bylaw by doing any act or thing which the *Person* is prohibited from doing or failing to do any act or thing the *Person* is required to do is guilty of an offence.

169. (1) A *Person* who is convicted of an offence pursuant to this Bylaw is liable on summary conviction to a fine not exceeding ten thousand dollars or to imprisonment for a period not exceeding one year, or to both a fine and imprisonment.

(2) A *Person* who has been convicted of an offence and who fails to pay any fine imposed by a court may be liable to a period of imprisonment pursuant to the provisions of *Provincial Offences Procedures Act.*

False Statements

170. A *Person* must not make a false statement in a document, application, statement, declaration or report made pursuant to or required by this Bylaw.

False Advertising

171. A *Person* must not

(a) make false, misleading or deceptive statements in any

(i) advertisement,

(ii) telephone directory listing,

(iii) circular,

(iv) electronic media,

(v) pamphlet, or

Text for Discussion

(vi) similar material via any medium,

with respect to the provision of livery services or the carrying on of livery services;

(b) advertise livery services which have not been approved by the *Chief Livery Inspector*; or

(c) advertise in such a manner as to imply that the *Person* will provide livery services that the *Person* is not *Licenced* to provide.

Violation Tickets

172. (1) Where a *Livery Peace Officer* believes that a person has contravened any provision of this Bylaw, the *Livery Peace Officer* may issue a violation ticket in accordance with the *Provincial Offences Procedures Act* or lay an information.

(2) The violation ticket may provide for the payment of a voluntary payment in the amount of the specified penalty for the offence set out in Schedule "D".

(3) The violation ticket may require the defendant to appear before a Justice on the initial appearance date without the alternative of making a voluntary payment.

(4) Where there is a specified penalty listed for an offence in Schedule "D" to this Bylaw, that amount is the specified penalty for the offence.

(5) (a) Where there is a minimum penalty listed for an offence in Schedule “D” to this Bylaw, that amount is the minimum penalty for the offence.

(b) Where the minimum penalty is not listed for an offence in Schedule “D”, the minimum penalty for the offence is $300.00.

(6) Despite specified and minimum penalties set out in Schedule "D" to this Bylaw:

(a) if a person is convicted twice of the same provision of this Bylaw within a 24 month period, the minimum penalty for the second conviction shall be the amount of the specified penalty for a first offence; and

(b) if a person is convicted three or more times of the same provision of this Bylaw within a 24 month period, the minimum penalty for the third and subsequent convictions shall be twice the amount of the specified penalty for a first offence.

173. (1) The levying and payment of any fine or the imprisonment for any period does not relieve a person from the necessity of paying any fees, charges or costs for which that person is liable pursuant to the provisions of this Bylaw or any other bylaw.

Text for Discussion

(2) The levying and payment of any fine or the imprisonment for any period does not relieve a person from the obligation to comply with a *Livery Peace Officer's* Order or direction of the *Chief Livery Inspector*.

Records

174. Where Livery Transport Services keeps computerized records of *Certificates*, *Licences*, approvals or similar documents, print outs of those documents are admissible into evidence as business records of the Livery Transport Services and are *prima facie* evidence of the information contained within the records.

Service

175. Any notice issued or required pursuant to this Bylaw is sufficiently served on a *Person* if it is

(a) served personally; or

(b) mailed by single registered mail to the most recent address that the *Person* provided to the *Chief Livery Inspector* as shown in the records of the *Chief Livery Inspector* and service shall be deemed to be served on the fifth business day after mailing.

PART 9 – TRANSITIONAL

176. (1) Any *Licence*, *Certificate*, approval, bulletin, or order issued pursuant to Bylaw 6M2007 remains in effect until the date of expiry, if any, unless earlier suspended or revoked by the *Chief Livery Inspector*.

(2) A Limousine Driver's Licence (L.D.L.) issued pursuant to Bylaw 6M2007 is deemed to be a *Taxi Driver's Licence.*

Repeal

177. Bylaw 6M2007 is hereby repealed.

Coming into Force

178. This bylaw comes into force on the day it is passed.

Text for Discussion

SCHEDULE A – RATES

PART 1 – TAXI RATES FOR STREET HAIL SERVICE AND DISPATCH SERVICE

1. A *Taxi* or an *Accessible Taxi* that is providing *Street Hail Service* or *Dispatch* service may charge the customer on the basis of either meter rate pricing in accordance with section 4 or upfront pricing in accordance with section 5.

Designation of pricing model

2. (1) A *Brokerage* must only utilize either meter rate pricing or upfront pricing for all *Taxis* and *Accessible Taxis* that are affiliated with it.

   (2) A *Brokerage* must advise the *Chief Livery Inspector* of which pricing model it will utilize.

3. (1) An *Independent Livery Vehicle* must only utilize either meter rate pricing or upfront pricing.

   (2) A *Person* who holds a *Plate* which is joined to an *Independent Livery Vehicle* must advise the *Chief Livery Inspector* of which pricing model it will utilize

Meter rate pricing

4. (1) When using meter rate pricing, the price charged to the passenger is calculated on the basis of:

   (a) the actual distance travelled;

   (b) the actual amount of time for which the *Taxi* or *Accessible Taxi* is hired; or

   (c) a combination of actual distance travelled and the actual amount of time for which the *Taxi* or *Accessible Taxi* is hired.

   Meter Rate

   (2) The fare to be charged when using meter rate pricing shall be no greater than the following:

   (a) $3.80 for the first 120 metres travelled or any portion thereof; or

   (b) (i) $0.20 for each additional 120 meters travelled or any portion thereof when travelling at a speed greater than 20.24 kilometres per hour; and,

   (ii) $33.80 per hour or the applicable portion of that rate when the *Taxi or Accessible Taxi* is stopped or travelling at a speed less than or equal to 20.24 kilometres per hour.

Text for Discussion

(3) In addition to the maximum meter rate fares set out in subsection (2), the *Driver* of a *Taxi* or *Accessible Taxi* may charge a surcharge sufficient to cover any fee imposed by the Calgary Airport Authority for trips that start or end at the Calgary International Airport. The amount of the surcharge must be displayed on the *Taximeter* and must not be more than the amount of the fee imposed by the Calgary Airport Authority.

Upfront Pricing

5. (1) When using upfront pricing, the price charged to the passenger is calculated on the basis of:

(a) the estimated distance to be travelled;

(b) the estimated amount of time for which the *Taxi* or *Accessible Taxi* will be hired; or

(c) a combination of estimated distance to be travelled and the estimated amount of time for which the *Taxi* or *Accessible Taxi* will be hired.

Upfront Rate

(2) The fare to be charged when using upfront pricing shall be no greater than the following:

(a) $3.80 for the first 120 metres or any portion thereof of the estimated distanced to be travelled; or

(b) (i) $0.20 for each additional 120 meters or any portion thereof the estimated distance to be travelled when the *Taxi* or *Accessible Taxi* is likely to be travelling at a speed greater than 20.24 kilometres per hour; and,

(ii) $33.80 per hour or the applicable portion of that rate when the Taxi or Accessible Taxi is expected to be stopped or travelling at a speed less than or equal to 20.24 kilometres per hour; and

(3) In addition to the maximum upfront pricing charge set out in subsection (2), the *Driver* of a *Taxi* or *Accessible Taxi* may charge a surcharge sufficient to cover any fee imposed by the Calgary Airport Authority for trips that start or end at the Calgary International Airport. The amount of the surcharge must not be more than the amount of the fee imposed by the Calgary Airport Authority.

Flat Rate

6. (1) Despite section 4, a *Brokerage* or *Independent Livery Vehicle Operator* that utilizes meter rate pricing may set flat rate fares that may be charged by a *Taxi* or *Accessible Taxi* for trips:

Text for Discussion

(a) to or from the Calgary International Airport and any community in the City;

(b) to or from the Calgary International Airport and any hotel in the City;

(c) to or from the Calgary International Airport and any hospital in the City;

(d) between any hospitals in the City.

(2) Flat rate fares set pursuant to subsection (1) must be communicated to the customer prior to the trip commencing.

(3) Flat rate fares set pursuant to subsections (1)(a), (b) and (c) must be posted at the Calgary International Airport as directed by the Calgary Airport Authority.

(4) If flat rate fares have been specified pursuant to subsection (1), the customer may, prior to the commencement of the trip, specify whether the fare will be calculated based on the meter rate or whether the flat rate fare will be charged and the *Driver* must charge the fare so specified by the customer.

(5) If a *Brokerage* or *Independent Livery Vehicle Operator* sets flat rate fares pursuant to subsection (1), the *Brokerage* or *Independent Livery Vehicle Operator* must file the flat rate fares with the *Chief Livery Offi*cer.

7. Except as set out in Part 7 – Accessible Taxi Incentive Program, no other taxes, fees or charges shall be collected other than as provided for in this Schedule.

Shared Rides

8. In the event a *Taxi* or *Accessible Taxi* is hired on a shared-ride basis by two or more passengers who specify to the *Driver* different destinations, the following provisions shall apply:

(a) upon the *Driver* being made aware of multiple destinations by shared-ride passengers the *Driver* must inquire how the passengers agree to pay for the fare.

(b) in the event that the passengers agree amongst themselves to the terms of the shared ride then the taximeter shall run without interruption until the last passenger is discharged at the final destination, at which time the last passenger shall be responsible for the full fare, and the hiring passengers shall be responsible for sharing such expense as they see fit.

(c) in the event that the passengers do not agree amongst themselves as to the terms of the shared ride, then the taximeter shall be dropped (reflagged) at each individual destination and the discharging passenger(s) shall be responsible for the amount shown on the taximeter at his or her respective destination only, and not for the total charge of the aggregate journey.

Gratuities and other charges

9. (1) A *Driver* may accept gratuities.

Text for Discussion

(2) Charges must not be levied by any person for any assistance or additional service provided:

(i) pursuant to section 45 of the Bylaw, or

(ii) to a person with disabilities.

(3) Despite subsection (2), the *Driver* of:

(i) a *Taxi* with a rated seating capacity of seven or more occupants; or

(ii) an *Accessible Taxi*;

which is providing *Street Hail* service or *Dispatch* service may charge a surcharge of $6.80 in addition to the meter rate when a customer requires or requests such a *Taxi* or *Accessible Taxi* to accommodate additional luggage or cargo and the customer agrees to the surcharge in advance of the trip.

(d) Where a surcharge pursuant to subsection 8(3) of this Schedule is charged, the *Driver* must advise the customer at the time the service is requested that the rate includes a surcharge and the surcharge must be displayed on the *Taximeter*.

Text for Discussion

SCHEDULE B – FEES

(1) No refund will be granted, in whole or in part, where a *Licence* is surrendered, suspended or revoked.

(2) No refund will be granted, in whole or in part, where the *Applicant* abandons an application.

(3) No refund will be granted, in whole or in part, where an application is refused.

(4) Annual *Licence* fees will not be prorated.

(5) The *Chief Livery Inspector* may waive a reinstatement fee.

(6) Where the fees described in this Schedule are shown for a particular calendar year, the fees apply in the calendar year indicated (from January 1 to December 31, inclusive).

TABLE 1 – Licence Fees

	2021	**2022**
PART 4 – Licences		
Division 2 – Licence Application Process		
Calgary Police Service Information Check	$55	$55
Division 3 – Taxi Driver Licence and Transportation Network Driver Licence		
T.D.L. Classroom Driver Training Fee (includes 1 rewrite)	$312	$310
T.D.L. Online Driver Training Fee (includes 1 rewrite)	$0	$95
Annual *T.D.L.* Fee (includes Photo ID Badge)	$141	$135
Replacement ID Badge (Lost, Damaged)	$39	$50
Accessible *Taxi Driver* Endorsement Training Fee	$75	$80
Annual *T.N.D.L.* Fee	$229	$219
T.N.D.L. Classroom Driver Training Fee (includes 1 rewrite)	$0	$310

Text for Discussion

	2021	2022
T.N.D.L. Online Driver Training Fee (includes 1 rewrite)	$0	$95
Division 4 – Taxi Plate Licences and **Accessible Taxi Plate Licences**		
Annual *Licence* Fee for *T.P.L.* (new plate or renewal)	$912	$495
Annual *Licence* Fee for *A.T.P.L.* (new plate or renewal)	$0	$0
Replacement *Plate* for *T.P.L.* and *A.T.P.L.*	$75	$75
Application Fee for *T.P.L.* or *A.T.P.L.* for new *Plate*	$181	$50
Plate Transfer Application Fee	$260	$260
Plate Transfer Fee (approved)	$260	$260
Division 5 – Limousine Plate Licence		
Annual *Licence* Fee for *L.P.L.*	$731	$415
Replacement Decal	$50	$50
Division 6 – Brokerage Licence		
Brokerage Licence Application Fee (includes first licence)	$1824	$1725
Annual *Brokerage Licence* Fee	$1824	$1725
Division 8 – Transportation Network Company		
Transportation Network Company Licence Application Fee (includes first licence)	$141	$1725
Annual *Transportation Network Company Licence* Fee	$1824	$1725
PART 5 – LIVERY VEHICLES		
Division 4 – Taxi, Accessible Taxi and Limousine Inspections **Division 5 – Private For Hire Vehicle Inspections**		

Text for Discussion

	2021	**2022**
Inspection Certificate Forms	$26 per package	$25 per package
Inspection Station *Certificate* Application Fee (includes first certificate)	$97	$150
Inspection Station *Certificate* Annual Fee	$181	$180
Mechanic *Certificate* Application Fee (includes first certificate)	$50	$95
Mechanic *Certificate* Annual Fee	$97	$95
PART 7 – ENFORCEMENT		
Division 4 – Suspensions, Revocations and Appeals		
Licence Reinstatement Fee	$181	$190
Licence Reinstatement Fee (subsection 146(2))	$1260	$1260
Licence Reinstatement Fee (subsection 146(3))	$377	$400
Miscellaneous Administrative Services		
Bylaw	$5	$5
Photocopying	$ 1 per page	$ 1 per page
Meter Permit Fee	$97	$97
NSF Cheque Fee	$50	$50

Text for Discussion

Combined Transportation Network Company/Transportation Network Driver Licence Fee

Despite the *Licence* fees for *Transportation Network Driver Licences* and for *Transportation Network Company Licences* set out in Table 1, a *Transportation Network Company* may elect to pay a combined *Transportation Network Company*/*Transportation Network Driver Licence* fee ("Combined Fee") in accordance with the following provisions.

1. The Combined Fee comprises the fee for a *Transportation Network Company's Licence* and the fee for the *Transportation Network Driver Licence***s** for all *Drivers* that are authorized during a calendar year, to use any *App* that is administered or promoted by the *Transportation Network Company*.

2. A *Transportation Network Company* that elects to pay the Combined Fee must advise the *Chief Livery Inspector* accordingly at the time of the *Transportation Network Company's Licence* application or renewal.

Calculation of Fee

3. The Combined Fee consists of an Administration Fee plus a Per Trip fee payable as follows:

   (a) the Administration Fee is payable by the *Transportation Network Company* at the time of its *Licence* application or renewal, and is based on the number of *Licensed Transportation Network Drivers* authorized, at the time of the *Licence* application or renewal, to use any *App* administered by the *Transportation Network Company* as follows:

Number of Transportation Network Drivers	Administration Fee
1-100	$5,000
101-1000	$15,000
1001-3000	$30,000
3001 or more	$50,000

   In addition to the initial Administration Fee payable, if during a calendar year, the number of *Licensed Transportation Network Drivers* authorized to use any *App* administered or promoted by the *Transportation Network Company* increases such that a higher Administration Fee would be payable, the *Transportation Network Company* must immediately pay the difference; and

   (b) a Per Trip Fee of $0.20 for each trip arranged, during a calendar year, through any *App* that is administered or promoted by the *Transportation Network Company***,** payable by the *Transportation Network Company* on a quarterly basis.

Text for Discussion

Minimum Fee amount

4. If at the end of a calendar year, the total amount paid by the *Transportation Network Company* is less than the following:

cumulative number of *Licensed Transportation Network Drivers* who were authorized, at any time during the calendar year to use any *App* that is administered or promoted by the *Transportation Network Company*	X	$219

(“the Minimum Fee”)

the *Transportation Network Company* must pay the difference within 30 days of the end of the term of the *Transportation Network Company’s Licence*.

Reimbursement of excess fees

5. If at December 31 of any year, the total Combined Fee received by the *Chief Livery Inspector* from any *Transportation Network Company* exceeds the Minimum Fee for that *Transportation Network Company*, the *Chief Livery Inspector* must reimburse that *Transportation Network Company* for the excess amount.

Text for Discussion

SCHEDULE C – ENHANCED LIVERY VEHICLE INSPECTION STANDARDS

ENHANCED LIVERY VEHICLE INSPECTION STANDARDS

Schedule C

IMPORTANT

Notwithstanding the provisions contained in this Schedule, the order of a Peace Officer takes precedence over any enforcement action outlined herein.

Instructions for conducting vehicle inspections

Application of the standard

Not all items listed in this inspection standard are present or required on every vehicle being inspected. Inspect each vehicle in accordance with the components and systems that are relevant to it.

Inspection Method

A visual inspection is required for all vehicle components and systems. In certain cases, specific additional inspection instructions are provided relevant to an item, which must be followed in addition to conducting the visual inspection.

Application of OEM specifications

In the case where a defect listed in the standard includes a specification defining the safe operating limit of any component which conflicts with the OEM specification for its safe operating limit, the OEM specifications will apply. Note: The specification given by the OEM must be documented and clearly defined as the safe operating limit for it to apply and override any specification listed in this standard. Do not confuse service recommendations with safe operating limits. (OEM documents must be provided.)

Defective vehicle conditions

This vehicle inspection standard contains <u>four categories of defective vehicle conditions</u>. Each category is based on the level of risk each condition poses to vehicle safety, the appropriate response to discovering a defect and the possible enforcement action that can be taken when a vehicle is found to be operating with a defect.

<u>A vehicle must be free of all of the defects listed in this standard to pass inspection.</u>

Defect category	Text	Level of risk	Repair action by driver, owner or broker	Enforcement Action
Defects	plain	potential risk to continued safe vehicle operation	must be repaired in 14 days	○ possible violation ○ possible repair order
	plain italics	*more serious safety concern that can deteriorate quickly*	*must be carried out within 24 hours*	○ *possible violation* ○ *repair order*
Critical defects	**bold**	**serious defect that risks safe vehicle operation**	**prohibited from carrying any passenger**	○ **violation** ○ **repair order**
	<u>bold underline</u>	**<u>such an imminent safety hazard that continued vehicle operation is prohibited</u>**	**<u>vehicle must not be operated</u>**	○ **<u>violation</u>** ○ **<u>repair order</u>** ○ **<u>vehicle towed</u>**

Correcting vehicle defects

Repairs that are completed to bring a vehicle into compliance with this standard must be carried out in accordance with the relevant and most current OEM service and repair procedures.

Body and finish repair

Body and finish repairs must be carried out in accordance with OEM or Inter-Industry Conference On Auto Collision Repair (I-CAR) standards.

Definitions

OEM – means the original manufacturer of the vehicle or a company that is authorized to modify vehicles in accordance with Canada Motor Vehicle Safety Standards.

Improperly modified – means that a vehicle, component or system has been modified in a manner that is inconsistent with the installation, service or repair instructions issued by the OEM or inconsistent with an applicable standard or regulation.

Improperly repaired – means that a vehicle, component or system has been repaired in a manner that is inconsistent with the instructions issued by the OEM or inconsistent with an applicable standard or regulation.

Not equivalent to OEM – means parts or repairs that reduce the strength, reliability, function or integrity of a vehicle component or system.

PREFACE

This inspection standard contains detailed descriptions of defective vehicle conditions. <u>Vehicles are expected to be free of all of these defective conditions at all times</u>. Regular maintenance and inspection using this standard as a guide will help to ensure that vehicles remain in a safe operating condition.

Table of Contents

1. POWER TRAIN…… 5
1. Drivability
2. Accelerator Pedal
3.I Fuel System – Gasoline or Diesel
3.II Fuel System – LPG
3.III Fuel System – Other
4. Fluid Levels
5. Engine Accessory Drive Belt
6. Ignition, Interlock & Gear Selector
7. Clutch
8. Engine/Transmission Mount
9. Exhaust System
10. Transmission/Transaxle
11. Drive Shaft
12. Rear Axle

2. SUSPENSION…… 11
13. Suspension & Frame Attachments
14. Axle Attaching & Tracking Components
15. Springs & Attachments
16. Air Suspension
17. Shock Absorber

3. BRAKES…….. 14
18. Parking Brake
19. Hydraulic System
20. Vacuum Assist
21. Hydraulic Assist
22. Drum Brake Components
23. Disc Brake Components
24. Antilock Brake System

4. STEERING…… 19
25. Steering Wheel Lash
26. Steering Wheel Travel
27. Steering Components
28. Ball Joints
29. Power Steering
30. Wheel Alignment

5. INSTRUMENTS & CONTROLS…… 22
31. Wiring
32. Battery
33. Speedometer & Odometer
34. Warning & Indicator Lamps
35. Horn
36. Window Wipers & Washer
37. Heater & Defroster
38. Air Conditioning
39. Vehicle Identification/Certification

6. LAMPS…… 25
40. Lamp Operation
41. Lamp Controls & Switches
Table of Minimum Lamp Requirements

7. BODY…….. 27
42. Body Panel
43. Hood
44. Frame/Sub-Frame
45. Unibody Component
46. Bumper
47. Trailer Hitch/Cargo Carrier
48. Door
49. Side & Rear Window
50. Sun Visor
51. Windshield
52. Rear View & Side Mirror
53. Seat
54. Occupant Restraint & Protective Devices
55. Trunk

8. ACCESSIBILITY…… 32
56. Mobility Aid Ramp
57. Mobility Aid Lift
58. Mobility Aid Securement
59. Mobility Aid Interlock & Alarm
60. Raised Roof
61. Lowered Floor & Floor Plate
62. Air Bag Disable
63. Emergency Equipment

9. TIRE & WHEEL…….. 35
64. Tire Condition
65. Tire Tread
66. Tire sidewall
67. Tire Pressure
68. Wheel/Rim
69. Wheel Fastener
70. Wheel Bearing/Hub

10. CUSTOMER SERVICE…….. 37
71. Interior
72. Exterior
73. Trunk
74. Taxi Meter
75. Communication Equipment
76. Top Light

PART 1 – POWER TRAIN

1. Drivability
2. Accelerator Pedal
3.I Fuel System – Gasoline or Diesel
3.II Fuel System – LPG
3.III Fuel System – Other
4. Fluid Levels
5. Engine Accessory Drive Belt
6. Ignition, Interlock & Gear Selector
7. Clutch
8. Engine/Transmission Mount
9. Exhaust System
10. Transmission/Transaxle
11. Drive Shaft
12. Rear Axle

Section 1. Drivability

Inspection Method: Test-drive the vehicle to highway speed and test operation in all gear positions.

Repair Requirements:

- When a vehicle has an active engine or drivetrain fault and there is a noticeable drivability problem, repair must be carried out to correct the fault.
- When a vehicle has an active engine or drivetrain fault and there is no noticeable drivability problem, repair up to a maximum cost of $500.00 must be carried out. If the repair fails to correct the problem, additional repair can be waived for six months from the inspection that revealed the fault. If a drivability problem develops, the waiver is no longer in effect.
- All fault codes must be recorded on the inspection report form with relevant description.

Subsection	Defect(s)
(1) indicator warning lamp	a) malfunction of any system or component is indicated (active fault code) b) indicator/warning device is defeated or has been tampered with
(2) vibration & noise	a) abnormal noise or vibration is felt while driving
(3) road noise	a) abnormal road noise is heard while driving
(4) tracking	a) vehicle pulls to one side or tracks abnormally
(5) engine operation	a) poor acceleration, misfire, noise, hesitates, smoking, strong exhaust odour
(6) engine diagnostic lamp	a) 'check engine' (MIL) lamp is illuminated b) emission control component is removed, defeated or inoperative
(7) braking	a) vehicle pulls to one side b) abnormal noise is felt during braking c) pulsation is felt during braking

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 1 – POWER TRAIN (CONT.)

1

POWER TRAIN

Section 2. Accelerator Pedal

Inspection Method: With engine idling, press and release the accelerator.

Subsection	Defect(s)
(1) pedal	a) pedal installed that is not equivalent to OEM b) *anti-slip material is loose, worn smooth or missing* c) **pedal or linkage is missing** d) **<u>throttle/pedal position sensor fails to operate</u>** e) **<u>binding or engine fails to return to idle</u>**
(2) mount	a) insecure or deteriorated by corrosion
(3) linkage/cable	a) worn out or insecure b) part is used that is not equivalent to OEM c) *cable is broken, seized, binding or frayed*
(4) spring	a) missing, broken or improper type b) stretched, deteriorated or corroded

Section 3.I Fuel System – Gasoline or Diesel

Subsection	Defect(s)
(1) general	a) **strong fuel odour inside or immediately outside vehicle** b) **<u>visible fuel leak</u>**
(2) cap	a) improper type b) **missing or allows spillage**
(3) tank	a) improperly modified b) *not designed for the storage of automotive fuel* c) *improperly repaired* or *any repair on a non-metallic tank* d) **insecurely mounted** e) **perforated, cracked or a weld is broken**
(4) tank mount/strap	a) part used that is not equivalent to OEM b) **cracked or broken** c) **missing, loose, fastener missing or loose**
(5) line/hose (liquid or vapour)	a) improperly secured b) steel braided line is rusted at first layer c) *routed improperly and subject to being damaged* d) *crack, chaffing or wear extending to or beyond cord layer* e) **not approved for fuel system use**
(6) pump	a) *insecurely mounted* b) *damaged* c) *emergency fuel shut off system (inertia switch) is inoperative*

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **<u>bold underline text</u>** require the vehicle **<u>to cease operation immediately</u>**.

PART 1 – POWER TRAIN (CONT.)

Section 3.II Fuel System – LPG

Subsection	Defect(s)
(1) general	a) **strong fuel odour inside or immediately outside vehicle** b) **<u>fuel is leaking</u>**
(2) tank type	a) not approved type b) **tank decal or certificate is missing, altered or invalid**
(3) component	a) **improperly modified or repaired** b) **cracked or insecurely mounted**
(4) tank & mounting	a) welding other than OEM b) valve is not identified c) *mounting bolt is smaller than 12 mm (1/2 in) diameter or less than SAE grade 5* d) **incorrect working pressure for mounting location** e) **tank not equipped with an 80% fill valve and automatic stop fill valve** f) **any mounting strap, bracket or fastener is loose, missing, broken or cracked**
(5) line/hose	a) frayed to braid, damaged, cracked, or not secured at 1.25 m intervals or less b) flex line other than approved type II or III is used c) metal line other than seamless steel or approved sheathed copper is used d) less than 9.5 mm (3/8 in) in diameter e) **quick coupler is installed in line** f) **non-approved hose is used**
(6) hydrostatic relief valve	a) one is not located between each pair of shutoffs b) **not approved type or not labelled**
(7) gauge	a) missing or inoperative

Section 3III. Fuel System – Other

Inspection Method: Inspect system in accordance with OEM instructions or applicable standard.

Subsection	Defect(s)
(1) condition	a) any part of system fails to comply with requirements b) **<u>any part of system is in a hazardous condition</u>**

Section 4. Fluid Levels

Inspection Method: Check the level of each fluid required for vehicle operation.

Subsection	Defect(s)
(1) level	a) any fluid is at or below minimum specified level

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **<u>bold underline text</u>** require the vehicle **<u>to cease operation immediately</u>**.

PART 1 – POWER TRAIN (CONT.)

Section 5. Engine Accessory Drive Belt

Subsection	Defect(s)
(1) condition	a) *frayed* or *cracked* b) *worn beyond OEM specification* c) *oil soaked* d) **missing or broken**
(2) adjustment	a) *deflection/tension is outside OEM specification*
(3) pulley	a) *misaligned or bent* b) *cracked*

Section 6. Ignition, Interlock & Gear Selector

Inspection Method: Test gear selector, shift interlock and engine start function. Test engine start function at least three times.

Subsection	Defect(s)
(1) ignition & interlock	a) engine will not shut down when ignition switch is turned off b) *engine starts when clutch is engaged (manual transmission)* c) *engine starts in any position other than "P" or "N" (automatic transmission)*
(2) starter	a) engine fails to start normally each time b) starter fails to engage and disengage normally
(3) gear selector	a) gear selection indicator not aligned with gear selector b) *gear selector can be shifted from "P" position without pressing the brake pedal*
(4) shift pattern	a) not in clear view of driver

Section 7. Clutch

Inspection Method: Operate the clutch with the engine running and place transmission into gear.

Subsection	Defect(s)
(1) operation	a) **fails to properly engage/disengage transmission and engine**
(2) pedal	a) loose or insecurely mounted b) body area of mounting bracket severely corroded, or rusted through c) repaired by welding d) anti-slip material is loose, worn smooth or missing e) *broken or cracked* f) **missing**
(3) adjustment	a) free-play is not within OEM specification

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 1 – POWER TRAIN (CONT.)

Section 8. Engine/Transmission Mount

Subsection	Defect(s)
(1) condition & attachment	a) mount is bent or loose b) fastener missing, insulator deteriorated or swollen c) *part used that is not equivalent to OEM* d) **any part is missing, cracked or broken** e) **<u>engine and/or transmission is shifting out of place</u>**

Section 9. Exhaust System

Inspection Method: Inspect with the engine running. (Some minor leaking and soot tracks are normal at the pipe joints of diesel engine exhaust systems.)

Subsection	Defect(s)
(1) general	a) *exhaust leak outside the perimeter of the passenger compartment* (some minor leaks at joints are normal) b) **any component is perforated or separated** c) **<u>exhaust odour or fumes in the passenger compartment</u>**
(2) exhaust component: manifold, muffler, catalytic converter, resonator or pipe	a) part used that is not equivalent to OEM b) loose, non-welded patch or repair, collapsed and restricting exhaust c) *part missing* d) **any part of exhaust system is closer than 25 mm (1 in) from any part of fuel or brake system, or any other combustible material that is not protected by shields** e) **catalytic converter is closer than 50 mm (2 in) from any part of fuel or brake system or any other combustible material**
(3) mounting hardware	a) missing b) loose, broken or insecurely mounted
(4) heat shield	a) insecure b) missing
(5) turbocharger	a) leaking exhaust
(6) pipe termination	a) does not direct exhaust away from the vehicle b) terminates farther than 50 mm (2 in) away from the vehicle's exterior envelope

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **<u>bold underline text</u>** require the vehicle **<u>to cease operation immediately</u>**.

PART 1 – POWER TRAIN (CONT.)

1

POWER TRAIN

10. Transmission/Transaxle

Inspection Method: See test-drive instructions in 1. Driveability.

Subsection	Defect(s)
(1) gear change	a) harsh or missed shift, incorrect shift point
(2) noise/vibration	a) *abnormal noise or vibration is felt or heard*
(3) shift linkage	a) *bent or misaligned* b) *broken* or *improperly installed*
(4) leakage	a) leaking from seal, housing or other component b) lubricant is below minimum level c) **major lubricant leakage**
(5) park mechanism	a) **fails to hold vehicle stationary**

Section 11. Drive Shaft

Inspection Method: Remove load from shaft(s) and check for movement.

Subsection	Defect(s)
(1) condition	a) **failure of any driveline component is imminent**
(2) U-joint	a) rotational free play exists in U-joint b) rust is being expelled from bearing cup
(3) U-clamp	a) **U-clamp missing**
(4) fastener	a) loose or stripped b) **missing**
(5) centre bearing	a) loose, worn or rubber mount is deteriorated
(6) CV joint	a) loose or noisy during acceleration or deceleration
(7) axle shaft	a) repaired by welding b) *bent*
(8) CV boot	a) cut, damaged or missing b) leaking (lubricant is being lost)

12. Rear Axle

Subsection	Defect(s)
(1) condition	a) repaired by welding b) *bent* c) *noise or other evidence of impending failure*
(2) seal/lubricant	a) lubricant is below minimum level b) leaking from seal, housing or other component c) **major lubricant leakage**

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 2 – SUSPENSION

13. Suspension & Frame Attachments
14. Axle Attaching & Tracking Components
15. Springs and Attachments
16. Air Suspension
17. Shock Absorber

General Instructions

Inspection Method: Unless otherwise specified by the OEM, inspect ride height while vehicle is parked on a flat level surface and then raise the vehicle to access the suspension components.

Section 13. Suspension & Frame Attachments

Subsection	Defect(s)
(1) vehicle ride height	a) *suspension is sagged so that the vehicle is more than 38 mm (1.5 in) from manufacturer's specified height when measured at the tire centerline* b) *one side of vehicle is 25 mm (1 in) or more, higher or lower than the other when measured at the tire centerline*
(2) frame bracket	a) improperly repaired b) *loose, missing, cracked, broken or worn out*
(3) fastener	a) *missing or loose*

Section 14. Axle Attaching & Tracking Components

Subsection	Defect(s)
(1) axle attachment & saddle	a) bent b) **cracked, broken, loose or missing** c) **axle has shifted from its normal position**
(2) bushing	a) *worn out or loose* b) *shifted out of place* c) **missing**
(3) arm, rod, strut	a) *bent, cracked or loose* b) **repaired by welding** (OEM welding of components is acceptable) c) **broken or missing**
(4) stabilizer bar or link	a) *bent, cracked or loose* b) **broken or missing** c) **repaired by welding** (OEM welding of components is acceptable)

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 2 – SUSPENSION (CONT.)

Section 15. Springs & Attachments

Subsection	Defect(s)
(1) leaf spring	a) *spring leaf is broken, missing, cracked or shifted out of place* b) **main leaf or ¼ of the leaves in one assembly are broken or missing** c) **leaf is shifted and contacting another vehicle part**
(2) composite spring	a) worn more than 3 mm (1/8 in) in load bearing area (some 'fuzzing' is normal) b) **broken, crack of any length visible on both opposite sides of a spring, splintered, delaminating, not the same type on each side of vehicle**
(3) shackle, pin & bushing	a) loose or shifted out of place, vertical movement of a spring or shackle against a spring pin exceeds OEM specification b) **fastener missing or loose** c) **broken or missing**
(4) U bolt & hardware	a) loose or shifted out of place b) **missing**
(5) hanger	a) loose, cracked or repaired by welding b) **broken or missing**
(6) coil spring	a) spacer is used b) *broken* c) **broken and shifted out of place** d) **contacting other part in hazardous manner**
(7) torsion bar	a) *cracked or repaired by welding* b) **missing or broken**
(8) bump pad	a) missing, loose, split or deteriorated

Section 16. Air Suspension

Inspection Method: Inspect with air in system and supports placed under the vehicle to protect against dropping of the vehicle in the event of air loss.

Subsection	Defect(s)
(1) ride height	a) *height is above or below OEM specification* b) *vehicle leans to one side or air spring pressure is unequal* c) **suspension is bottomed out**
(2) air lines	a) restricted or insecurely mounted b) *leaking*
(3) air spring	a) patched, cut, improperly seated, cracked or weathered to reinforcing ply b) *leaking*
(4) height control valve	a) *inoperative*

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

Section 17. Shock Absorber

Inspection Method: Bounce vehicle and release it.

Subsection	Defect(s)
(1) operation	a) *vehicle oscillates more than two cycles after release*
(2) shock absorber	a) *damaged, disconnected, missing*
(3) mount & hardware	a) *loose, broken or missing*
(4) oil leakage	a) *leaking* (some oil seepage is normal)

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 3 – BRAKES

18. Parking Brake
19. Hydraulic System
20. Vacuum Assist
21. Hydraulic Assist
22. Drum Brake Components
23. Disc Brake Components
24. Antilock Brake System

Important Note: Brake component measurements

The following measurements must be taken for every wheel brake of every vehicle inspected, and the measurements must be recorded in the appropriate section of the inspection report form.

- The thinnest section of the brake lining or pad.
- The inside diameter of the brake drum at its widest point.
- The thinnest area of the brake rotor friction surface.

When new components are installed, record 'new' on the inspection report form.

Section 18. Parking Brake

Inspection Method:

Manual transmission: Test parking brake operation with the brake applied, run the engine at approximately 800 rpm and partially engage the clutch.

Automatic transmission: Test parking brake operation with the brake applied. With the engine running and the transmission in drive, accelerate lightly.

Subsection	Defect(s)
(1) function	a) **parking brake fails to hold vehicle during test**
(2) indicator lamp	a) *fails to illuminate during self test and when brake is applied*
(3) release	a) **parking brake holds or drags when released**
(4) mechanism	a) *binding* b) **missing, inoperative or broken**
(5) cable/linkage	a) *cable is frayed, seized or swelling* b) **broken or missing**
(6) lining	a) *oil soaked* b) **missing**

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 3 – BRAKES (CONT.)

Section 19. Hydraulic System

Subsection	Defect(s)
(1) brake pedal	a) *cracked, insecurely mounted or repaired by welding* b) *body area of mounting bracket severely corroded or rusted through* c) *anti-slip material is loose or worn smooth* d) **missing or broken**
Inspection Method: With engine running, depress brake pedal with about 55 kg of force.	
(2) metal line & fitting	a) *repaired by welding or soldering, chafing insecure, heavy corrosion scaling* (some surface rust is normal) b) **cracked, flattened or restricted sections, not equivalent to OEM and intended for brake use** c) **leaking**
(3) flexible hose	a) *cracked or chafed to first braid (rubber composite material only), insecurely mounted, twisted* b) **flattened or restricted sections, bulged or swells under pressure, not equivalent to OEM and intended for brake use** c) **leaking**
(4) master cylinder	a) **insecurely mounted or fluid is below minimum level shown** b) **leaking**
(5) fluid fill cap	a) *loose, vent holes plugged, cap gasket missing, swelled or damaged* b) **missing**
(6) warning (failure) lamp	a) **indicator fails to operate when ignition is in the test position** b) **indicator remains illuminated with ignition in 'on' position**
(7) brake valve	a) **any brake valve is inoperative or leaking** b) **not equivalent to OEM and intended for brake use**
Inspection Method: Apply moderate force (30 kg) to the brake pedal and maintain it for one minute. The engine must be running for power assisted brake systems.	
(8) leakage	a) **pedal moves in the applied direction** (refer to OEM specification)
(9) pedal travel	a) *free travel is below OEM specification* b) *applied travel is 65% or more of total travel* c) **applied travel is 80% or more of total travel**

3

BRAKES

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 3 – BRAKES (CONT.)

Section 20. Vacuum Assist

Subsection	Defect(s)
(1) vacuum line/hose	a) *incorrect type of line or hose is used* b) *cracked or chafed, or less than 38 mm (1.5 in) from any exhaust system part* c) **leaking, missing, broken or collapsed**
(2) check valve	a) *leaking, missing or inoperative*
(3) clamp	a) *loose, missing or broken*
(4) vacuum tank	a) *loose* b) *damaged or deteriorated from corrosion* c) **missing or leaking**
Inspection Method: Stop the engine, deplete vacuum reserve by applying and releasing brake pedal several times. Apply light force (12 kg) to the brake pedal and restart the engine.	
(5) operation	a) **pedal fails to move downward during test or no vacuum boost**
Inspection Method: Start the engine, build to full vacuum, shut engine off. Make 2 full brake applications.	
(6) reserve	a) *pedal assist is lost before second brake application is made during test*
(7) pump	a) *fails to achieve and maintain 4.5 kPa (18 in of vacuum) with engine running at 1200 rpm.* (note: altitude may affect vacuum level) b) **fails to operate**

Section 21. Hydraulic Assist

Subsection	Defect(s)
(1) pump reservoir	a) *leaking* b) **fluid below minimum level**
(2) line/hose	a) *incorrect type* b) *insecurely mounted* c) **leaking or missing**
(3) belt	a) *frayed cracked or worn beyond OEM specification* b) *oil soaked* c) **missing or broken**
Inspection Method: With engine stopped, apply brake pedal with ignition in both 'off' and 'on' positions. Then with engine running, apply the brake pedal.	
(4) motor operation	a) **the electric backup for power assist unit fails to run when engine is stopped and ignition in either 'off' or 'on'** b) **the electric backup for the power assist unit runs when engine is running**
Inspection Method: With engine stopped, deplete pressure reserve by applying and releasing brake pedal several times. Apply moderate force (30 kg) to the brake pedal and restart the engine.	
(5) operation	a) **pedal fails to move downward during test**

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 3 – BRAKES (CONT.)

Section 22. Drum Brake Components

Inspection Method: Refer to the instructions at the beginning of this section for the measurements to be taken and recorded.

Subsection	Defect(s)
(1) operation	a) **brake is not functioning**
(2) self adjuster	a) *inoperative, seized, worn out or incorrect thread direction*
(3) anchor pin & return spring	a) *loose, bent, worn out, broken or stretched* b) **broken or missing**
(4) backing plate	a) *loose, bent or damaged* b) *land area worn or grooved and restricting shoe movement*
(5) axle & spindle	a) *wheel seal leaking* b) **axle or spindle cracked**
(6) wheel cylinder	a) *damaged* b) *dust seal, cracked, damaged or missing* c) **mounted insecurely** d) **leaking, inoperative or seized**
(7) brake shoe lining	a) *worn unevenly* b) *bonded lining insecurely bonded to shoe* c) *rivet loose or missing* d) **installed incorrectly, broken, cracked or contaminated** e) **bonded lining worn to 1.6 mm (1/16 in) or less at thinnest point** f) **riveted lining worn to 1.6 mm (1/16 in) or less above any rivet**
(8) brake drum	a) *internal crack extends to the open edge of the drum* b) *hot spot that cannot be removed by machining* c) *any groove deeper than the 'machine to' limit* d) *out of round more than:* *0.25 mm (0.01 in) on drum 280 mm (11 in) or less* *0.63 mm (0.025 in) on drum larger than 280 mm (11 in)* e) *inside diameter exceeds OEM wear limit* f) **out of round more than:** **0.5 mm (0.02 in) on drum 280 mm (11 in) or less** **1.25 mm (0.05 in) on drum larger than 280 mm (11 in)** g) **externally cracked, broken or piece missing**

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 3 – BRAKES (CONT.)

Section 23. Disc Brake Components

Inspection Method: Refer to the instructions at the beginning of this section.

Subsection	Defect(s)
(1) operation	a) **brake is not functioning**
(2) disc/rotor	a) *pitted, damaged or groove deeper 'machine to' limit* b) *disc not vented properly* c) *hot spot exists that cannot be removed by machining* d) *thickness is at minimum thickness indicated on rotor* e) *lateral run out or thickness variation exceeds 0.128 mm (0.005 in)* f) **lateral run out or thickness variation causes noticeable pedal pulsation** g) **cracks on surface extend to outer edges** h) **thickness is below minimum thickness indicated on rotor** i) **broken rotor**
(3) caliper	a) *piston dust seals split or cracked* b) **mounting hardware not equivalent to OEM, mounted incorrectly or caliper guides are improperly repaired** c) **mismatched, assembly worn beyond OEM specification** d) **leaking, piston seized, caliper seized** e) **retainer or fastener is loose, broken or missing**
(4) pad	a) *damaged* b) *rivets loose on riveted lining or bonded pad loose* c) **contaminated, broken, cracked, installed incorrectly** d) **bonded pad worn to 1.6 mm (1/16 in) or less at thinnest point** e) **riveted pad worn to 1.6 mm (1/16 in) or less above any rivet**

Section 24. Antilock Brake System

Inspection Method: Cycle ignition switch and monitor warning/indicator lamp. Scan system for active fault codes whenever a fault is evident or suspected. Record fault code(s) and description on inspection report form. (Follow OEM instructions if different from above.)

Subsection	Defect(s)
(1) indicator lamp	a) *missing* b) *inoperative (does not operate during self-test cycle)* c) *indicates system fault (remains illuminated when ignition switch is "ON")*
(2) control unit, wheel speed sensor & wiring	a) *missing* b) *inoperative* c) *damaged, insecurely mounted, improper or corroded connection* d) *part used that is not equivalent to OEM*

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 4 – STEERING

25. Steering Wheel Lash
26. Steering Wheel Travel
27. Steering Components
28. Ball Joints
29. Power Steering
30. Wheel Alignment

Section 25. Steering Wheel Lash

Inspection Method: Begin with front wheels in the straight ahead position and turn the steering wheel in each direction just until movement of the front wheels is observed. Measure the lash distance at the outside rim of the steering wheel.

Subsection	Defect(s)
(1) manual steering	a) lash is greater than 75 mm (3.0 in) b) **lash is greater than 100 mm (4.0 in)**
(2) power steering	a) lash is greater than 50 mm (2 in) b) **lash is greater than 75 mm (3.0 in)**
(3) rack and pinion steering	a) lash is greater than 12 mm (0.5 in) b) **lash is greater than 25 mm (1.0 in)**

Section 26. Steering Wheel Travel

Inspection Method: With engine running turn the steering wheel to full right and full left positions.

Subsection	Defect(s)
(1) operation	a) *number of steering wheel turns from centre to full left and from center to full right differs by ½ turn or more* b) **binds or jams**
(2) steering wheel	a) off-center b) *modified or damaged* c) **more than ¼ turn off center when in straight ahead position** d) **broken or loose on spline**
(3) clearance	a) *tire contacts frame, fender or other part* (check OEM clearance specifications)

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 4 – STEERING (CONT.)

Section 27. Steering Components

Inspection Method: Rock the steering wheel rapidly to the left and right and check for movement in steering linkage and joints.

(Note: "Lateral movement" refers to movement perpendicular to the axis of a pivot. "Vertical movement" refers to movement in line with the axis of a pivot.)

Subsection	Defect(s)
(1) general	a) *noise or roughness is felt when steering wheel is turned to right or left* b) **failure of any part or component appears imminent**
(2) steering rod or link	a) *fastener improperly installed* b) *bushing worn out* c) **cracked, bent, damaged or repaired by welding** d) **fastener loose or missing** e) **adjusting sleeve is loose**
(3) pitman/idler arm	a) **lateral movement is present** b) **damaged, bent, repaired by welding or heated** c) **spline is loose or stripped** d) **vertical movement exceeds 3.2 mm (1/8 in) or OEM limit** e) **threads are stripped or damaged** f) **attaching nut is missing or loose**
(4) ball & socket joint (tie rod end)	a) **lateral movement is present** b) **damaged or bent** c) **repaired by welding or heated** d) **attaching nut is loose, threads are stripped or damaged**
(5) steering rack/box	a) **mounting fastener missing or loose** b) **steering rack/box is loose or insecurely mounted**
(6) strut bearing	a) **binding or worn out**
(7) steering mount and frame support	a) **frame or support cracked or damaged** b) **bushing worn out** c) **fastener missing or loose** d) **insecurely mounted**
(8) cotter pins	a) improperly installed or part used that is not equivalent to OEM b) *missing*
(9) steering column	a) **loose or improperly secured, fastener loose or missing** b) **repaired by welding** c) **movement in spline or slip joint exceeds OEM limit**
(10) tilt or telescoping wheel	a) **fails to lock** b) **play at tilt lock or telescoping lock exceeds 6 mm (0.250 in)**

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 4 – STEERING (CONT.)

Section 28. Ball Joints

Inspection Method: Inspect in accordance with OEM instructions. When any movement is present, check vertical and lateral movement using a dial indicator. Inspect ball joints with wear indicators while in a loaded condition.

Subsection	Defect(s)
(1) general	a) **failure of any part or component appears imminent**
(2) condition	a) *improperly installed or repaired* b) *improper retainer or fastener is used* c) *wear is at OEM limit* d) **wear exceeds OEM limit** e) **loose in knuckle or control arm missing or loose retainer**

Section 29. Power Steering

Subsection	Defect(s)
(1) general	a) fluid is contaminated b) *fluid leak* (some seepage is normal) c) **major fluid leakage or fluid below minimum level** d) **failure of any component appears imminent** e) **vehicle control or operation is noticeably affected by steering problem**
(2) hose	a) rubbed by moving parts b) within 25 mm (1 in) of exhaust system c) *cracked*
(3) pump	a) noisy operation b) *loose* c) **inoperative**
(4) cylinder	a) *loose* b) **inoperative**
(5) mounting bracket	a) **cracked or broken** b) **loose, fastener missing or loose**
(6) assist	a) **no power assist**

Section 30. Wheel Alignment

Inspection Method: Inspect tire wear patterns and check during test drive.

Subsection	Defect(s)
(1) alignment	a) tire shows evidence of misalignment b) **vehicle control or operation is noticeably affected by misalignment**

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 5 – INSTRUMENTS & CONTROLS

31. Wiring
32. Battery
33. Warning & Indicator Lamps
34. Speedometer & Odometer
35. Horn
36. Window Wiper & Washer
37. Heater & Defroster
38. Air Conditioning
39. Vehicle Identification/Certification

Section 31. Wiring

Subsection	Defect(s)
(1) security	a) wire or harness is loose and contacting moving parts b) fuse panel or live circuit in passenger compartment or trunk is not covered c) *wires are routed improperly* d) **wires are positioned in a way that is hazardous to driver and/or passenger**
(2) insulation	a) peeled, cracked or rubbed through b) sections missing
(3) condition	a) damaged or burnt wiring b) improperly connected wiring or part used that is not equivalent to OEM c) **wire or harness is burning, shorting or arcing**

Section 32. Battery

Subsection	Defect(s)
(1) mounts	a) cracked, weakened or missing
(2) cover or hold down	a) missing, insecure or improperly vented b) part used that is not equivalent to OEM c) **battery gas odour is present in passenger compartment**

Section 33. Warning & Indicator Lamp

Subsection	Defect(s)
(1) general	a) any fault is indicated by a warning or indicator lamp b) warning or indicator lamp is not clearly visible
(2) high beam indicator	a) *inoperative*
(3) turn signal indicator	a) *inoperative, incorrect direction is indicated*
(4) hazard warning lamp indicator	a) *inoperative*
(5) SRS indicator	a) **fails to operate during test cycle** b) **indicates system fault** (scan and record active fault code and description)

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 5 – INSTRUMENTS & CONTROLS (CONT.)

Section 34. Speedometer & Odometer

Subsection	Defect(s)
(1) operation	a) odometer is inoperative b) **speedometer is inoperative**
(2) visibility	a) *speedometer not clearly visible from driver's position* b) **speedometer not illuminated**

Section 35. Horn

Subsection	Defect(s)
(1) control	a) *inoperative or non-OEM switch installed*
(2) sound	a) *OEM horn is inoperative or fails to provide a clearly audible sound*

Section 36. Window Wiper & Washer

Inspection Method: Test operation of controls and functions in all positions.

Subsection	Defect(s)
(1) control	a) control or system fails to operate normally in all speeds and positions b) **fails to operate in at least one speed or position**
(2) wiper operation	a) portion of windshield wiped by blades is less than 75% of windshield area b) rear window wiper inoperative or fails to clear glass c) *wipers fail to 'park'*
(3) wiper arm	a) *bent, loose or missing*
(4) wiper blade	a) *missing, incorrect size or improperly installed* b) *worn out (fails to clear water from glass)*
(5) windshield washer	a) *inoperative* b) *fails to deliver adequate volume of fluid or directs fluid improperly*

Section 37. Heater & Defroster

Inspection Method: Test operation of controls and functions in all positions.

Subsection	Defect(s)
(1) control	a) control or system fails to operate normally in all speeds and positions b) **fails to operate in at least one speed or position**
(2) type	a) incorrect heater type (use of auxiliary fuel burning heater is not permitted)
(3) fan	a) fails to operate in all speeds
(4) leakage	a) engine coolant leaks from heater, hoses or connections
(5) windshield defroster	a) *air flow is not sufficient to clear area of windshield swept by wiper blades and the windows of the front doors*
(6) rear defroster	a) inoperative b) *inoperative in winter conditions*

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

Section 38. Air Conditioning

Inspection Method: Air conditioning system must be functional when OEM equipped.

Subsection	Defect(s)
(1) operation	a) control or system fails to operate normally in all speeds and positions b) inadequate cooling c) improperly repaired, incorrect refrigerant gas

Section 39. Vehicle Identification/Certification

Subsection	Defect(s)
(1) compliance label	a) *CMVSS National Safety Mark, or **RIV decal or certificate is missing b) CMVSS tire information label is missing
(2) VIN (Serial Number)	a) missing, damaged, obscured, defaced, mismatched at different vehicle locations b) mounting rivets are not original or appear to have been tampered with c) not located inside passenger compartment, adjacent to left front door post and visible from outside vehicle d) vehicle information decal or equivalent OEM documentation is missing

* Canadian Motor Vehicle Safety Standards

** Registrar of Imported Vehicles

Note: When original vehicle labels are not present, other documentation can be used to verify compliance with CMVSS requirements. For more information on vehicle label requirements, contact a local OEM dealer, Municipal, State/Provincial and/or Federal Government.

Defect Status:

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- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 6 – LAMPS

40. Lamp Operation
41. Lamp Controls & Switches

Section 40. Lamp Operation

Subsection	Defect(s)
(1) required lamps	a) *any required lamp is missing or improperly modified* b) any non-approved lamp is installed on vehicle
(2) operation	a) *any required lamp fails to illuminate or incorrect bulb filament illuminates* b) *not clearly visible, covered with non-approved material, discoloured or tinted* c) *missing, broken, cracked or insecurely mounted* d) *moisture is visible inside any lamp* e) *lamp, lens or cover does not indicate compliance with CMVSS, DOT or SAE standards* f) *lamp is improperly installed or improperly aimed*
(3) LED lamps	a) 25% or more of LED's of any one lamp assembly do not illuminate
(4) headlamp	a) **both low beams are inoperative** b) **both low beams are inoperative anytime between one-half hour before sunset and one-half hour after sunrise**
(5) daytime running lamps	a) *inoperative or improperly wired*
(6) tail lamp	a) **all are inoperative** b) **all are inoperative anytime between one-half hour before sunset and one-half hour after sunrise**
(7) stop lamp	a) **all are inoperative**
(8) turn signal	a) **inoperative at rear** b) **all are inoperative between one-half hour before sunset and one-half hour after sunrise**

Section 41. Lamp Controls & Switches

Subsection	Defect(s)
(1) headlamp control & dimmer	a) *missing, broken or inoperative* b) *improperly wired or part used that is not equivalent to OEM*
(2) turn signal control	a) *missing, broken or inoperative* (fails to remain in selected position or fails to cancel) b) *improperly wired or improper replacement*
(3) hazard warning control	a) *missing, broken or inoperative* b) *improperly wired or improper replacement*

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

6

Table of Minimum Lamp Requirements

Lamp	No.	Location	Control	Colour
headlamp	▪ two or four	▪ facing front ▪ as far apart as practical ▪ between 560 mm and 1370 mm (22-54 in) above road surface when measured at the centre of the lamp	▪ operate by headlamp control ▪ operate on high and low beam	▪ white
tail lamp	▪ two	▪ at the rear, facing rear ▪ as far apart as practical ▪ between 380 mm and 1.83 m (15-72 in) above the road surface	▪ operated by headlamp control	▪ red
stop lamp	▪ two	▪ facing the rear ▪ as far apart as practical	▪ activated by brake lamp switch	▪ red
stop lamp, centre high mount	▪ one	▪ on rear of vehicle	▪ activated by brake lamp switch	▪ red
turn signal lamps	▪ four	▪ as far apart as practical ▪ two facing front ▪ two facing rear	▪ continuous flashing operation ▪ operated by turn signal control	▪ front: amber ▪ rear: amber or red
hazard warning lamp	▪ four	▪ two facing front ▪ two facing rear	▪ continuous flashing operation ▪ operated by hazard warning control	▪ front: amber ▪ rear: amber or red
side marker lamp	▪ four	▪ two on each side ▪ as close to corners as practical ▪ 380 mm (15 in) above ground or higher	▪ operated by headlamp control	▪ front: amber ▪ rear: red
clearance lamps	▪ four	▪ only required if OEM installed ▪ as far apart as practical ▪ at widest point of vehicle ▪ two facing front, as high as practical	▪ operated by headlamp control	▪ amber
licence plate lamp	▪ one	▪ located so that license plate is illuminated	▪ operated by headlamp control	▪ white
daytime running lamp	▪ two	▪ required on vehicles manufactured after December 1, 1989 ▪ facing front	▪ operate equivalent to OEM	▪ white or yellow
auxiliary/fog lamp	▪ n/a	▪ facing front and/or rear	▪ operate on low beam only	▪ front: white or amber ▪ rear: red

PART 7 – BODY

42. Body Panel
43. Hood
44. Frame/Sub-Frame
45. Unibody Component
46. Bumper
47. Trailer Hitch/Cargo Carrier
48. Door
49. Side & Rear Window
50. Sun Visor
51. Windshield
52. Rear View & Side Mirror
53. Seat
54. Occupant Restraints & Protective Devices
55. Trunk

Section 42. Body Panel

Subsection	Defect(s)
(1) condition	a) any panel is loose, damaged or modified so that lamps don't fit properly b) hole intentionally made or perforation caused by rust, corrosion or damage c) *improperly repaired* d) *section is missing and body fails to control road spray as intended by OEM* e) **torn, cut, or unfinished metal edge is exposed in a way that can be hazardous to any person** f) **there is evidence of structural damage or weakness**
(2) moulding	a) *loose or protruding from body*
(3) floor	a) **hole intentionally made or perforation caused by rust, corrosion or damage**

Section 43. Hood

Subsection	Defect(s)
(1) hood	a) damaged b) *metal is perforated or corroded through in the hinge or latch area* c) **missing**
(2) primary & secondary latch	a) hood does not open and close properly b) part is used that is not equivalent to OEM c) **a latch is inoperative, broken, missing, seized or insecurely mounted** d) **hood cannot be securely latched**
(3) hinge & support	a) *hinge or support is cracked, seized or inoperative* b) *missing or improper support for holding hood in open position* c) **missing or broken**

7

BODY

Defect Status:

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- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 7 – BODY (CONT.)

Section 44. Frame/Sub-Frame

Subsection	Defect(s)
(1) rail or cross member	a) bent, weakened or improperly repaired b) **cracked, broken or perforated by rust, corrosion or damage** c) **failure appears imminent**
(2) body & sub-frame mounts	a) mount insulator is damaged or deteriorated b) *mount insulator is missing, weakened or improperly repaired* c) **mount is missing, cracked or broken**
(3) jounce bumper	a) bottom-out contact point on frame or body is damaged or poorly reinforced

Section 45. Unibody Component

Inspection Method: Inspect visually and if necessary, tap with a blunt instrument to confirm integrity. Confirm critical measurements when there is evidence of damage, distortion or improper repairs.

Subsection	Defect(s)
(1) structural metal parts	a) any part is improperly repaired b) **perforated or weakened by rust, corrosion or damage** c) **cracked, separated or damaged in way that weakens any part** d) **failure of any part appears imminent**

Section 46. Bumper

Subsection	Defect(s)
(1) condition	a) modified or improperly repaired b) tear or cut exposing a protruding edge c) energy absorbing foam missing or damaged d) *loose or broken* e) **bumper is missing**
(2) impact absorber & support	a) loose, leaking or inoperative b) modified or improperly repaired c) **collapsed, missing**
(3) height	a) improperly repaired or installed so that height has changed from OEM position

Section 47. Trailer Hitch/Cargo Carrier

Subsection	Defect(s)
(1) condition	a) any part is bent, damaged or broken
(2) attachment	a) any part is improperly installed, insecure or fastener is missing

Defect Status:

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- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 7 – BODY (CONT.)

Section 48. Door

Inspection Method: Test the operation of each door, latch and lock, and the opening and closing action of each door. (Including sliding doors and tailgates.)

Subsection	Defect(s)
(1) door action	a) door or tailgate is misaligned, improperly repaired or improperly modified b) finger pinch sensor on power sliding door is damaged or inoperative c) *tailgate supporting gas spring inoperative* (not able to support tailgate) d) *binds, jams* e) **fails to open or close fully**
(2) handle	a) improperly repaired or installed b) *binds or jams* c) **missing, broken or inoperative,**
(3) hinge	a) cracked or seized b) **missing, broken or worn out**
(4) seal	a) damaged b) *missing or fails to seal completely*
(5) latch	a) loose or misaligned b) **missing or fails to lock on both primary and secondary latch positions**
(6) lock	a) button or knob is missing or broken b) lock is inoperative or incorrect type
(7) sliding door track & roller	a) misaligned, excessive play in track or roller is worn out b) *sliding door binds or jams*
(8) inner panel	a) missing or loose b) interferes with latch, lock or window control

Section 49. Side & Rear Window

Subsection	Defect(s)
(1) operation	a) **any window is missing or fails to open or close properly**
(2) type	b) not factory marked as being AS-1, AS-2, AS-10 or AS-11
(3) condition	a) exposed sharp edge b) **cracked**
(4) visibility	a) *side window in either front door has non-factory tinting*

Section 50. Sun Visor

Subsection	Defect(s)
(1) location & position	a) fails to stay in set position b) *missing on either side of vehicle*
(2) attachment	a) broken, bent, loose missing (includes secondary attachment)

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 7 – BODY (CONT.)

Section 51. Windshield

Subsection	Defect(s)
(1) condition	a) **missing** b) **any condition that blocks driver's view**
(2) crack or chip	a) any crack, or any chip larger than 13 mm (1/2 in) in diameter, in the area swept by the wipers and in direct view of the driver b) two cracks extending from one edge to any other edge c) crack or chip has exposed sharp edge d) star chip larger than 50mm (2 in) in diameter, in the area swept by the wipers e) *crack or damage through both layers of glass*
(3) visibility	a) decal or tint covers more than 10% of windshield area b) glass is discoloured over more than 10% of windshield area c) tint or decal extends more than 75 mm (3 in) from top of windshield d) pitting or damage that causes glare or reduces driver's visibility
(4) type	a) *not factory marked as being AS-1 type glass*
(5) obstruction	a) *decal or covering is located in the area swept by the wipers*
(6) adhesive	a) improper adhesive or sealant is used

Section 52. Rear View & Side Mirror

Subsection	Defect(s)
(1) location & position	a) fails to stay in set position b) *center inside, left side or right side mirror is missing*
(2) condition	a) *cracked or discoloured, or fails to provide unobstructed view to rear of vehicle*
(3) mount	a) perforated by rust, corrosion or damage b) *loose or not adjustable*

Section 53. Seat

Inspection Method: Test adjustment controls, range of adjustment and operation of seat locks.

Subsection	Defect(s)
(1) condition	a) padding is missing or out of position b) seat is distorted or bent c) **any metal part normally covered by upholstery is exposed** d) **seat is not properly secured**
(2) adjustment & lock	a) *seat adjuster or lock is damaged or inoperative* b) **driver seat fails to lock in any set position**
(3) headrest	a) *missing* b) *bent, damaged or adjustment is inoperative*

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 7 – BODY (CONT.)

Section 54. Occupant Restraints & Protective Devices

Inspection Method: Extend each seat belt, test each seat belt buckle and retractor. Inspect each anchor point, latch plate and belt positioner. {SRS = Supplemental Restraint System}

Subsection	Defect(s)
(1) seat belt, buckle & latch, anchor & positioner	a) **any part is missing, damaged or inoperative** b) **belt stitching is damaged or weakened** c) **belt is frayed or torn through any strand of webbing** d) **belt fails to retract** e) **latch sticks, binds or jams** f) **anchor or positioner is insecure, out of place or damaged**
(2) child seat anchor	a) **missing, insecure or damaged** (only required if OEM equipped)
(3) air bag & SRS component	a) **any part is missing or part is used that is not equivalent to OEM** b) **any part is improperly repaired or improperly installed** c) **air bag deployment is potentially obstructed by any object**
(4) air bag & SRS control	a) **fault code present** (record code and description) b) **control is inoperative or any part is bypassed** c) **wiring is damaged, improperly repaired or improper connector is used**

Section 55. Trunk

Subsection	Defect(s)
(1) lid	a) misaligned when closed b) **hole or perforation caused by rust, corrosion or damage**
(2) hinge	a) damaged b) **missing**
(3) latch/lock	a) improperly repaired b) **latch fails to open or close properly**
(4) seal	a) *missing, damaged or fails to seal completely*
(5) floor	a) **hole or perforation caused by rust, corrosion or damage**

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 8 – ACCESSIBILITY

56. Mobility Aid Ramp
57. Mobility Aid Lift
58. Mobility Aid Securement
59. Mobility Aid Interlock & Alarm
60. Raised Roof
61. Lowered Floor
62. Air Bag Disable
63. Emergency Equipment

Mobility Aid = (device such as a wheelchair or scooter)

Section 56. Mobility Aid Ramp

Inspection Method: Follow manufacturer instructions and operate the ramp manually and/or under power through full deployment and stowing cycles. Inspect for proper operation and securement in all positions. Inspect surface, side barriers, seals, stowing and securement devices.

Subsection	Defect(s)
(1) condition & operation	a) improperly modified b) counterbalance is missing, damaged or ineffective c) slider or hinge binds or jams d) **inoperative** (fails to operate in every intended manner)
(2) hydraulic deployment mechanism	a) hydraulic fluid leak b) incorrect hydraulic fluid c) *loose on vehicle mounting location or at ramp attachment* d) **manual override system damaged or inoperative**
(3) ramp surface	a) ramp is bent or distorted more than 13 mm (1/2 in) across width or length b) *anti-skid material is worn out or missing over a total area larger than can be completely covered by a 75 mm (3 in) diameter circle*
(4) ramp barrier	a) inadequate height (refer to OEM specifications) b) **bent, loose or broken**
(5) securement	a) *fails to secure in stowed position to prevent moving into passenger area*
(6) seals	a) *damaged or ineffective allowing water or debris to enter vehicle*
(7) operating instructions	a) operating instructions not located in vehicle b) warning/instruction label missing or illegible
(8) hinge & mounting	a) hinge is damaged or worn out b) *mount or mounting hardware is damaged, loose or missing*
(9) handle	a) missing or damaged

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 8 – ACCESSIBILITY (CONT.)

Section 57. Mobility Aid Lift

Inspection Method: Follow manufacturer instructions and operate lift under power through full deployment, lift and stowing cycles. Also operate lift manually. Inspect for proper operation and securement in all positions. Inspect surface and side barriers

Subsection	Defect(s)
(1) condition & operation	a) improperly modified b) binds or jams c) **inoperative** (fails to operate in every intended manner)
(2) hydraulic lift mechanism	a) hydraulic fluid leak b) incorrect hydraulic fluid c) *loose on vehicle mounting location or at ramp attachment* d) **manual system damaged or inoperative**
(3) barriers	a) insecure b) *damaged or out of position*
(4) operating instructions	a) operating instructions not located in vehicle b) warning/instruction label missing or illegible

Section 58. Mobility Aid Securement

Inspection Method: Assemble tie-down straps and/or retractors to vehicle securement locations and inspect attachment. Fully extend and retract straps and/or retractors. Test automatic locking and retracting features.

Subsection	Defect(s)
(1) vehicle securement point	a) **floor or wall mounted tie-down hardware is damaged or insecure** b) **less than 4 securement points are available at any PMAD location**
(2) tie-down strap	a) **tie-down straps and/or retractor belts damaged or frayed through one strand** b) **retractor mechanism does not retract, lock or hold properly** c) **less than 4 restraint devices available for any PMAD location**

Section 59. Mobility Aid Interlock & Alarm

Inspection Method: Test driver alarm and/or interlock preventing vehicle operation when wheelchair lift or ramp is deployed in accordance with manufacturer instructions.

Subsection	Defect(s)
(1) operation	a) *interlock or alarm does not function as intended*

Section 60. Raised Roof

Subsection	Defect(s)
(1) condition	a) *support frame cracked or separating from frame* b) *roof or frame leaking*

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 8 – ACCESSIBILITY (CONT.)

Section 61. Lowered Floor & Floor Plate

Subsection	Defect(s)
(1) condition	a) *frame or frame welds cracked* b) **anti-skid material is worn out or missing over a total area larger than can be completely covered by a 75 mm (3 in) diameter circle**

Section 62. Air Bag Disable

Subsection	Defect(s)
(1) function	a) switch to disable airbag is inoperative

Section 63. Emergency Equipment

Subsection	Defect(s)
(1) general	a) roadside hazard warning is missing, damaged or incorrect type b) **first aid kit is missing or incomplete** c) **emergency seat belt cutter is missing** d) **fire extinguisher is missing, incorrect type, discharged or expired**

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 9 – TIRE & WHEEL

64. Tire Condition
65. Tire Tread
66. Tire sidewall
67. Tire Pressure
68. Wheel/Rim
69. Wheel Fastener
70. Wheel Bearing/Hub

Section 64. Tire Condition

Inspection Method: Measure and record the tread depth in a major groove at the lowest point of the tread. If the tread depth is near the wear limits, measure in several spots around the tire and record the lowest tread depth. Record tire size and brand.

Subsection	Defect(s)
(1) general	a) **failure of any tire appears imminent**
(2) tread depth	a) 1.6 mm (2/32 in) of tread remaining b) **less than 1.6 mm (2/32 in) of tread remaining** c) **wear bar is exposed** d) **cord is exposed**
(3) retread	a) retread tire is used
(4) type	a) *tires on all axles are not exactly the same brand and tread pattern* b) tire speed rating is below OEM specification (speed rating not applicable to 'winter' rated tires when used in all wheel positions during winter driving conditions) c) **tire is marked "temporary use only" or "Not for Highway Use"**
(5) size	a) *does not match OEM specified width, aspect ratio or load rating* b) **mixed tire sizes used on vehicle**

Section 65. Tire Tread

Subsection	Defect(s)
(1) cut	a) tire tread has a cut greater than 25 mm (1 in) in length that extends below bottom of tread b) piece of tire greater than 625 sq mm (1 sq. in) is missing c) **body cord of tire is exposed in cut**
(2) separation	a) **tire tread is separating**
(3) re-grooving	a) tire tread has been re-grooved or modified
(4) tread condition	a) *any single tread bar is worn away around the tire's circumference* b) *flat spot or cupped area is worn to wear bar* c) **flat spot or cupped area where tread is less than 1.6 mm (2/32 in)**
(5) repair	a) tire has a section repair b) *hole or puncture is improperly repaired*

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours.*
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried.**
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately.**

PART 9 – TIRE & WHEEL (CONT.)

Section 66. Tire Sidewall

Subsection	Defect(s)
(1) condition	a) weather cracks are visible b) **casing is broken or distorted, cord is exposed or bulge in sidewall**

Section 67. Tire Pressure

Subsection	Defect(s)
(1) pressure	a) *not within 3 psi of specified inflation pressure* b) **audible air leak**

Section 68. Wheel/Rim

Subsection	Defect(s)
(1) condition	a) damaged or discoloured as a result of heating, or repaired by welding (unless remanufactured through approved process) b) part used that is not equivalent to OEM c) *damaged or bent* d) **cracked** e) **broken**
(2) valve stem	a) damaged b) cap is missing or damaged
(3) installation	a) incorrect size or type for vehicle, or incorrectly installed

Section 69. Wheel Fastener

Inspection Method: Test fastener security using a torque wrench set to OEM specified setting.

Subsection	Defect(s)
(1) condition	a) **broken, bent, missing, loose or ineffective**
(2) installation	a) *incorrect fastener* b) **nut is not fully engaged with the stud**
(3) security	a) *any fastener rotates before the lowest torque value specified by the manufacturer is applied*

Section 70. Wheel Bearing/Hub

Inspection Method: Elevate axle so that the tire is clear of floor. Rotate wheel and check for roughness or noise. Check wheel bearing play by rocking wheel toward and away from vehicle. When end play is present, measure and compare to OEM specifications. Re-torque hub nut as specified by OEM.

Subsection	Defect(s)
(1) condition	a) end play exceeds OEM specifications b) **binding, noise or roughness is detected when wheel rotates**
(2) hub nut	a) **loose or missing**
(3) seal	a) *lubricant is leaking from hub, seal or grease cap* (some minor seepage at seal is normal on non-sealed bearing)

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 10 – CUSTOMER SERVICE

71. Interior
72. Exterior
73. Trunk
74. Taxi Meter
75. Communication Equipment
76. Top Light

Section 71. Interior

Subsection	Defect(s)
(1) licence	a) **any mandatory licence or licence holder is missing**
(2) condition	a) *litter, loose article or equipment is present in passenger area* b) *potentially offensive material or advertising is displayed* c) **normal driver or passenger view is obstructed in any way** d) **offensive odour is present that can't be vented away**
(3) trim	a) missing, damaged or defaced b) **condition is potentially hazardous to driver or passenger**
(4) upholstery & carpet	a) *missing, dirty, stained, discoloured or torn* b) *cushioning or padding missing or damaged* c) *hole or burn mark through outer layer* d) **condition is potentially hazardous to driver or passenger**
(5) seat belts	a) *stained or dirty*
(6) glass & mirror	a) *broken or stained*

Section 72. Exterior

Subsection	Defect(s)
(1) decals & plates	a) **mandatory decal or plate is missing or not properly displayed**
(2) paint	a) surface is rough or improperly repaired b) colour of car fails to match registered broker colour
(3) body	a) dent that can't be completely covered by a 75 mm (3 in) diameter circle b) more than 1 dent that can't be completely covered by a 50 mm (2 in) diameter circle c) scratch or damage through paint that can't be completely covered by a 12 mm (1/2 in) by 150 mm (6 in) template d) improperly repaired e) one or more area(s) of surface rust where the combined area can't be completely covered by a 75 mm (3 in) diameter circle

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 10 – CUSTOMER SERVICE (CONT.)

Section 73. Trunk

Subsection	Defect(s)
(1) condition	a) *loose article or equipment is present that can damage luggage* b) *litter, dirt or debris is present* c) *liner, trim or carpet is missing, wet, dirty, stained or torn* d) **offensive odour is present that can't be vented away**

Section 74. Taxi Meter

Subsection	Defect(s)
(1) mounting & location	a) *not located so that it can clearly be seen by passenger in any seated position* b) *insecure* c) *obstructing any vehicle control, indicator lamp or instrument*
(2) display	a) **inoperative or not fully illuminated**
(3) operation & seal	a) **inoperative, non-approved type, seal missing or broken** b) **evidence of tampering, improperly repaired**

Section 75. Communication Equipment

Subsection	Defect(s)
(1) general	a) **required communication equipment is missing or inoperative**
(2) mounting & location	a) not located so that it can be accessed by driver b) *obstructs any vehicle control or display* c) *insecure*

Section 76. Top Light

Subsection	Defect(s)
(1) operation	a) *inoperative or insecure*

Section 77. Camera

Subsection	Defect(s)
(1) operation	a) required camera equipment is missing or inoperative

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours.*
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

SCHEDULE D – OFFENCE AND PENALTY

OFFENCE		PENALTY	
Section	**Description**	**Minimum**	**Specified**
7	Improper placement of *Plate*s, decals or identification markings	$200	$700
10	Offer, promote, solicit or accept a *Street Hail*	$300	$1000
12	Accept *Dispatch Hail*	$300	$1000
18(1)	Make available unapproved *App*	$800	$1500
19(2)	Fail to transmit data	$1000	$2000
24	*Operate Taxi* or *Limousine* contrary to restriction or condition	$800	$1500
25	Possess more than one copy of same *Licence*	$200	$700
37	*Licensee* fail to advise *Chief Livery Inspector* of change in status	$200	$700
40(1)	*Operate Taxi* or *Limousine* without *T.D.L.*	$300	$1500
40(2)	*Operate Accessible Taxi* without accessible endorsement	$800	$1500
40(3)	*Operate Taxi* or *Limousine* without *T.D.L.* or *L.D.L.* in possession	$200	$700
41	*Operate Private For Hire Vehicle* without *T.N.D.L.*	$300	$1500
43(1)(a)	Refuse to accept passenger	$200	$700
44(g)	Refuse to accept passenger with *Service Dog*	$200	$700
46(1)	*Taxi Driver* fail to provide receipt	$200	$700
46(2)	Fail to clearly display *T.D.L.*	$200	$700
47(a)	Fail to be booked onto dispatch system	$500	$1000
47(b)	Fail to respond to dispatched service request	$500	$1000
48	*Limousine Driver* fail to provide receipt	$200	$700
49(2)	Fail to advise *Chief Livery Inspector* of affiliation	$300	$1000
49(4)	Fail to produce *T.N.D.L.*	$200	$400
52(1)	Fail to display authorized trade markings	$200	$700
52(2)	Place unauthorized trade markings	$200	$700

Text for Discussion

OFFENCE		PENALTY	
Section	**Description**	**Minimum**	**Specified**
53	Use unauthorized *Motor Vehicle*	$300	$1000
76	Conduct *Brokerage Operations* without *Brokerage Licence*	$1500	$3000
77(a)-(h)	*Brokerage* fails to carry out responsibilities	$400	$750
78(a)-(c)	*Brokerage* fails to comply with administrative provisions	$400	$750
80(a)	*Brokerage* fails to post *Licence*	$200	$700
80(b)	*Brokerage* fails to post conditions	$200	$700
81(a)-(g)	*Brokerage* fails to comply with obligations	$200	$700
82	*Brokerage* fails to provide receipts to *Driver*, *T.P.L.* or *L.P.L.* holder	$200	$700
83	*Brokerage* fails to provide records	$500	$1000
84(1)	*Brokerage* fails to record complaint	$1000	$2000
84(2)	*Brokerage* fails to transmit complaint	$1000	$2000
85(1)(a)	*Brokerage* fails to equip AVL	$1000	$2000
85(1)(b)	*Brokerage* fails to equip *Taximeter*	$1000	$2000
85(2)	*Brokerage* fails to transmit AVL or *Taximeter* data	$1000	$2000
86(1)	*Brokerage* fails to utilize adequate taxi dispatch system	$1000	$2000
86(2)	*Brokerage* fails to transmit taxi dispatch system data	$1000	$2000
89	*Operate Independent Livery Vehicle* without independent endorsement	$800	$1500
90(a)-(h)	*Independent Livery Vehicle Plate* holder fails to carry out responsibilities	$400	$750
92	*Independent Livery Vehicle Plate* holder fails to provide records	$500	$1000
93(1)	Fail to record complaint	$1000	$2000
93(2)	Fail to transmit complaint	$1000	$2000
94(1)	Fail to maintain list of complaints	$1000	$2000
94(2)	Fail to produce list of complaints	$1000	$2000
95(1)(a)	Fail to equip AVL	$1000	$2000

Text for Discussion

OFFENCE		PENALTY	
Section	**Description**	**Minimum**	**Specified**
95(1)(b)	Fail to equip *Taximeter*	$1000	$2000
95(2)	Fail to transmit AVL or *Taximeter* data	$1000	$2000
101(1)	Offer unlicensed vehicle for hire	$800	$1500
101(2)	Charge a fee for unlicensed vehicle	$800	$1500
101(3)	Operate an unlicensed vehicle to suggest it is for hire	$800	$1500
102(2)	Offer a *Private for Hire Vehicle* for hire outside *App*	$800	$1500
103	Offer accessible service without accessible endorsement	$300	$1000
107	Operate a *Livery Vehicle* without *Livery Vehicle Registration Certificate*	$800	$1500
108	Offer for hire a *Motor Vehicle* in the City with markings of a *Taxi*, *Accessible Taxi* or *Limousine* unless that *Motor Vehicle* has a valid *Livery Vehicle Registration Certificate*	$300	$1000
109(1)	*Plate* holder fail to ensure *plate* joined to vehicle with *Livery Vehicle Registration Certificate*	$200	$700
109(2)	Attach *Plate* to unapproved *Motor Vehicle*	$300	$1000
110	Attach a *Plate* to a *Motor Vehicle* without *Livery Vehicle Registration Certificate*	$300	$1000
112(1)	Operate with unsealed *Taximeter*	$200	$700
112(2)	Operate with broken seal on *Taximeter*	$200	$700
112(3)	Charge fare greater than *Taximeter*	$200	$700
112(4)	Carry a passenger without engaging *Taximeter* computing correct fare	$200	$700
113	*Operate* a *Taxi* or *Accessible Taxi* with the *Taximeter* turned on when not engaged by a customer	$500	$1000
114	Evade payment of the fare or fee	$500	$1000
119(1)(a)	Fail to install security camera	$200	$700
119(1)(b)	Fail to post decal in a conspicuous location	$200	$700
119(2)	Fail to retain recordings	$200	$700

Text for Discussion

OFFENCE		PENALTY	
Section	**Description**	**Minimum**	**Specified**
119(3)	Fail to disclose the recordings to the *Chief Livery Inspector* or Calgary Police Service within the specified time	$200	$700
119(5)	Tamper, interfere, block or obstruct a security camera	$200	$700
119(6)	*Operate* a *Taxi* or *Accessible Taxi* with an inoperable security camera	$200	$700
120	Fail to post decal in a conspicuous location	$200	$700
126(1)	Pick up passengers without pre-arrangement	$300	$1000
127(4)	Charge more than the posted rate	$300	$1000
129	*Limousine* parked on *Highway*	$200	$700
130	*L.P.L.* holder fail to ensure written or electronic agreement	$800	$1500
133	Person other than *Certified Mechanic* complete *Inspection Certificate*	$800	$1500
137	*Plate* holder fail to deliver copies of *Inspection Certificate*	$200	$700
138(1)	*Operate Taxi*, *Accessible Taxi* or *Limousine* without valid *Inspection Certificate*	$300	$1000
138(2)	Allow *Taxi*, *Accessible Taxi* or *Limousine* to be *operated* without *Inspection Certificate*	$300	$1000
139	*Plate* holder fail to ensure *Taxi*, *Accessible Taxi* or *Limousine* joined to *Plate* has *Inspection Certificate*	$300	$1000
140	*Operate Taxi*, *Accessible Taxi* or *Limousine* without *Inspection Certificate* in vehicle	$200	$700
144(2)	*Operate* a *Private For Hire Vehicle* without a record of inspection or *Inspection Certificate*	$300	$1000
144(4)	Fail to keep a copy of record of inspection or *Inspection Certificate* in *Private For Hire Vehicle*	$200	$700
150(4)(b)	*Driver* fail to collect regulatory charge from customer	$500	$1000
151(1)	*Brokerage*, holder of *T.P.L.* or *A.T.P.L.* of *Independent Livery Vehicle*, or *Transportation Network Company* fail to remit regulatory charge	$800	$1500

Text for Discussion

OFFENCE		PENALTY	
Section	**Description**	**Minimum**	**Specified**
151(2)	*Brokerage*, holder of *T.P.L.* or *A.T.P.L.* of *Independent Livery Vehicle*, or *Transportation Network Company* fail to submit data	$1000	$2000
152(2)	*Driver* leave before *Livery Peace Officer* complete inspection	$800	$1500
152(4)	Person fail to ensure vehicle at specified location and time	$300	$1000
152(5)	Interfere with *Livery Peace Officer* or mechanic	$800	$1500
153(3)	Interfere with inspection of premises	$800	$1500
155	Fail to produce required documents	$200	$700
156	Fail to transmit required documents	$1000	$2000
157(6) (a)-(d)	Fail to comply with *Livery Peace Officer's* Order or interfere with Order	$300	$1000
163(2)	Fail to comply with *Licence* conditions	$700	$1500
170	Make false statement in a document, application or report	$800	$1500
171	Make false advertisement	$800	$1500

Text for Discussion

SCHEDULE E – REPORTING REQUIREMENTS

Metric	Time Unit	Reporting Items
Trip Volumes	Daily	Daily Number of Trips: • Total trips • Trips dispatched • Trips hailed • Total *Accessible Taxi* trips • Total *Accessible Taxi* requests dispatched • Total *Accessible Taxi* dispatch requests unfilled
Vehicle Counts	Daily	• # Vehicles in service • # Vehicles booked into dispatch • # Vehicles meter on

Explanatory notes:

In this Schedule,

> "entering system" means the point in time in which a request for a *Taxi* or *Accessible Taxi* is made to a *Brokerage.*
>
> "meter on" means the point in time when a trip commences.
>
> "vehicles" means *Taxis* and *Accessible Taxis*.

Text for Discussion

Council-Approved Livery Regulatory Framework and Actions Taken

Council Approved Regulatory Recommendations	Summary of Actions and Key Findings	Summary of Bylaw Changes and Recommendations	Related Bylaw Sections
a) Continue the current hybrid open/closed entry approach to livery fleet size b) Investigate opportunities to streamline processes for issuing taxi plates that reduce administration costs and Council involvement	Administration investigated ways to determine a more efficient, streamlined process for issuing taxi plates. There are approximately 100 taxi or accessible taxi plates that have been either revoked or surrendered. In 2017, Council directed Administration through Report C2017-0535 to secure the services of a third party to perform future taxi plate selections. After hiring a consultant to manage the last taxi plate release in 2017, it was found to be costly and time-consuming compared to previous internally managed plate selections. Costs for renting venue space to host the plate selections in-person were significant and attendance was low.	No release of new plates is recommended in 2021 as the ongoing economic downturn in Calgary caused a reduced demand for plates and 2020 is not considered an accurate benchmark to determine how many plates are needed for taxi service. Administration will continue to monitor customer satisfaction trends, accessible taxi service, and industry demand to determine timing for future plate releases and distribution of surrendered and revoked plates. Administration plans to move any future plate selections from an in-person event to an electronic platform for additional cost savings and added convenience to plate applicants.	No Bylaw amendment required to implement proposed changes.
c) Allow taxi companies the option to offer upfront pricing to all street hailed and dispatch customers, instead of the taxi meter rate	Stakeholder engagement surveys asked industry about ideas for optimizing implementation. Drivers and brokers indicated that it will take time and effective communication for customers to get used to the upfront pricing option, with customer requested route changes being a key concern the soft meter technology must address. Some taxi brokers appear ready to offer upfront pricing in 2021 however they indicated they will require some time to update their technology to enable upfront pricing. Engagement indicated taxi industry stakeholders were generally favorable to also having their customers pay the upfront price at the beginning of a trip to avoid fare evasion situations.	To protect customers and drivers, brokers will be required to notify LTS when they launch upfront pricing and the fare must be no more than the maximum regulated meter rate (see Schedule A of the new Bylaw). To protect customers and avoid fare disputes, if a broker chooses to offer the upfront pricing approach to customers, it will not be able to also offer flat rates to and from the airport and other designated destinations. The Bylaw will not require a taxi broker offering upfront pricing to also require customers to pay upfront, as this is deemed a business decision of an individual broker. LTS will continue monitoring the situation with industry and citizens to determine if upfront payment should be mandated in the Bylaw in the future.	**Schedule A - RATES**

Council Approved Regulatory Recommendations	Summary of Actions and Key Findings	Summary of Bylaw Changes and Recommendations	Related Bylaw Sections
d) Create a unified taxi/limousine driver's licence and retain the separate Transportation Network Company driver's licence	Administration looked at different approaches to creating a combined taxi/limousine driver's licence in terms of existing licensing systems and determined that incorporating limousine driver's licences into the existing taxi driver's licence under one unified badge would be the most efficient approach in terms of time and costs.	This Council recommendation has been implemented throughout the new Bylaw. References to the former Limousine Driver's Licence (or "LDL") have been removed and replaced with the Taxi Driver's Licence (or "'TDL"), applicable to both licensed taxi and limousine drivers. This combined licence change has contributed to lower licence fees for taxi and limousine drivers. The unified taxi/limo driver's licence changes will go into effect for all taxi and limo drivers upon Bylaw approval along with the new lower fees for the unified taxi driver's licence.	Amendments have been made throughout the new Bylaw.
e) Standardize the vehicle age limit to a maximum of 10 years for all livery vehicles subject to exceptions approved by the Chief Livery Inspector and standardize the inspection frequency to every 12 months for all livery industry vehicles	Related Bylaw provisions were amended to reflect Council's recommendations.	These changes have been made in the new Bylaw.	**Taxis:** Sec 115-117; 132 **Limousines:** Sec 121; 122; 124; 132 **TNC vehicles:** Sec 51; 144
f) Allow more flexibility in vehicle marking requirements for taxis while still meeting safety requirements and require TNC vehicles to include a visible company decal on the rear windshield and a company decal or beacon in the front windshield	Taxi brokers, taxi plate holders and ridesharing company reps were surveyed regarding their feedback on fine-tuning vehicle marking Bylaw requirements and implementation. Most taxi broker and plate holder survey respondents indicated they would like the option to place a light indicator in the front windshield to show when the taxi is in or out of service rather than the traditional top light on the roof of the taxi. There were mixed responses to having the option of alternate locations for the taxi plate which is currently affixed to the rear bumper of the taxi.	Taxi colours are no longer subject to approval from the Chief Livery Inspector. This provides flexibility for companies and may also reduce costs for plate holders. Taxis will have the flexibility of either a top light or a beacon in front/rear window to indicate when taxis are offering trips. LTS will continue working with industry on the potential for an alternative location to display the taxi plate. There is no change to the placement of the taxi vehicle numbers. To maintain flexibility for industry and ensure visibility for enforcement, plate location will continue to be subject to approval.	**Top light:** Sec 115(k) **Plate location:** Sec 6 (c)(g); 7 **TNC trade markings:** Sec 52

Council Approved Regulatory Recommendations	Summary of Actions and Key Findings	Summary of Bylaw Changes and Recommendations	Related Bylaw Sections
	Transportation Network Companies were asked about their concerns implementing company trade dress. Several respondents indicated concerns about increased trade markings on private vehicles, however one company indicated that this requirement can be operationalized over a few months with an existing company decal design already used in other cities.	The Chief Livery Inspector will approve each TNC's trade dress and ensure they are placed in the designated locations.	
g) Add requirements for any livery vehicle with a camera to have visible notification to customers that camera footage is being recorded	It was previously established that there was a lack of Bylaw provisions indicating that visible notifications to customers were required if a non-taxi livery vehicle voluntarily installed a security camera for recording footage. Additionally, TNC and limousine industry stakeholders were asked if they had concerns about removing Bylaw provisions allowing TNC or limousine App customers to pay by cash if an approved camera is present in the vehicle. Administration had concerns that a camera alone was not sufficient to make cash payments safe or acceptable for these situations. The majority of respondents had no concerns with this proposed Bylaw change.	Past Bylaw provisions have been removed allowing cash payment by TNC or limousine App customers with the presence of an approved camera. The previous provisions have been replaced with new Bylaw provisions requiring limousines or TNC vehicles that choose to install a security camera, to clearly and visibly notify all customers that camera footage is being recorded.	**Limousines:** Sec 16(2); 120(1)(2) **TNC vehicles:** Sec 17(2); 120(3)
h) Explore the possibility of regulating Stand Rents for Taxi Plate-holders who affiliate with a Taxi Brokerage	Administration conducted a scan of nine other Canadian municipalities' practices and found that none of the cities have explored, or are interested in, the possibility of regulating stand rent, as it was generally considered a civil matter between the driver and broker. Results of engagement survey questions to characterize stand rent expenses revealed that brokers generally do not wish to disclose their actual stand rent fees to The City as this is considered proprietary information. Types of expenses that	No provisions are recommended to regulate stand rent based on the scan of Canadian municipalities. To help prevent the illegal practice of subleasing a plate, taxi plate renewal fees are no longer allowed as an exception to the provision that no Person shall charge or pay any fees, levies or charges whatsoever for the use of only a plate licence. Brokerage and plate holder fees have been reduced, potentially reducing some business cost barriers for smaller scale brokerages or independent taxi operators.	**Prohibition on Fees for use of Plate (Subleasing):** Sec 62; 63 **Schedule B – FEES**

Council Approved Regulatory Recommendations	Summary of Actions and Key Findings	Summary of Bylaw Changes and Recommendations	Related Bylaw Sections
	were disclosed by one broker covered a wide range of business costs from dispatch to insurance to payment processing fees and vehicle equipment. Drivers and plate holders were also engaged regarding their concerns about becoming independent taxi operators and cost of fees was brought up as one obstacle, as well as business costs such as insurance. Drivers were asked how The City could help drivers better understand their rights as self-employed contractors in the livery industry. Most drivers responded with the suggestion of driver training or web site information.	Administration will explore ways to educate and share information with drivers about their role as a contractor.	
Motion Arising on Systemic Racism: Incorporate the identification of systemic racism and advancement of anti-racism initiatives into the review and update of the Livery Transport Bylaw, including but not limited to: a. Industry engagement, b. Driver training, c. Related City licensing and enforcement practices, and d. Communication and awareness initiatives; and ensure approaches to discuss and address systemic racism align with the ongoing corporate-wide work to advance anti-racism	Administration engaged industry stakeholders on the topic of systemic racism to help identify whether it is happening in the livery industry and inviting stakeholders to share examples of their experiences with racism. The engagement did reveal racism was occurring to industry members, particularly impacting drivers dealing with customers. Numerous ideas were put forward by stakeholders to help address racism, including such themes as public awareness and education, driver training, and improved enforcement. A detailed summary of stakeholder input on this issue is available in the **What We Heard report** (published on Calgary.ca/taxi)	Administration is committed to continue working with the City-led teams on anti-racism to ensure alignment with corporate and community work on this initiative. For example, driver training content can be adjusted in future to reflect anti-racism initiatives without Bylaw changes. It is anticipated that livery industry stakeholders and internal City livery staff will have the opportunity to participate in the development of the following community and organizational anti-racism strategies: Supporting the Co-creation of an Anti-Racism Community Action Plan and the Development of an Organizational Racial Equity Assessment Approach and Implementation Plan for the City of Calgary.	No Bylaw changes at this time.

Phase Two Stakeholder Engagement for the Livery Transport Bylaw Review

Phase Two Stakeholder Engagement Summary – Refining the Proposed Bylaw

Goals:

- To gather feedback on draft Bylaw changes and other potential streamlining opportunities from targeted industry stakeholders for Bylaw refinement or related service improvements.

Approach:

- Administration reached out to livery industry stakeholders through email with industry bulletins containing surveys and through a multicultural radio campaign promoting engagement opportunities to livery drivers.
- Bulletins were translated in **Amharic**, **Hindi**, **Punjabi** and **Urdu** and the radio campaign was broadcast in **Punjabi** and **Hindi** to help promote the engagement survey opportunities to a diverse multi-lingual driver audience.
- Six online surveys customized by livery licence type were open from November 23 – December 7, 2020.
- Virtual meetings with the project team were also offered on request to brokers and Transportation Network Company representatives.

Why this approach? Due to safety concerns associated with in-person engagement sessions during the pandemic, this approach efficiently utilized existing on-line communication channels to reach many targeted stakeholders.

Reach	Audience
Industry bulletins containing the stakeholder surveys were sent through an online distribution tool, to over **5000 industry members** who sign up through an online form on calgary.ca/taxi or at the LTS front counter. A total of **321 respondents** completed the online surveys. Virtual meetings were offered to all broker/company representatives. A total of **four virtual meetings** with brokers and Transportation Network Company representatives were requested and held.	Drivers (all sectors), Taxi Brokers, Limousine Brokers & Plate Holders, Taxi Plate Holders, Transportation Network Company Representatives, and Accessible Taxi Drivers & Plate Holders. Industry respondents had the opportunity to complete the survey(s) for each of the licence types they hold.

What we asked of multiple stakeholder groups	Feedback Themes
Upfront pricing offered by taxi brokerages What are your concerns, what do you think are the benefits, and should payment upfront also be offered to customers?	• **Many participants indicated that upfront pricing would be beneficial** because they believed it increases price transparency, reduces fare or route disputes with customers and reduces fare evasion by the customer. • Common concerns included: the ability of the upfront pricing system/technology to **accommodate route changes** by customers or unexpected road conditions; **potential impacts to driver income** due to fixed lower pricing, and **time needed** to update software changes and for customers to get used to upfront pricing, if offered. • Most drivers and brokers agreed that the **customer should have the option to pay at the beginning of a trip** based on upfront pricing, although some indicated upfront payment should be mandatory.
Making driver requirements similar across sectors Proposed Bylaw changes would add some expectations to rideshare drivers and some may be removed or changed for all. What are your concerns about these changes?	• Generally, **most participants indicated no concerns or support for making driver requirements similar across livery sectors**. • A Transportation Network Company representative expressed concerns about the proposed addition of requirements for returning lost property due to a different company policy on this issue. • Several respondents indicated concern for rideshare drivers reporting defects in their private vehicle due to a business model that already requires a driver to address defects without contacting the company.

What we asked of multiple stakeholder groups	Feedback Themes

Systemic racism
Have you (or your drivers) experienced racism as a driver in the livery industry?
 	
Have you heard from your customers that they have experienced racism?
 	
What are your suggestions on how The City could better prevent and address racism occurring in the industry?
	• **Approximately half of the total driver respondents indicated that they often and sometimes experience racism as a driver**.
	• Taxi and limousine **brokers indicated they have rarely or never heard from customers experiencing racism** while using livery services.
	• Some drivers shared their personal experiences with racism while working in the livery industry. The common experiences from the examples shared were:
	  ○ Racist comments or behavior because of my race, appearance or ethnicity
	  ○ Insulted, called names, racial slurs by customers
	  ○ Customer told me to go back to my country
	• **Public awareness initiatives** and **driver training** were common suggestions to prevent and address racism.

Streamlining Taxi Plate holder Obligations Several changes are proposed to apply to all plate holders. Please describe your concerns or comments for each change.	• Responses were mixed on a proposed change that would clarify LTS' ability to **revoke a taxi plate without a Licence Review Hearing** if it is not renewed by the plate holder within 30 days after expiry. Some were **concerned about the renewal expiry time limit** and emergency situations. • **Most drivers and plate holder respondents supported the removal of a minimum number of driving hours per year on a taxi plate,** while **most brokers were against the proposed change**. • Most drivers and taxi plate holders supported removing a Bylaw provision exception that allows a plate holder to charge drivers the taxi plate renewal fee. Meanwhile most taxi brokerages did not support the change, indicating that the fee a plate holder charges is for cost recovery only, and that this revision is not going to resolve subleasing.
Other regulations to streamline or clarify Bylaw requirements or improve safety	• A **recurring** theme for suggestions of regulation changes to streamline the Bylaw across stakeholders was **reducing fees**. • Remaining suggested improvements were diverse and sector or stakeholder specific and are summarized in the complete **What We Heard Report.**
Accessible Taxi & WAV Calgary	• Administration also engaged stakeholders on the Accessible Taxi Incentive Program and the Wheelchair Accessible Vehicles pilot. This information will be used to inform future reports focused on accessible taxi programs.

Detailed Stakeholder Survey Feedback

A complete summary of input from all of the individual surveys (except the Accessible Taxi survey) is summarized in a **Stakeholder Report Back: What We Heard** report available on Calgary.ca/taxi. The report was also distributed to stakeholders through e-mail communications.

Outcomes/findings

Stakeholder feedback from the on-line surveys and virtual meetings informed related provisions in the proposed bylaw and potential considerations for future operational improvements and next steps.

Summary of Key Livery Transport Bylaw Changes

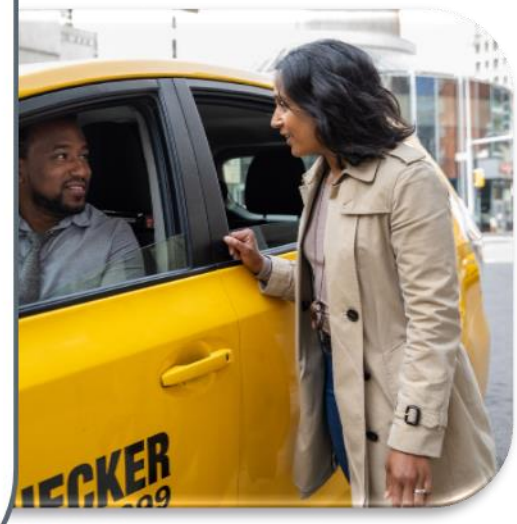
Bylaw Topic	Summary of Bylaw Amendments/Provisions	Related Bylaw Sections
Driver Responsibilities Given the similar safety and service expectations of all livery drivers, the new Bylaw formalizes the consistent responsibilities (regardless of sector) and some provisions are streamlined or updated for clarity. A company may impose additional expectations to support their business decisions.	Driver responsibilities are now aligned across the taxi, limousine, and rideshare sectors and establish minimum service and safety expectations. The overarching principles are: **A Driver must**: • be neat and clean in person; be professional and courteous • take care of passenger's property; take any property left behind in the vehicle to their company, a police station or Livery Peace Officer • accessible drivers must give priority to calls for persons who require a wheelchair accessible taxi • inspect the vehicle to ensure the vehicle is safe to operate **A Driver must accept all passengers except if such person**: • is impaired by alcohol or drugs • requests the driver carry an animal in the vehicle other than a Service Dog • insists on smoking or vaping in the vehicle • is disorderly or abusive to the driver **A Driver must not**: • drive a livery vehicle while under the influence of alcohol or drugs • allow a passenger to consume alcohol (expect a limo with a physical divider) • carry more passengers than the vehicle specifications permit • use a cell phone while carrying a passenger • refuse a passenger because they require their Service Dog accompany them Additionally, • Expanded the ability of a taxi driver to charge a passenger a fee of up to $250 for soiling the interior of a Taxi or Accessible Taxi with **other material** besides vomit or bodily fluids, which could include food or drinks, for example. • For clarity, previous requirements to prohibit drivers from refusing a passenger with a Service Animal have been updated to a passenger with a "Service Dog" to align with the provincial Service Dogs Act and which also includes service dogs in training. • Removed the provision requiring taxi and limo drivers to have eight consecutive hours off duty in any twenty-four hour period. As the regulator is unable to enforce this provision, it is considered a company decision to ensure drivers are 'fit for duty'.	Sec 42 & 43 - **Driver Responsibilities** Sec 44 - **Driver Prohibitions**

Bylaw Topic	Summary of Bylaw Amendments/Provisions	Related Bylaw Sections
Plate Holder Obligations To clarify and simplify taxi plate holder obligations the responsibilities have been moved into the bylaw content on Plate Licences rather than listed in an Active Plate holder definition. Some highlights of other changes reflect reduced Bylaw regulation over business decisions between plate holders and drivers and a focus on enforceable provisions.	Taxi plate holders are responsible for the acts of the person who operates the livery vehicle as if they are operating the vehicle themselves. Also, they must ensure the livery vehicle to which the plate is joined complies with all Bylaw requirements. **Clarity in Plate Holder Responsibilities** • Removed requirements to personally issue receipts to a driver and to attend mandated yearly vehicle inspections • Removed 'pay for all the costs of maintenance and inspections related to that approved Livery Vehicle' (as that can be worked out between driver and plate holder). **Alignment in Minimum Service Requirements** • Removed requirement for T.P.L.-2 and A.T.P.L-2 plate holders to drive a minimum 981 hours per year. (Having a taxi driver's licence is not required for the T.P.L.-1 and A.T.P.L.-1.) • To ensure plates are being utilized in a closed entry system, the requirement remains for the vehicle attached to any taxi plate licence to be in service in the City for a minimum of 250 days per year. **Prohibition on Fees for use of Plate (Subleasing)** (Sec 62) • In the previous Bylaw, plate holders could not charge fees for the use of only a taxi plate or accessible taxi plate, with the exception of the plate renewal fees. This exception was removed to strengthen plate holder's responsibility to pay the plate renewal licence fee, not the driver.	Sec 56 - **Plate holder Eligibility**; Sec 58 - **Plate Holder Responsibilities;** Sec 59 - **Minimum Service;** Sec 62 - **Prohibition on Fees for use of Plate (Subleasing)**
Limousine Requirements Limousine provisions were updated to ensure the person/company/vehicle providing limousine services in Calgary are licensed through LTS.	• Bylaw is expanded to cover vehicles (carrying passengers for a fee) with a seating capacity of up to 24 persons (including the driver). This ensures stretch limousines (beyond a 15 seat capacity) and drivers are licensed with The City and meet the same safety standards as other limousines operating in Calgary. • Removed category of Specialized Limousine (former Sec 44 and 45) to streamline regulations.	Sec 4 (2) - **Application of bylaw**
Data Reporting Requirements	Trip data is integral in supporting Administration with making policy decisions, understanding fleet utilization and Bylaw recommendations. With evolving livery industry and transportation options, reporting on telephone and dispatch response times is no longer required to monitor customer service levels for taxi services. Reporting of dispatch response times for Accessible Taxi service will still be required to monitor services for customers with disabilities.	Schedule E – **Reporting Requirements**
Taxi Brokerage Operations	Administration explored ways to provide more flexibility in how brokerages can operate, which indirectly could enable more diversity in broker business models. Several brokerage operating requirements have been removed or updated. For example, a former provision requiring taxi brokerages to have 24 hour/365 days per year manned dispatch centers is replaced with "maintain a working dispatch and communications system for customers and for Drivers that are affiliated with the Brokerage", to reflect opportunities for online dispatch systems and non-traditional office locations.	Sec 81 - **Brokerage Responsibilities**

Highlights of Livery Transport Bylaw Impacts for Stakeholders

Customers of Vehicles for Hire

- Upfront pricing option (if offered) will provide more convenience and price transparency for taxi customers; reduce fare anxiety
- All licensed livery drivers have similar safety and customer service requirements
- All new driver applicants must take either on-line or classroom training from The City, understanding City expectations for safety
- Rideshare vehicles will be more easily identifiable by company trade dress
- Increased safety as larger stretch limousines and their drivers will now have to meet City licensing and safety requirements



Drivers

- Safety and service expectations of drivers made consistent across sectors
- Easier to enter multiple sectors as a driver with one licence for both taxi and limo drivers; same training for all
- Plate renewal fees cannot be passed onto driver from plate holders
- Flexible vehicle marking requirements for taxis could reduce driver costs
- Once a year inspection requirement reduces costs
- Reduced driver's licence fees

Highlights of Livery Transport Bylaw Impacts for Stakeholders

New/Existing Taxi Plate holders

- Clarified requirements for all taxi plate holders
- Removed minimum driving hours per year for driver-plate holders
- Future taxi plate release process more efficient with electronic submission and selection
- Significantly reduced plate licence fees

Taxi Brokers

- Upfront pricing option available for taxis
- Increased flexibility in broker operating requirements and vehicle markings
- Reduced brokerage fees

TNC/rideshare

- TNC trade dress required; easier for rideshare customers to recognize company
- Subject to similar driver requirements to taxi and limo drivers
- Reduced TNC fees

Limousines

- Higher seating capacity limos subject to same licensing requirements as other limos
- Removal of specialized limousine category simplifies regulations
- Reduced brokerage fees

Background on Livery Fee Changes

A new fee schedule is provided in Schedule "B" of the Bylaw. 2021 fees continue to be frozen at 2019 fee levels. The proposed fees are for the last year of the One Calgary 2019-2022 Service Plan and Budget Cycle. The history timeline below illustrates recent fee changes approved for industry while the Fee Comparison Chart shows the dollar value and percentage change in proposed fees for 2022 compared to current levels.

History of Recent Fee Changes

Administration has frozen, reduced, or eliminated many livery fees over the past five years. The following timeline illustrates these changes over time.

2015 September 28	•Freeze fees at 2015 levels for 2016 – 2017 •Reduce Accessible Taxi Plate Licence fee from $877 to $220
2016 Feb 22	•New fee for Transportation Network Driver's Licence $220 •New fee for Transportation Network Company (TNC) $1753 •Reduce Taxi Driver Training fee from $745 to $300 •Reduce Taxi Plate Licence Transfer Application fee from $877 to $250 •Reduce Taxi Plate Licence Approval fee from $438 to $250
2016 Nov 28	•Maintain the 2017 fees at 2016 and increase the 2018 fees by four per cent
2017 March 20	•Elimination of the Accessible Taxi Plate Licence fee ($220)
2018 January	•Increase fees by four per cent over 2015
2018 April 23	•Elimination of the $141 Livery Vehicle Registration fee for taxis and limos •Inclusion of a TNC combined licence fee option following a one-year pilot
2019 May 27	•Freeze current licence fees until the completion of the LTS Bylaw review
2020 May 11	•Corporate pandemic relief package: Waive taxi and limousine driver licence fees; reduce taxi and limo plate licence fees by 50 percent (effective 2020 May 15 until 2021 May 14)

Summary of Proposed Fee Changes

The proposed fee schedule for 2022 is based on the Activity Based Costing methodology presented to Council in 2019 May as part of the recommendations of the Livery Fee Review report.

As can be seen in the **Fee Comparison Chart**, the following licence types will see the most significant reductions in fees:

- Taxi plate applicants (decrease of 72%) and plate licence fee and renewals (decrease of 46%)
- Limousine plate licence fee and renewals (decrease of 43%)

- A limousine or taxi driver will no longer need to obtain separate driver's licences under the new unified taxi driver's licence, saving them the cost of the licence and renewal fee to drive in two industries.

Fees are slightly reduced for company licences, as well as the driver's licence for taxi/limousine drivers and TNC drivers. Licence reinstatement and replacement fees have generally increased. Mechanic and Station (garage) fees have also increased however much less than originally proposed in 2019's Livery Fee Review.

New Fees

- Training fees will be charged for new driver applicants, regardless of sector, who have the option of either on-line or classroom driver training. On-line training for all drivers was made available temporarily at no charge in 2020, however fees need to be charged to sustain the program.

Fee Comparison Chart – Current and Proposed Fees

The following chart shows proposed fees for 2022 compared to current fees (frozen since 2019). Temporary fee reductions or waived fees approved for pandemic relief from 2020-2021 are not shown.

LICENCE TYPE	Current Fees	Proposed Fees	$ ADJ. +/-	% change
TAXI – Driver				
1st Licence/Renewal	141	135	-6	-4.3%
Replacement	39	50	+11	28.2%
Classroom Training	312	310	-2	-0.6%
Online Training	312	95	-217	-69.6%
Accessible endorsement	75	80	+5	6.7%
Police Check	55	55	0	0.0%
Licence Reinstatement	181	190	+9	5.0%
Licence Reinstatement (146(3))	377	400	+23	6.1%
Licence Reinstatement (146(2))	1260	1260	0	0.0%
TAXI - Plate				
Application	181	50	-131	-72.4%
1st Licence/Renewal	912	495	-417	-45.7%
Transfer Application	260	260	0	0.0%
Transfer Processing	260	260	0	0.0%
Replacement	75	75	0	0.0%
TAXI - Brokerage				
Application/1st Licence	1824	1725	-99	-5.4%
Renewal	1824	1725	-99	-5.4%
LIMO - Plate				
1st Licence/Renewal	731	415	-316	-43.2%
Replacement	50	50	0	0.0%
LIMO - Brokerage				
Application/1st Licence	1824	1725	-99	-5.4%
Renewal	1824	1725	-99	-5.4%

LICENCE TYPE	Current Fees	Proposed Fees	$ ADJ. +/-	% change
TNC - Driver				
1st Licence/Renewal	229	219	-20	-4.4%
Classroom Training	0	310	New Fee	
Online Training	0	95	New Fee	
Police Check	55	55	0	0.0%
Licence Reinstatement	181	190	+9	5.0%
Licence Reinstatement (Subsection 146(3))	377	400	+23	6.1%
Licence Reinstatement (Subsection 146(2))	1260	1260	0	0.0%
TNC - Brokerage				
Application/1st Licence	1824	1725	-99	-5.4%
Renewal	1824	1725	-99	-5.4%
INSPECTION STATION				
Application/1st Certificate	97	150	+53	54.6%
Renewal	181	180	-1	-0.6%
MECHANIC				
Application/1st Certificate	50	95	+45	90.0%
Renewal	97	95	-2	-2.1%
ADMIN				
Bylaw	5	5	0	0.0%
Inspection Forms (per package)	26	25	-1	-3.8%
Photocopy (per page)	1	1	0	0.0%
Meter Permit Fee	97	97	0	0.0%
NSF	50	50	0	0.0%

Proposed 2021 Special Tax Bylaw to Support the Enhanced Landscape Maintenance Program

RECOMMENDATION:

That the SPC on Community and Protective Services recommend that Council give three readings to the proposed 2021 Special Tax Bylaw (Attachment 2).

HIGHLIGHTS

- Council is required to pass a special tax bylaw each year to serve the communities who have chosen to participate in the Enhanced Landscape Maintenance (ELM) program.
- **What does this mean to Calgarians?** The special tax levy process was created to provide a self-funded mechanism for communities that desire an enhanced level of landscape maintenance around boulevards and parks.
- **Why does this matter?** 27 communities participate in the ELM program – 12 of them use a special tax levy to fund the program and require this bylaw to pass annually. The remaining 15 communities use encumbrances charged against property titles to support enhanced landscape maintenance or snow removal.
- The proposed 2021 Special Tax Bylaw (Attachment 2) contains no community changes from the Council-approved 2020 Special Tax Bylaw.
- In accordance with Section 382 of the Municipal Government Act (MGA), Council may pass a special tax bylaw to raise revenue for a specific service or purpose, including a boulevard tax.
- The available services include mowing and trimming; tree well and shrub bed maintenance; perennial and annual flowers; litter control; and snow removal.
- All 27 ELM communities have entered into a Landscape Maintenance Agreement or Pathways Snow Removal Agreement with The City of Calgary.
- In March 2020 Council passed a special tax bylaw (16M2020) to raise revenue for a specific service or purpose, including a boulevard tax and a recreational services tax.
- Strategic Alignment to Council's Citizen Priorities: A healthy and green city
- Previous Council Direction is included as Attachment 1.

DISCUSSION

The 2021 Special Tax Bylaw allows communities to generate funds through a special tax levy to enhance the landscape service beyond the standard level currently provided by Calgary Parks. There are 12 communities coming forward for approval in the city-wide special levy program in 2021 (Attachment 3). The majority of these communities use the special tax levy for enhanced maintenance of boulevards around streets and parks, with one community (McKenzie Lake) only using the levy for snow removal on pathways. An annual budget summary for these communities is provided as Attachment 3.

Calgary Parks has offered a process for the enhanced landscape maintenance of park spaces and boulevards in Calgary communities since 1996. The program was formalized in 2002, following an increase in community interest and Council support. Administration works with these communities each fall to determine if rates will be maintained, lowered or increased for the following year.

Special tax levies and the associated Landscape Maintenance Agreement or Pathways Snow Removal Agreement are established at the request of an organized community group such as a community association or Home Owners Association. This process allows communities to generate sufficient funds to facilitate additional park or other green-space maintenance services. With additional funding in place, these community groups may then enter into the ELM program to enhance the landscape maintenance of public boulevards and parks (for example with additional mowing and flower planting, or increased litter pick up) or provide additional snow clearing on City pathways beyond the standard level. A Landscape Maintenance Agreement or Pathways Snow Removal Agreement is established between The City and the participating ELM community – the contract elements identify the specific land involved, define mutual roles and responsibilities and describe a set of maintenance guidelines. Calgary Parks closely monitors the services performed by ELM communities and their contractors, ensuring The City remains accountable for the level of service provided and for the City land and assets where the enhanced maintenance is being undertaken.

Following a request from an organized community group to establish an enhanced maintenance program, The City guides the group through a comprehensive engagement process to confirm and establish a special tax levy for its homeowners. The community group petitions the property owners within the community and requires a two-thirds majority to proceed with the tax levy. Communities with approved special tax levies have annual notices sent to all impacted property owners to advise them of the proposed special tax, along with their right to petition against the special tax.

Participating communities are required to revisit their enrollment in the program by holding a public meeting and community vote every five years to confirm ongoing support for the special tax levy. A 50 per cent plus one simple majority of the property owners in attendance is required. If this is not attained, then a petition process must be followed whereby two-thirds of the community is required to support the cancellation of the special levy. The City liaises with the special tax levy communities throughout the year to support the residents in meeting their reporting obligations as per requirements of the ELM Program.

Calgary Parks provides direct oversight of the program and is The City liaison with Special Tax Levy communities. Program support is also provided by Calgary Roads and Law, with other Community Services business units providing support as required.

STAKEHOLDER ENGAGEMENT AND COMMUNICATION (EXTERNAL)

☒ Public Engagement was undertaken

☐ Public Communication or Engagement was not required

☐ Public/Stakeholders were informed

☐ Stakeholder or customer dialogue/relations were undertaken

Property owners are engaged by their community through an initial community petition to establish the state of readiness and availability of resources for the special tax levy process. Once the special tax levy is in place, residents receive annual written notification and have further opportunity to review the program prior to the five-year renewal vote as described above. The City also liaises with special tax levy communities throughout the year as required.

IMPLICATIONS

Social

Community based landscape maintenance programs enhance the liveability of neighbourhoods and encourage collaboration, connection and community pride among residents. Local volunteers administer the program within their neighbourhood with guidance from the Parks liaison and as a result are building community capacity, connectivity and their own confidence as local leaders.

Environmental

Landscape maintenance programs incorporate The City's best practices of water management, pest and turf management to support biodiversity within Calgary's urban ecosystem and support The City of Calgary's Environmental Policy (UCS2012-0144) and the Climate Resilience Strategy and Action Plans (UCS2018-0688).

Economic

High quality park space favourably impacts the image and economy of Calgary and is associated with indirect benefits including increased land values and tax revenues. The 12 participating communities all hire local landscaping or snow removal companies to execute the work and purchase plants and supplies from local greenhouses.

Service and Financial Implications

Existing operating funding – Base ($0)

There are no operating budget implications as ELM communities receive an annual operating grant from The City which matches the baseline level of service that Calgary Parks would provide for landscape maintenance in the community.

Participating communities are eligible to request an annual inflationary increase of up to three per cent through the special tax levy process. The 2021 Special Tax Bylaw – Annual Budget Summary (Attachment 3) identifies the three per cent inflationary requests that were received from Christie Park and Hawkwood. Communities with an operating surplus from a prior year may lower their tax levy rate until the surplus is depleted. Total revenue for the 2021 Special Tax Bylaw is approximately $1.67 million. Further details are outlined in the annual budget summary (Attachment 3).

RISK

The provisions within the Enhanced Landscape Maintenance Agreement or Pathways Snow Removal Agreement between The City and each community or homeowners association mitigate the associated risks to The Corporation. The overall Enhanced Maintenance Program Review recommendations, approved by Council, further mitigate risks by having improved clarity, consistency, and communication around the program.

ATTACHMENTS

1. Previous Council Direction
2. Bylaw Number 14M2021
3. 2021 Special Tax Bylaw – Annual Budget Summary

Department Circulation

General Manager	Department	Approve/Consult/Inform
Jill Floen	Law	Consult

Previous Council Direction

Date	Reference	Overview
2020 March	**CPS2020-0296** 16M2020	Council passed a special tax bylaw to raise revenue for a specific service or purpose, including a boulevard tax and a recreational services tax. This included changes to the proposed ancillary costs to address what participating communities have conveyed regarding insufficient funding to administer their program within the current maximum allowable administration fee.
2019 April 8	**CPS2019-0447** 18M2019	Council passed a special tax bylaw to raise revenue for a specific service or purpose, including a boulevard tax and a recreational services tax. In 2019, 12 communities have confirmed their desire to continue participating in the program.
2018 March 19	**CPS2018-0250** 16M2018	Council passed a special tax bylaw to raise revenue for a specific service or purpose, including a boulevard tax and a recreational services tax. In 2018, Calgary Parks will no longer be offering to be the landscape provider in these enhanced communities and will be transitioning the landscape service provisioning to the communities to manage. All the existing communities that previously had Calgary Parks perform maintenance have received a service cancellation letter prior to the end of their landscape service agreements.
2017 April 05	**CPS2017-0338** Proposed 2017 Special Tax Bylaw 20M2017	Council passed a special tax bylaw to raise revenue for a specific service or purpose, including a boulevard tax. 12 communities confirmed their continued participation in the program.
2016 April 06	**CPS2016-0262** 24M2016	Council passed a special tax bylaw to raise revenue for a specific service or purpose, including a boulevard tax. The Edgemont community has undergone the process to be considered for the program in 2016 and the proposed bylaw and map for Edgemont is included in the Attachment. In support of the 2016 special tax for the Landscape Enhancement & Appreciation Fund (LEAF) special tax, members of the Edgemont community acquired the signatures of more than two-thirds of the property owners who will be liable to pay

Date	Reference	Overview
		the LEAF Tax. A petition opposing the LEAF Tax was also circulated in the Edgemont community; however, the petition did not secure the number of signatures required to prevent the LEAF Tax from being considered by this Committee and Council.
2016 March 02	**CPS2016-0199** Proposed 2016 Special Tax Bylaw 19M2016	Council passed a special tax bylaw to raise revenue for a specific service or purpose, including a boulevard tax. The report provided an update on 2015 activities, the process, and requests three readings of the proposed 2016 Special Tax Bylaws for participating communities. 10 communities have confirmed their continued participation in the program.
2015 April 13	**CPS2015-0327** Proposed 2016 Special Tax Bylaw 19M2015	Council passed a special tax bylaw to raise revenue for a specific service or purpose, including a boulevard tax.

Previous Council Direction related to Special Tax Levy bylaw

Date	Reference	Overview
2017 March 13	**CPS2017-0210** Calgary Parks Enhanced Maintenance Program Review	City Council approved several principles and recommendations resulting from Calgary Parks' review of the ELM Program. The three main themes of the review were to: • Improve Communication • Improve Clarity • Improve Consistency These amendments have either been completed or are currently being implemented in order to improve communications, consistency, and clarity around the ELM Program.
2016 November 02	**CPS2016-0869** Calgary Parks Enhanced Horticulture Evaluation	Administration was directed to continue the banner / flower pilot program to further explore modest floral horticultural improvements in local parks and open spaces city-wide. All enhanced communities spend a significant percentage of their additional enhancement funds on

Date	Reference	Overview
		flowers. There is a ten-fold difference in cost and investment between the two levels of maintenance.
2016 March 02	**CPS2016-0198** Calgary Parks Proposed Enhanced Maintenance Program Review	Administration has completed a review of the ELM Program using the following framework: define scope, assess current state, develop program options, and report back.
2009 February 10	**Bylaw CSPS007** Enhanced Maintenance Agreement and Infrastructure Agreements amendment	This policy is a tool used for the development industry (landscape architects, engineers, consultants, Resident and Community Associations) for the management and administration of enhanced park features -Optional Amenities. More specifically addresses the issues of lifecycle, on-going maintenance, financial concerns and legal implications. This policy also addresses the need for consistent administration of Maintenance Agreements and Special Tax Levies and operates as a manual for both Residents and Community Associations affected.
2009 January 07	**CPS2009-05** Special Tax Levy Bylaw – Amendment	An amendment to the voting procedure to the Parks Special Tax Levy Policy. The proposed changes allow for the vote every 5 years, continuing with or eliminating the Special Tax Levy, to take place at the AGM, rather than a separate mail out vote. The communities feel that this will be more cost effective and easier to administer.
2008 November 24	**NM2008-51** Notice of Motion: Enhanced Landscape Maintenance and Infrastructure Agreements – Special Tax Levy	Notice of Motion directing Administration to prepare an amended policy to include a vote to occur every 5 years to continue in the agreement with 50% +1.
2004 September 1	**CPS2004-61** Enhanced Landscape Maintenance and Infrastructure Agreements – Proposed Amendments	This agreement was created as a template for all future agreements. This was a revision of CPS2003-09 based on feedback given in Stakeholder Workshops held with Residents and Community Associations.

Date	Reference	Overview
2003 March 03 2003 February 05	**CPS2003-09** Enhanced Community Features and Passive Space in New Communities	Development of consistent City policy for the funding (i.e. capital, operations and maintenance) of enhanced features and green space that are incorporated into new communities.
2002 July 22	**NM2002-39**	Council directed Administration to bring forward recommendations through the Calgary Planning Commission for a consistent City policy for approval of new communities planning to incorporate enhanced features and green space that would address initial funding and funding after the development has been Final Acceptance Certificate (FAC'd).
2002 July 02 2002 June 19	**CPS2002-50** Enhanced Landscape Maintenance and Infrastructure Agreements	The proliferation of requests for Special Tax Levies and various kinds of maintenance agreements to facilitate enhanced landscape maintenance and infrastructure requires a review of the current City administrative policy and procedures. It was recommended that the use of Special Tax Levies for enhanced services they should be restricted to only enhanced boulevard and landscape maintenance. Administration was requested to develop consistent corporate policies and procedures and template for the use of Special Tax Levies (Enhanced Maintenance Agreement, Infrastructure Agreements and Optional Amenities Agreements). Administration was requested to reviewed the continued use of Special Tax Levies, upon completion of a comprehensive Community Policy and a review of sustainability and funding alternatives available to facilitate desired levels of Park maintenance on a City-wide basis.
2002 April 08	**C2002-21** Follow Up Report to FB2002-15, Christie Park Petition (pg. 130 - 133)	The program was formalized in 2002, following an increase in community interest and Council support. The City recognized a need to review current guidelines governing our administration of these programs and bring forward to Council. The report will detail The City's role in these programs and provide new guidelines for inception and administration.
2002 March 05	**FB2002-15** 2002 Special Tax Bylaws (Boulevard Maintenance)	This report provided approval to continue the "special tax" for the boulevard maintenance programs in Christie Park, Patterson Hills, Citadel, Diamond Cove and Douglasdale. To establish a new "special tax" for

Date	Reference	Overview
	(pg.27 - 31) Bylaw 11M2002, 12M2002, 13M2002, 14M20002, 15M2002, 16M2002	boulevard maintenance for the community of Douglas Glen.
1996 February 26	**FB96-04** Christie Estates Special Tax Bylaw Evaluation (pg.31) Bylaw 19M96	Christie Estates Special Tax Bylaw Evaluation (19M96) Authorized the imposition of a 1996 Boulevard tax for the community of Christie Estate; & accept the report on the Christie Estate Project & approve procedures & process for future processing of the Special Tax Provisions of the Municipal Government Act MGA. Christie Estates Special Tax Bylaw is an alternative method to generate operating funds for the enhancement of community parks and green spaces. In accordance with Section 382 of the MGA, a Council may pass a special tax bylaw to raise revenue to pay for a specific service or purpose, including a boulevard tax. Administration provides reports on special tax bylaws on an annual basis, with the most recent report.

BYLAW NUMBER 14M2021

BEING A BYLAW OF THE CITY OF CALGARY FOR A 2021 SPECIAL TAX BYLAW FOR COMMUNITIES IN THE CITY OF CALGARY

*** ***

WHEREAS Section 382(1) of the *Municipal Government Act* (R.S.A. 2000, c. M-26) authorizes a municipality to pass a special tax bylaw annually to raise revenue for a special service or purpose;

AND WHEREAS the residents of various communities within the City of Calgary have requested that a special tax be imposed on homeowners in these communities to raise funds to provide for enhanced maintenance of boulevards and parks and snow removal on pathways.

NOW THEREFORE THE COUNCIL OF THE CITY OF CALGARY ENACTS AS FOLLOWS:

1. This Bylaw may be cited as the “2021 Special Tax Bylaw”.

2. This Bylaw is enacted for the sole purpose of raising revenue to provide for the costs of and ancillary to the enhanced maintenance of boulevards and parks in specific communities and snow removal on pathways in the community of McKenzie Lake.

3. The areas of the municipality that will benefit from the services described in this Bylaw are identified in the maps attached hereto as Schedules “1-12" (the “Schedules”).

4. The budgeted costs for the services provided to each benefitting community are set out in the attached Schedules.

5. A tax for the year 2021 shall be imposed on each parcel of residential land benefitting from this Bylaw at the rates set out in the attached Schedules.

6. The use of the funds described in paragraph 2 shall be contingent on each of the benefitting communities entering into any agreements with The City of Calgary that are necessary to carry out The City of Calgary’s auditing requirements and procedures.

7. The attached Schedules form part of this Bylaw.

8. This Bylaw comes into force on the day it is passed.

READ A FIRST TIME THIS ____ DAY OF _____, 2021.

READ A SECOND TIME THIS ____ DAY OF _____, 2021.

READ A THIRD TIME THIS ____ DAY OF _____, 2021.

_____
MAYOR
SIGNED THIS ___ DAY OF _____, 2021.

_____
CITY CLERK
SIGNED THIS ___ DAY OF _____, 2021.

Text for Discussion

CHRISTIE PARK

SCHEDULE 1

2021 Budget	2021 Tax Levy
$48,183	$103.62

ISC:UNRESTRICTED

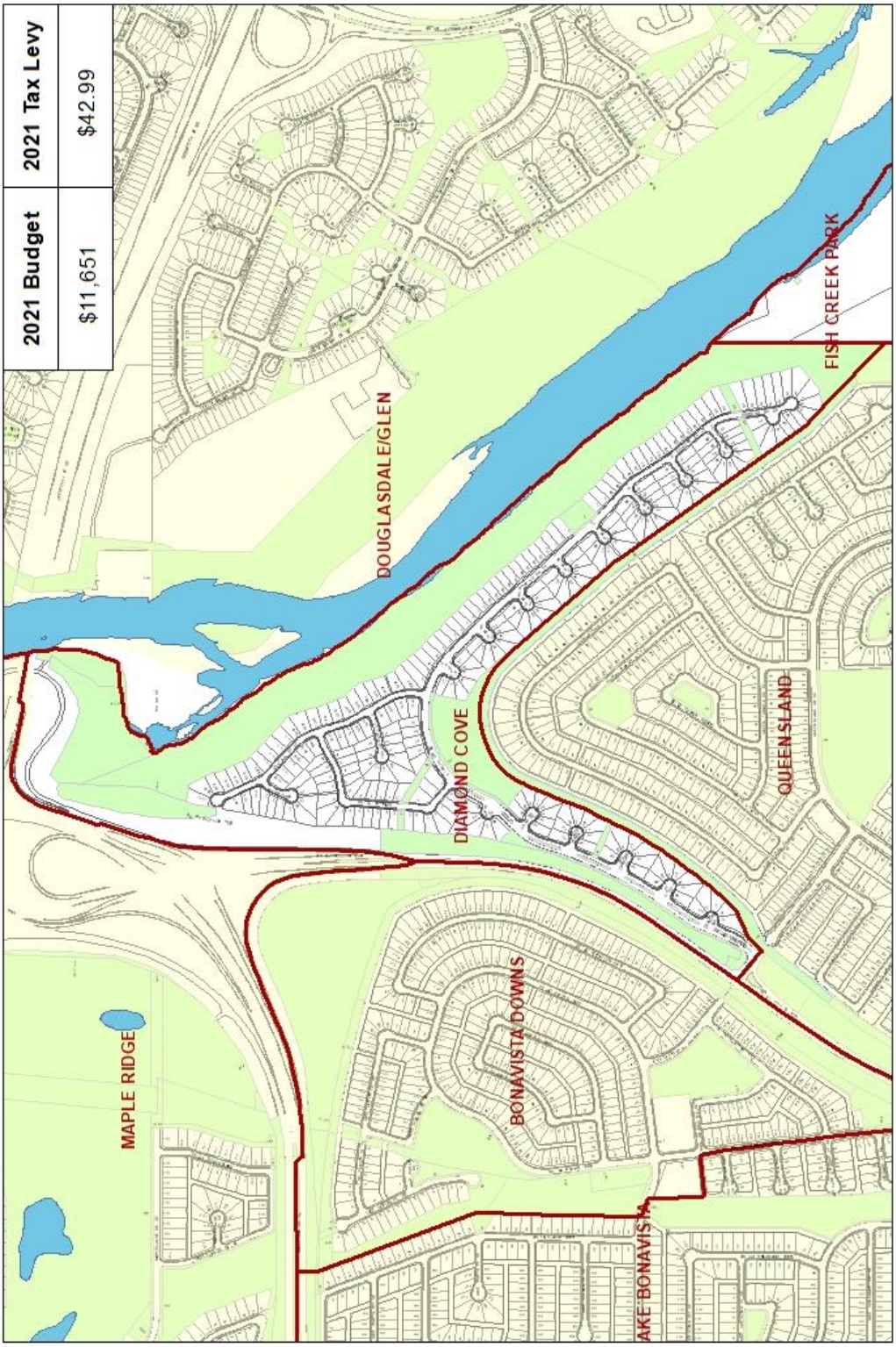
2021 Budget	2021 Tax Levy
$232,785	$66.95

ISC:UNRESTRICTED

DIAMOND COVE

SCHEDULE 3

2021 Budget	2021 Tax Levy
$11,651	$42.99



Calgary

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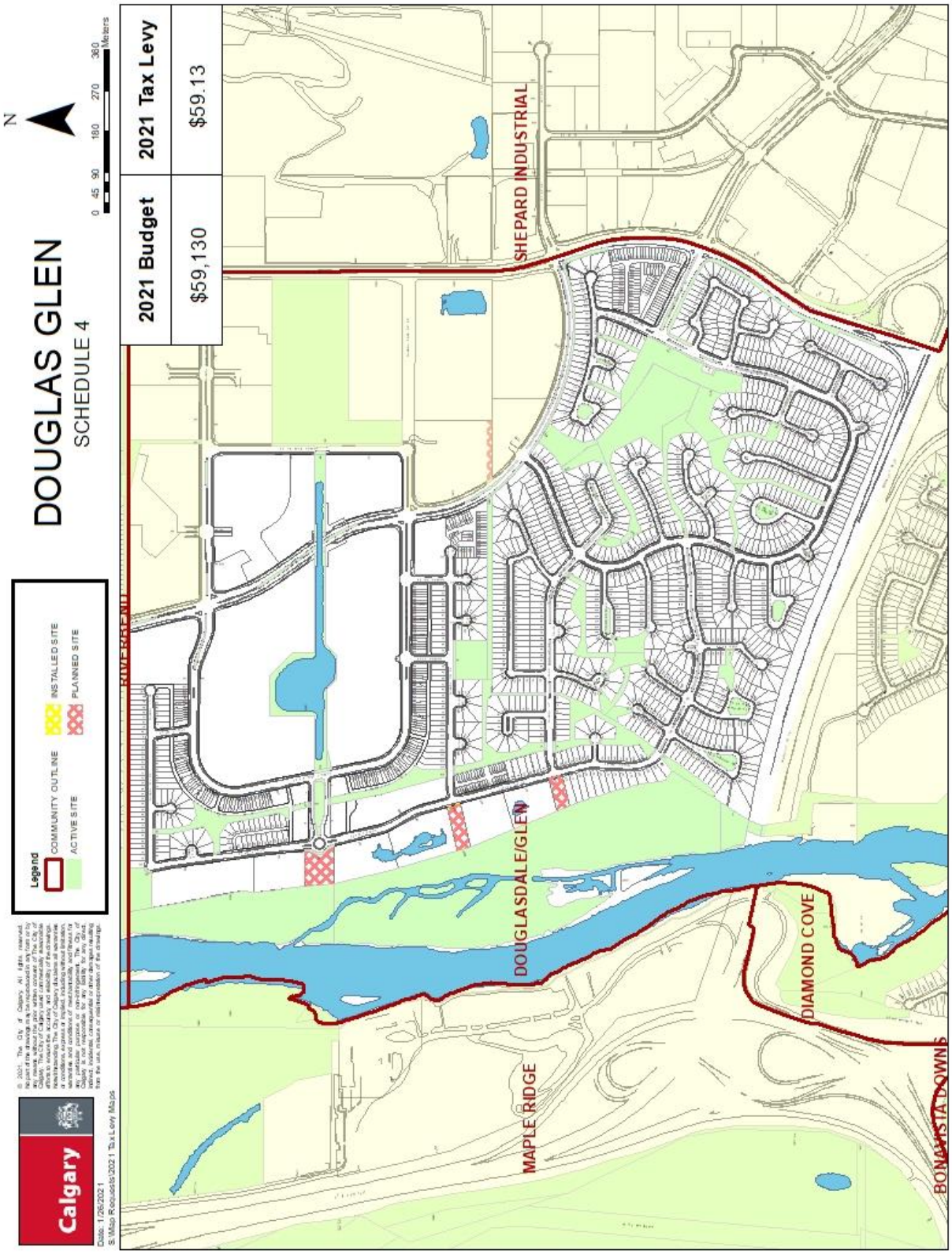
Date: 1/26/2021
S:\Map Requests\2021 Tax Levy Maps

ISC:UNRESTRICTED



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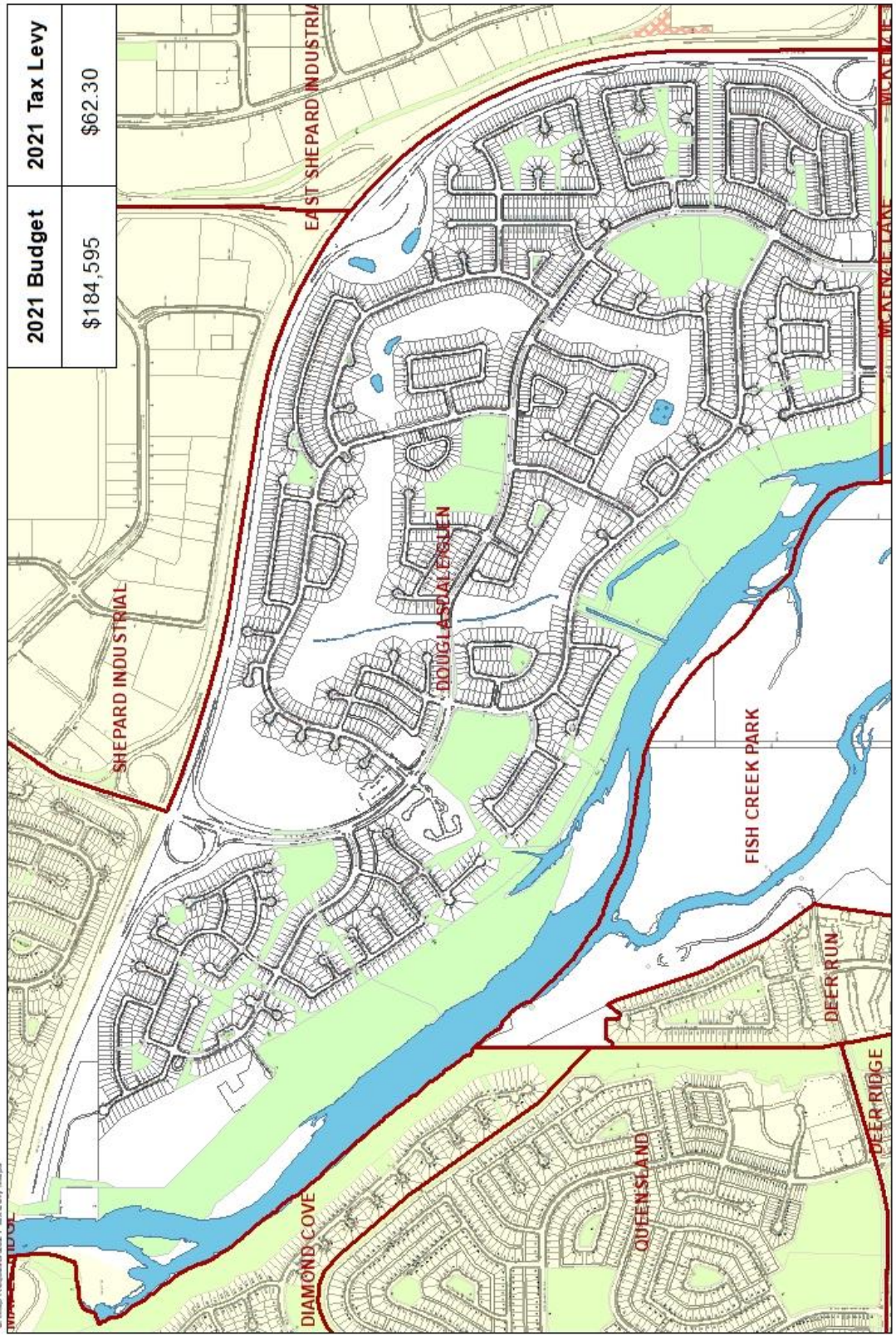
DOUGLASDALE

SCHEDULE 5

2021 Budget	2021 Tax Levy
$184,595	$62.30



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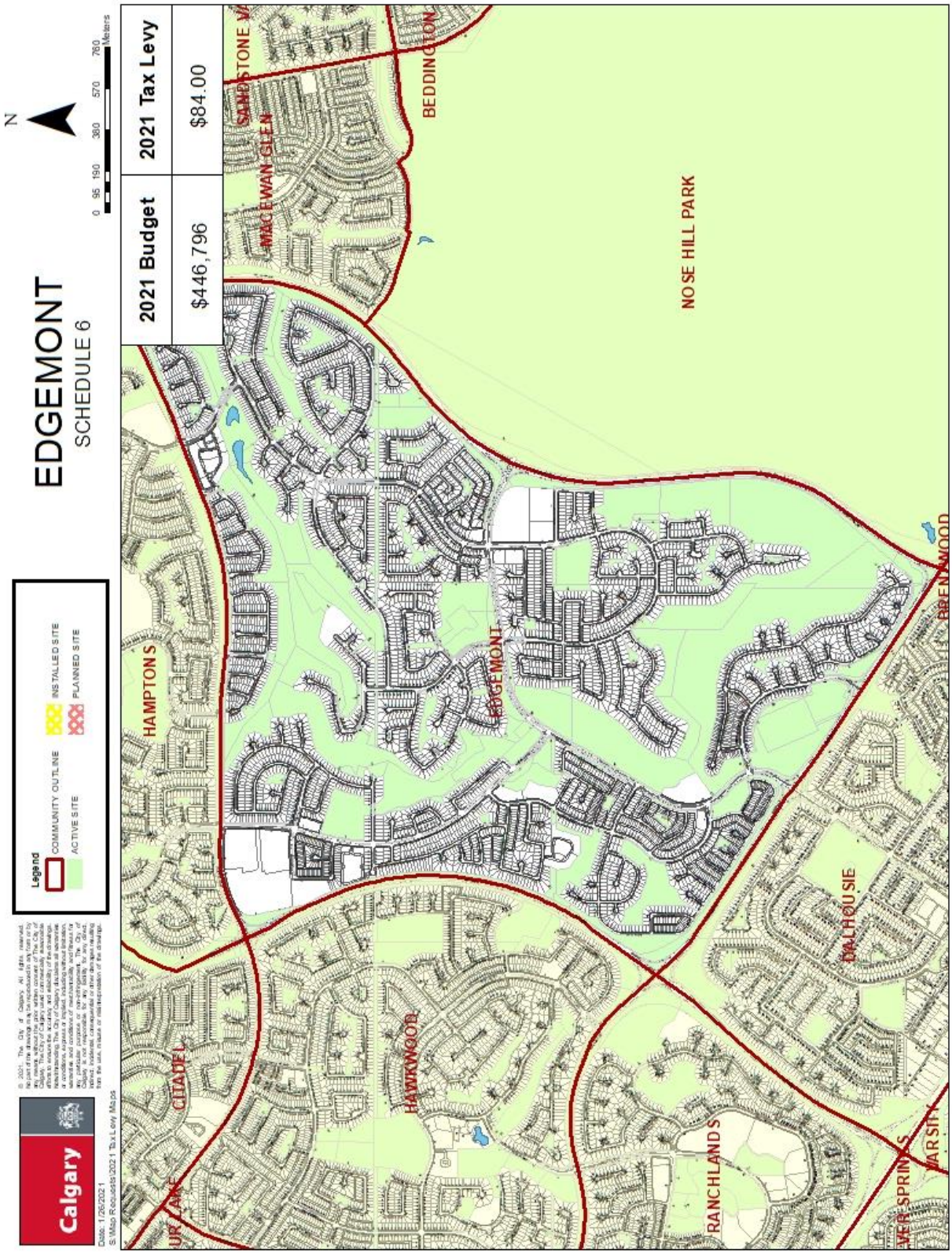
EDGEMONT
SCHEDULE 6

2021 Budget	2021 Tax Levy
$446,796	$84.00



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HAWKWOOD

SCHEDULE 7

2021 Budget	2021 Tax Levy
$211,240	$67.64

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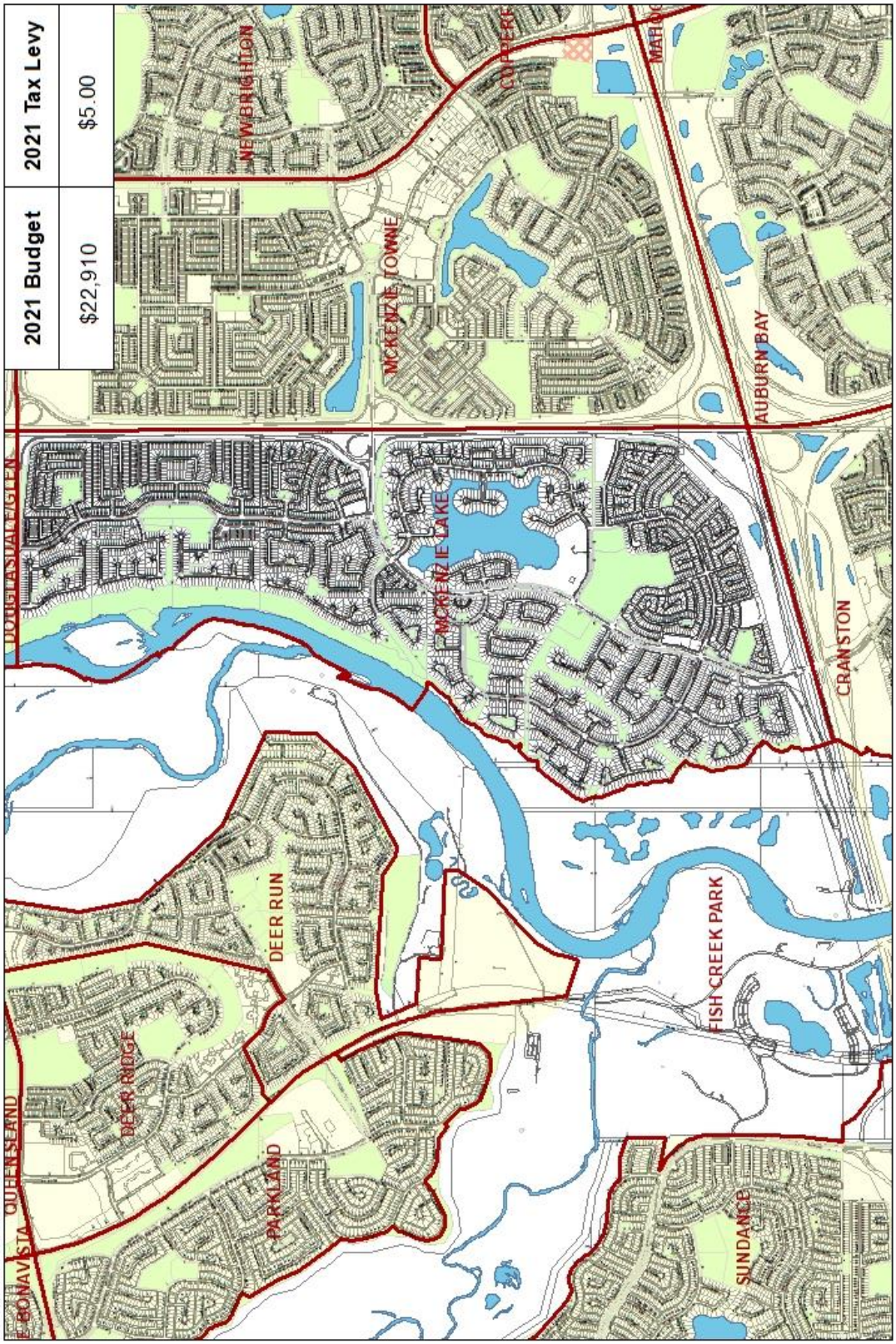
MCKENZIE LAKE

SCHEDULE 8

2021 Budget	2021 Tax Levy
$22,910	$5.00



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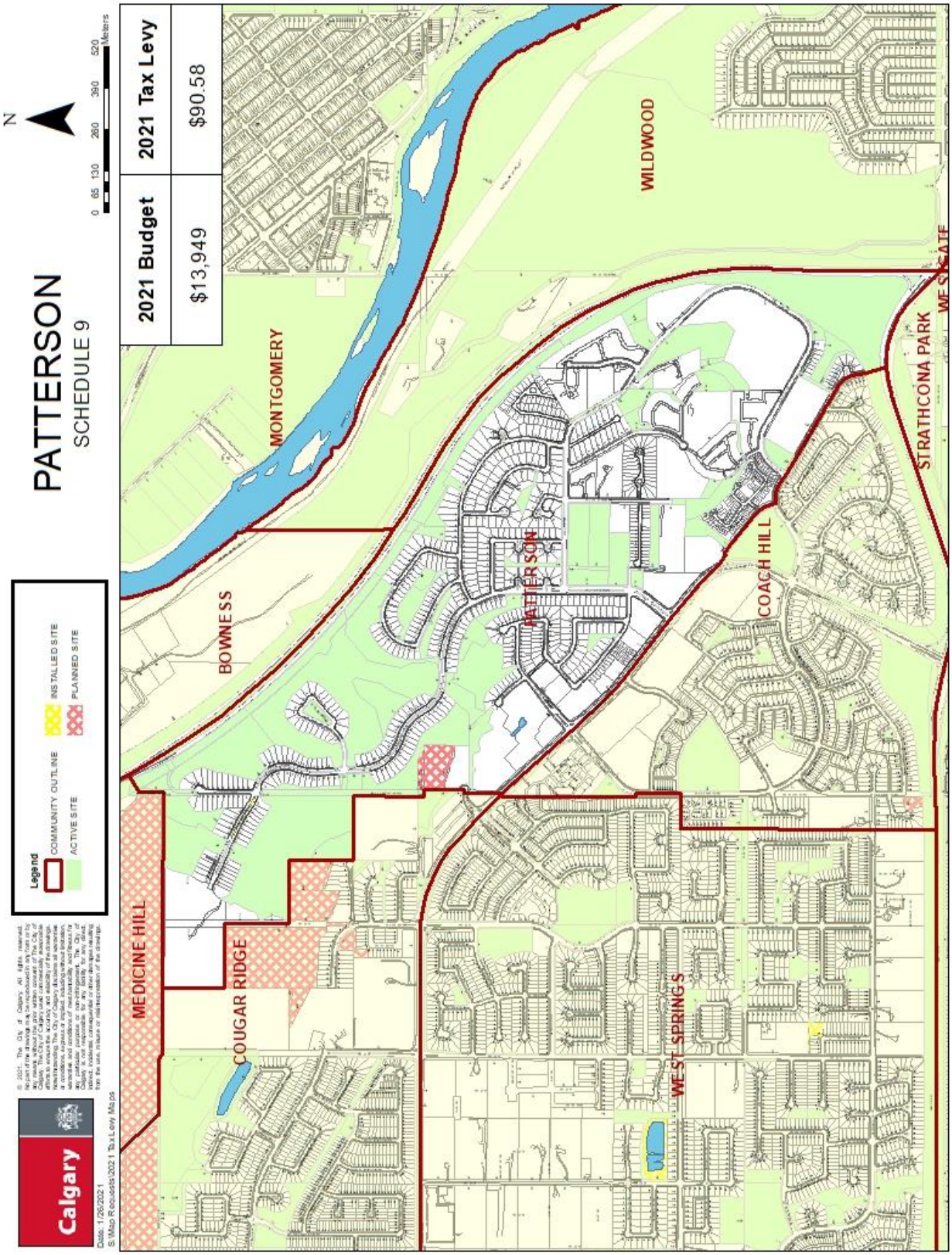
PATTERSON
SCHEDULE 9

2021 Budget	2021 Tax Levy
$13,949	$90.58



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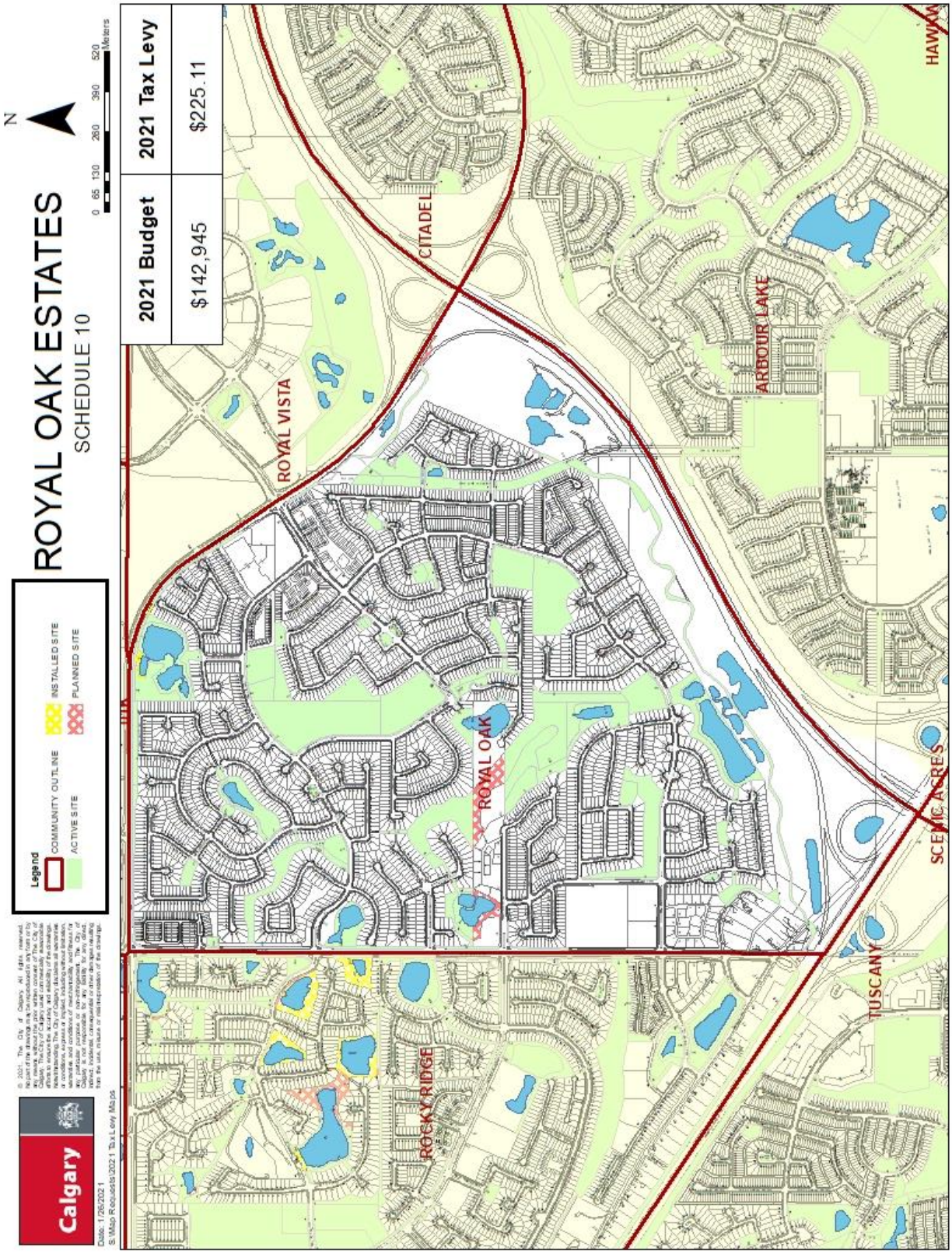

2021 Budget	2021 Tax Levy
$142,945	$225.11

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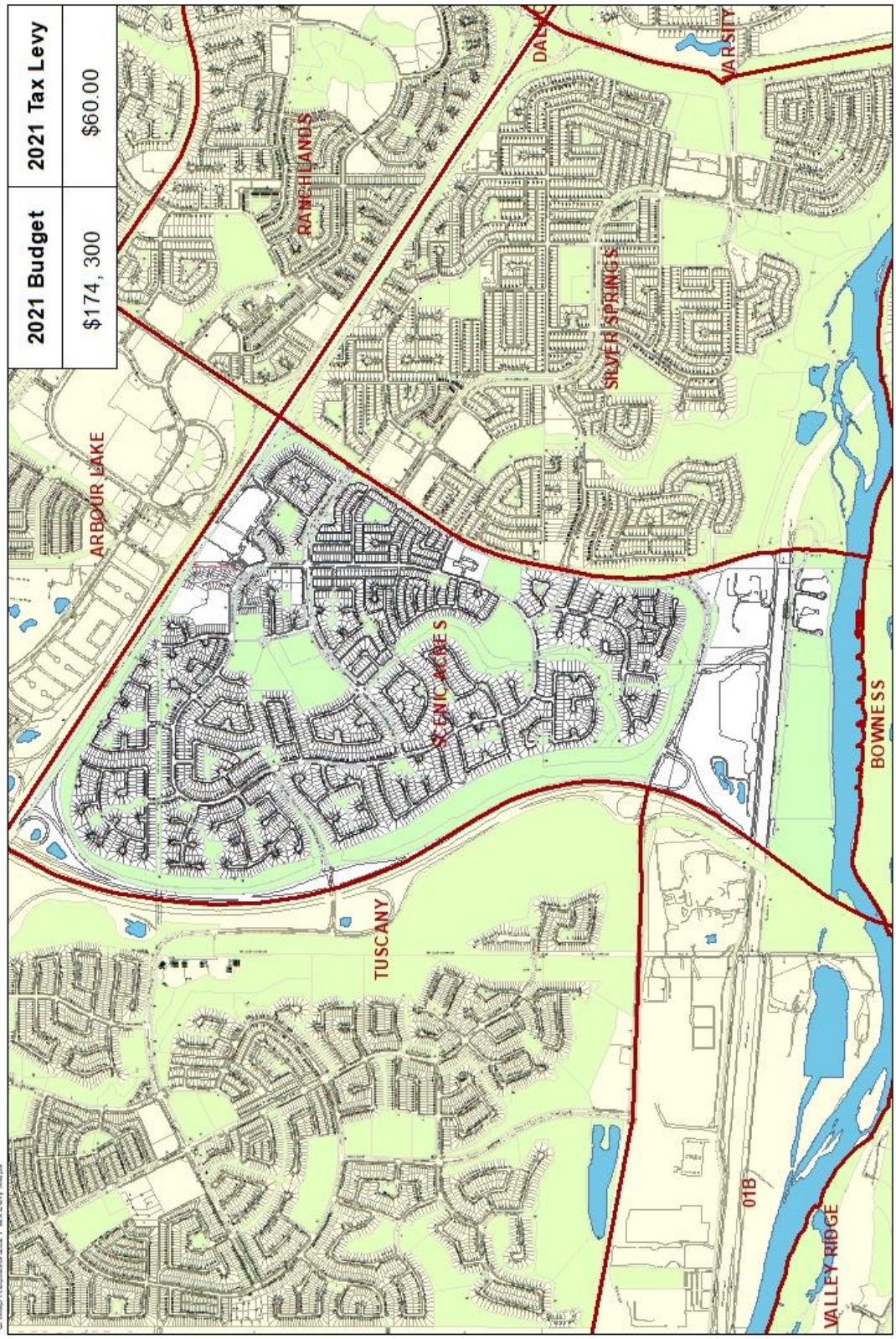
SCENIC ACRES

SCHEDULE 11

2021 Budget	2021 Tax Levy
$174, 300	$60.00



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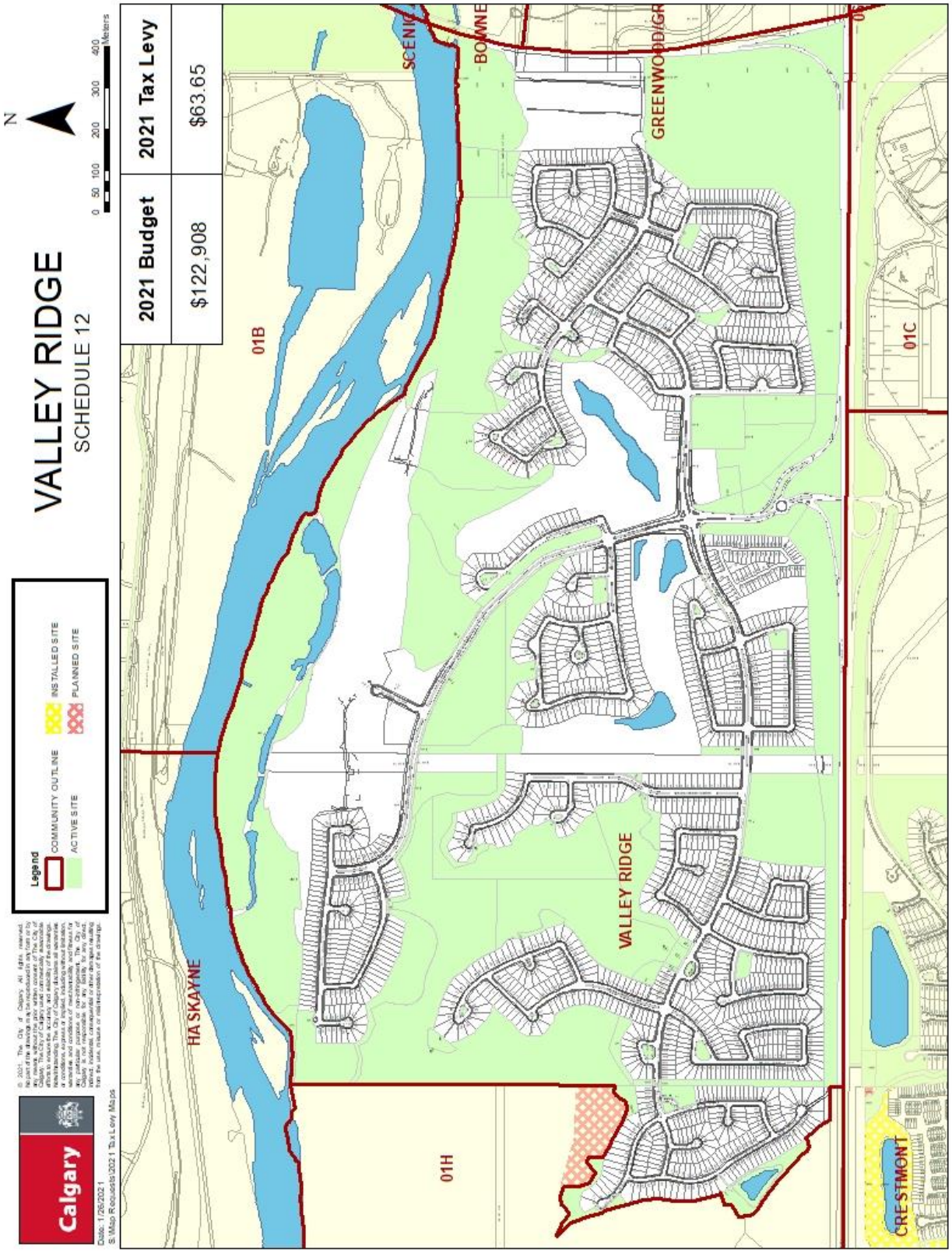
VALLEY RIDGE

SCHEDULE 12

2021 Budget	2021 Tax Levy
$122,908	$63.65



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2021 Special Tax Bylaw – Annual Budget Summary

Community	First Year of Tax Levy	Ward	2020 Tax Levy	2020 Special Taxes Collected	2021 Levy Increase/ Decrease	2021 Tax Levy	2021 Property Count	2021 Budget
Christie Park	1996	6	$100.60	$46,779	3%	$103.62	465	$48,183
Citadel	2000	2	$66.95	$232,785	0%	$66.95	3477	$232,785
Diamond Cove	1999	14	$42.99	$11,651	0%	$42.99	271	$11,651
Douglas Glen	2002	12	$59.13	$59, 130	0%	$59.13	1000	$59,130
Douglasdale	2000	14	$62.30	$184,595	0%	$62.30	2963	$184,595
Edgemont	2016	4	$84.00	$446,796	0%	$84.00	5319	$446,796
Hawkwood	2005	2	$65.67	$205,087	3%	$67.64	3123	$211,240
McKenzie Lake*	2006	14	$5.00	$22,910	0%	$5.00	4582	$22,910
Patterson	1999	6	$90.58	$13,949	0%	$90.58	154	$13,949
Royal Oak	2011	1	$225.11	$142,945	0%	$225.11	635	$142,945
Scenic Acres	2013	1	$60.00	$174,300	0%	$60.00	2905	$174,300
Valley Ridge	2009	1	$63.65	$122,908	0%	$63.65	1931	$122,908
Total				**$1,663,835**			**26,825**	**$1,671,392**

*McKenzie Lake only collects funds for snow removal

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2021 Budget	2021 Tax Levy
$232,785	$66.95

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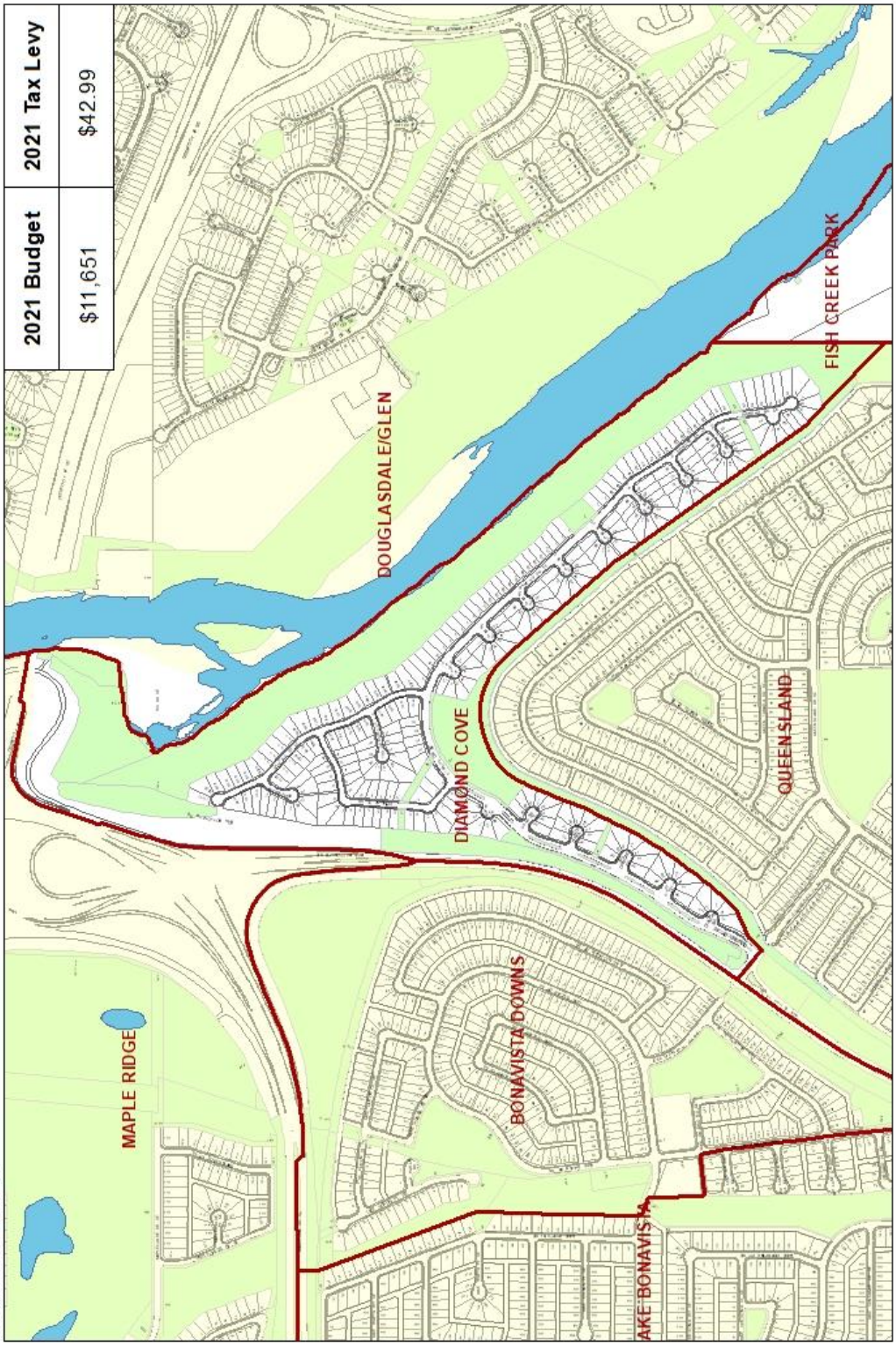
DIAMOND COVE

SCHEDULE 3

2021 Budget	2021 Tax Levy
$11,651	$42.99



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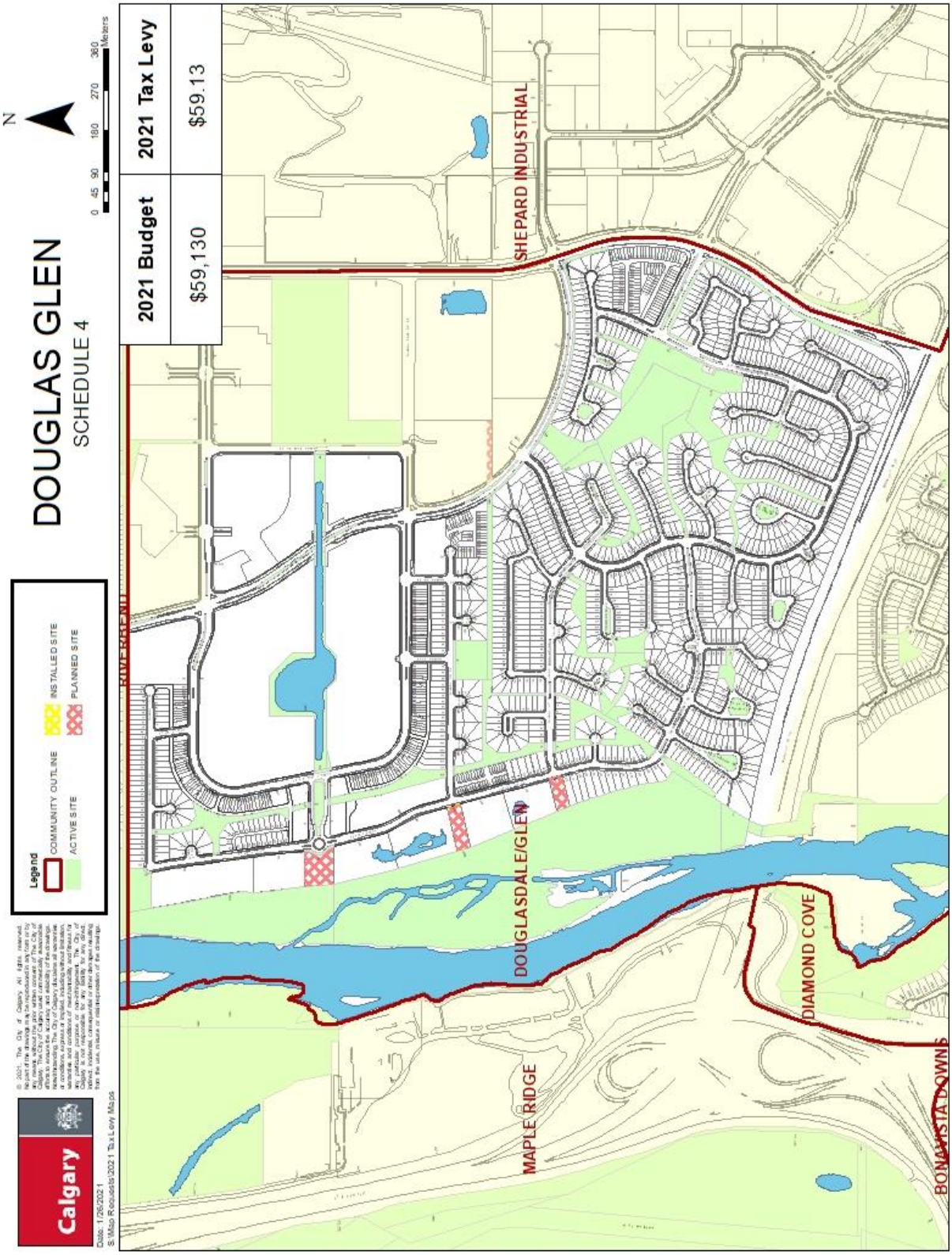

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DOUGLASDALE

SCHEDULE 5

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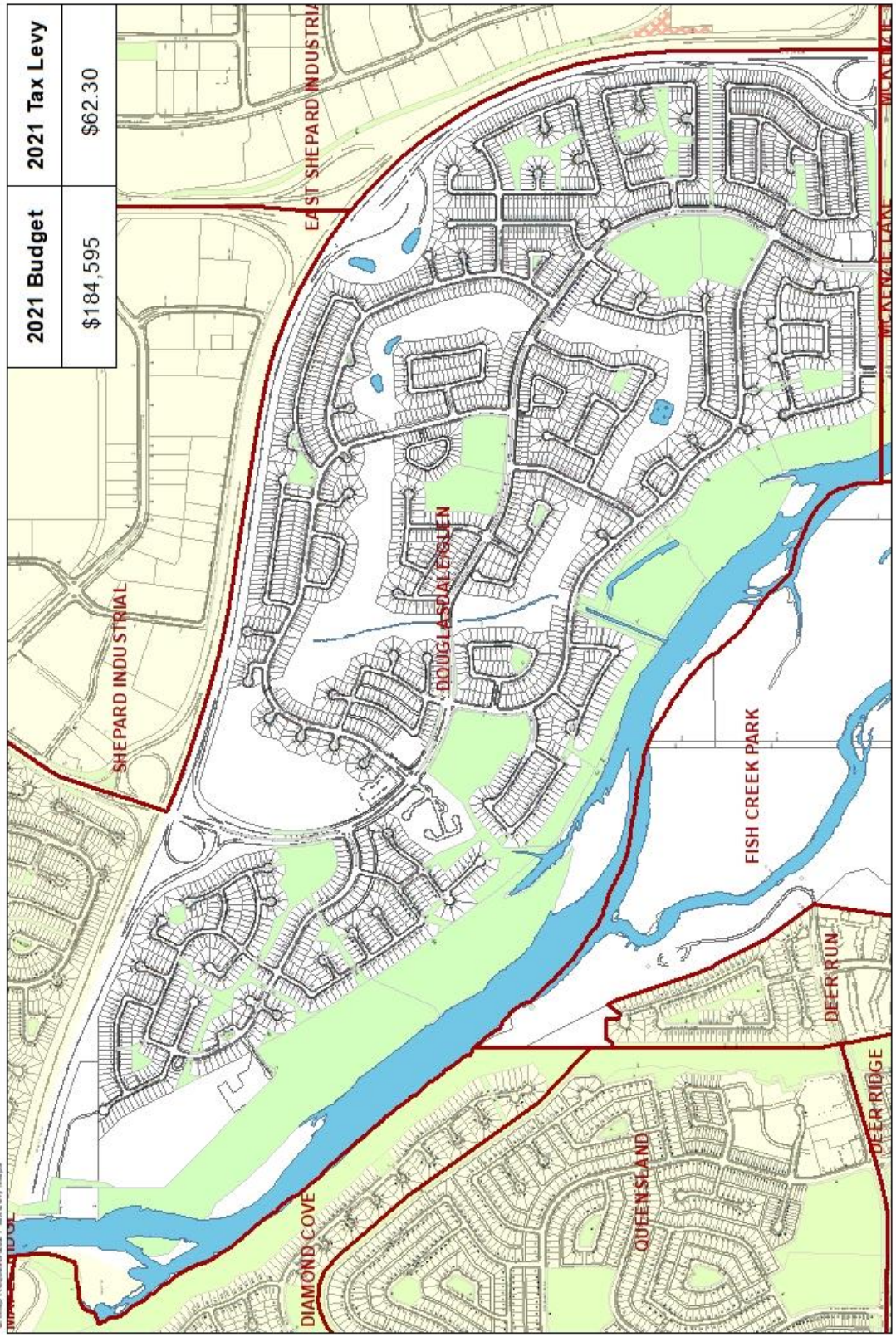

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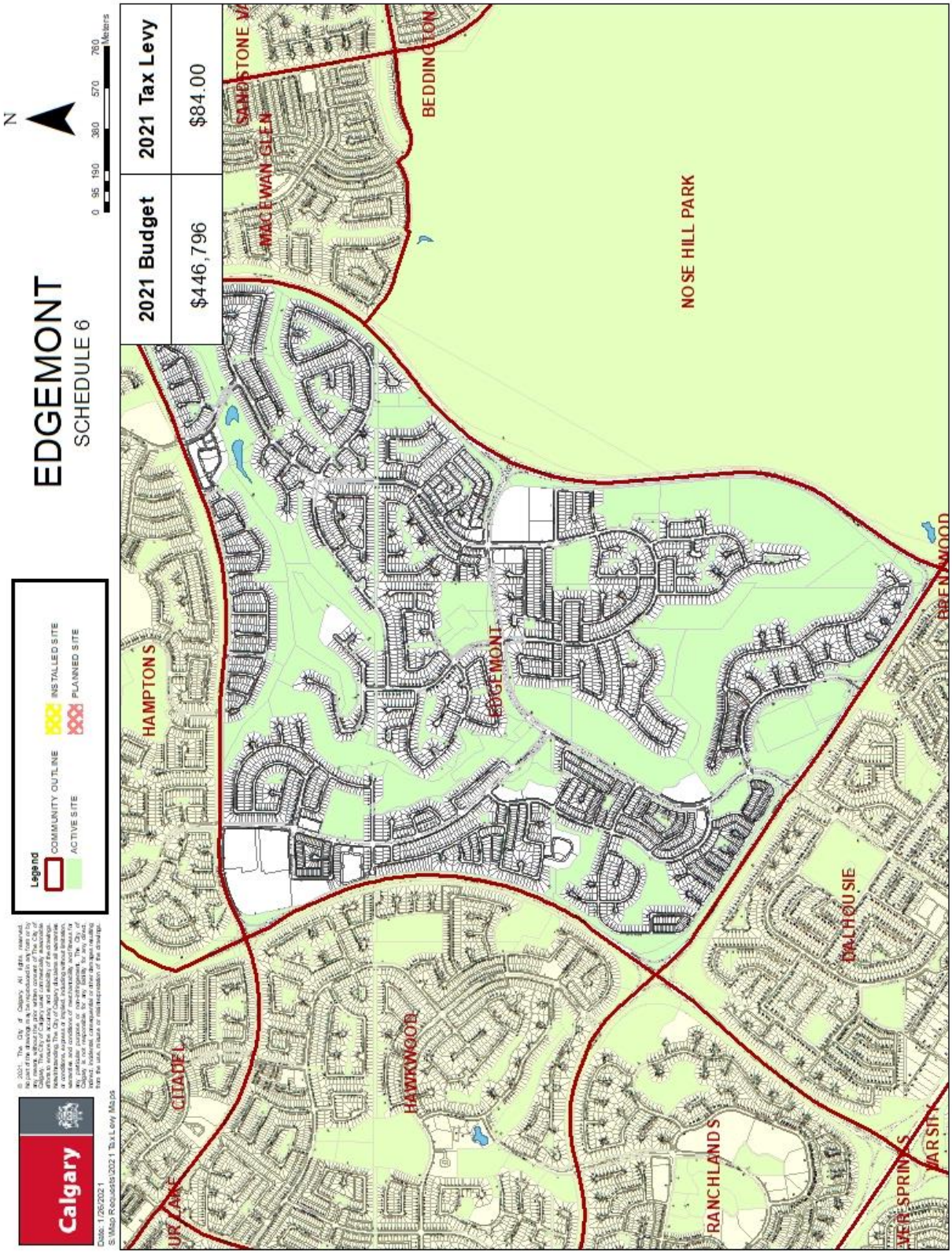

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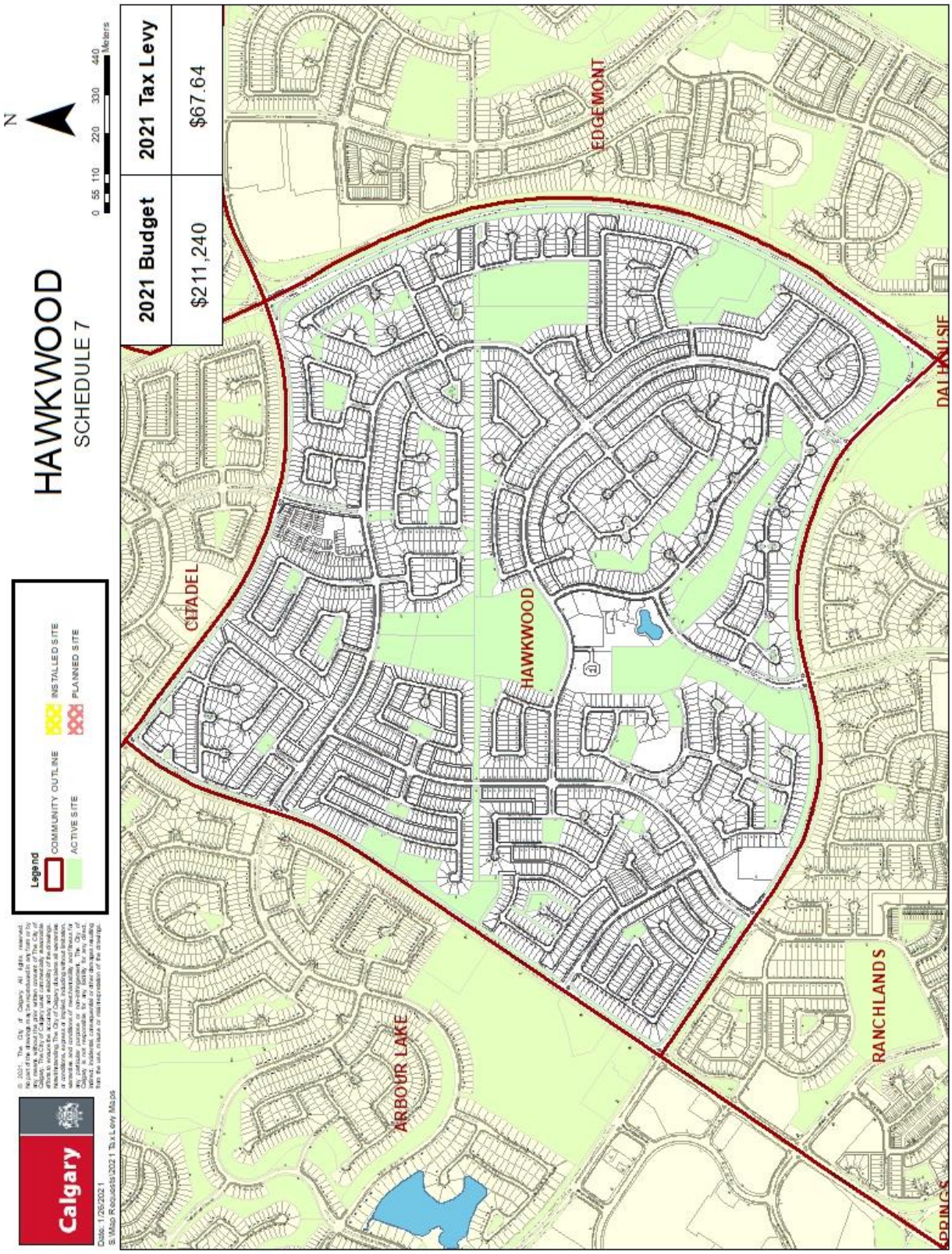

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MCKENZIE LAKE

SCHEDULE 8

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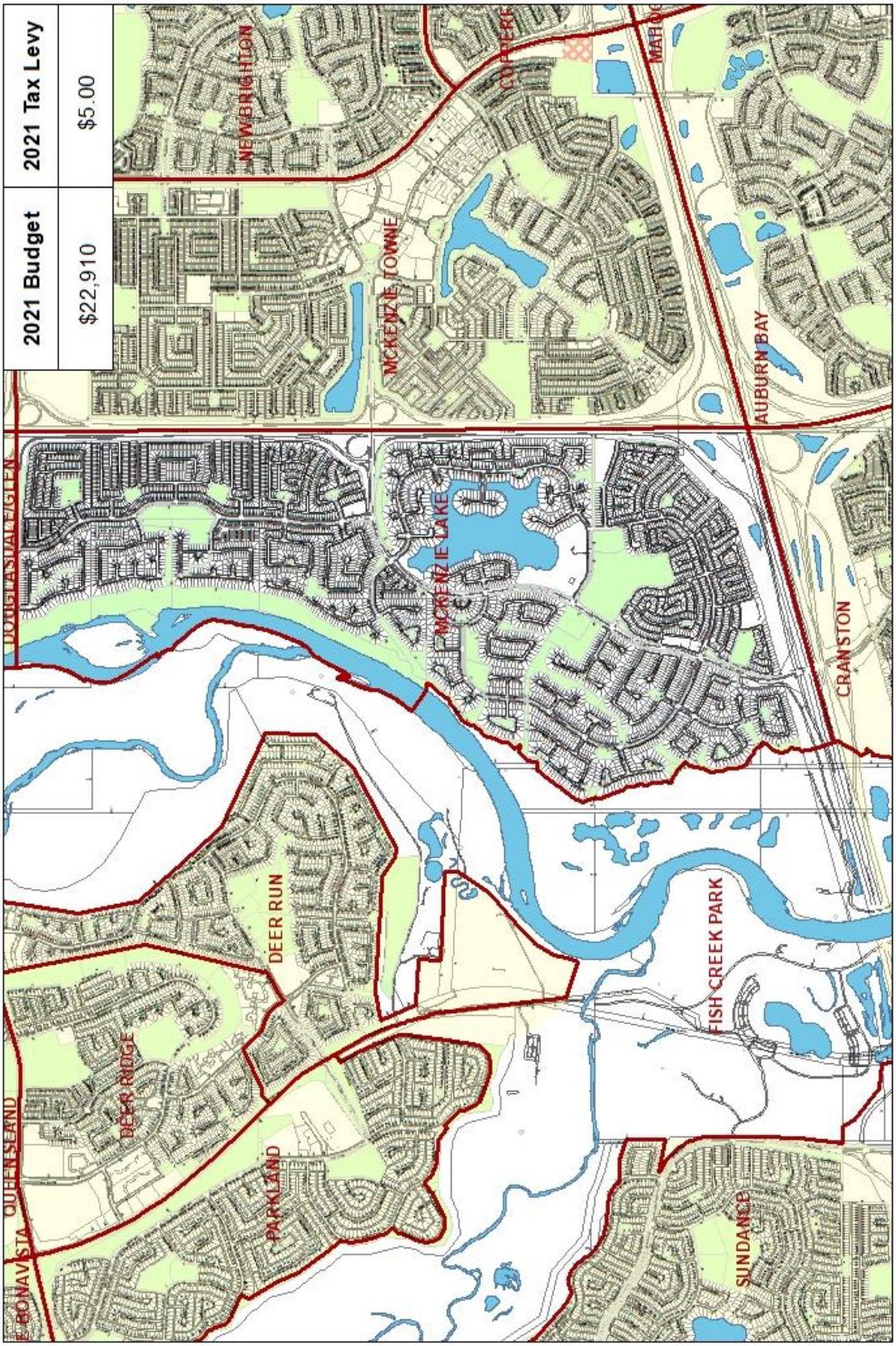

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PATTERSON
SCHEDULE 9

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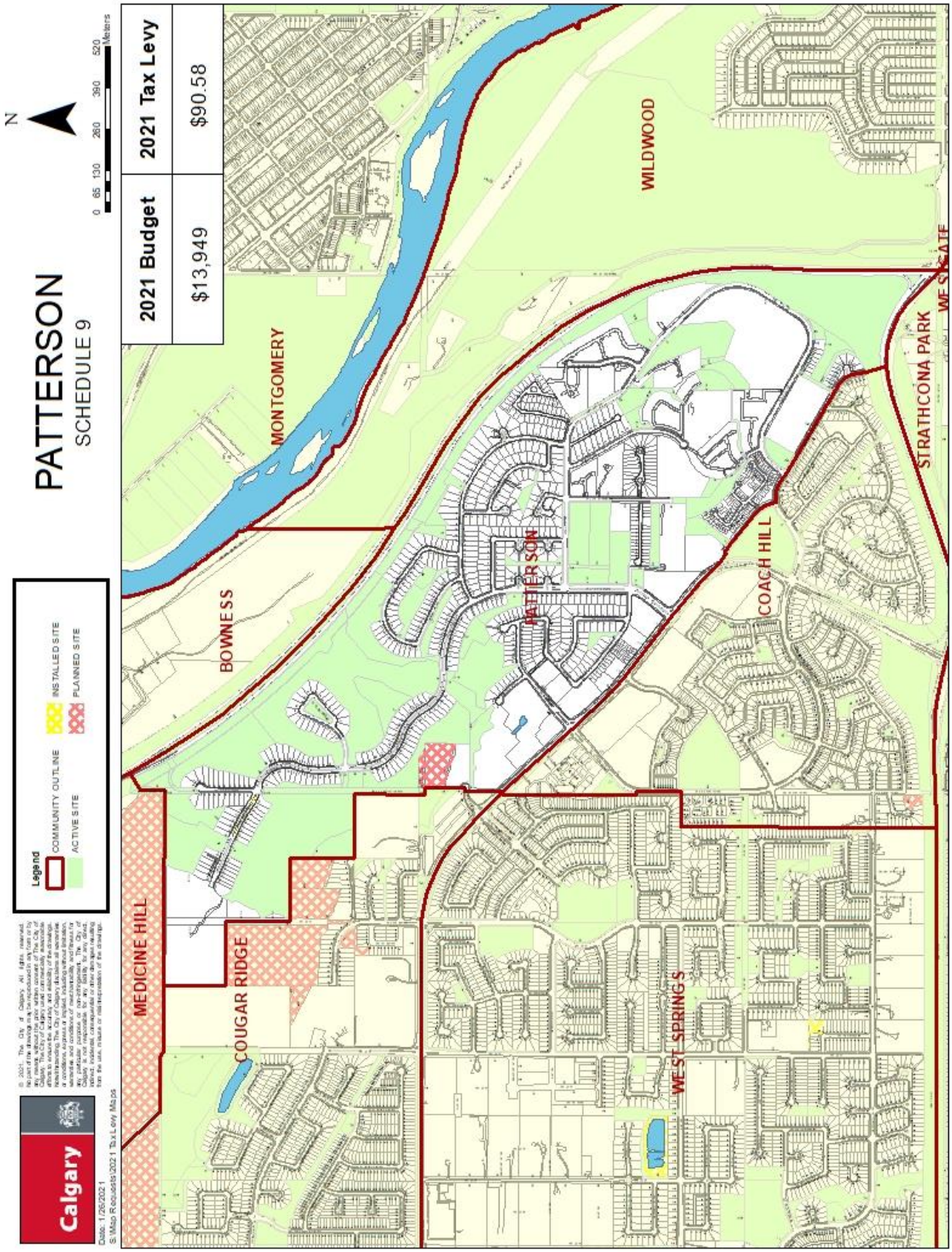

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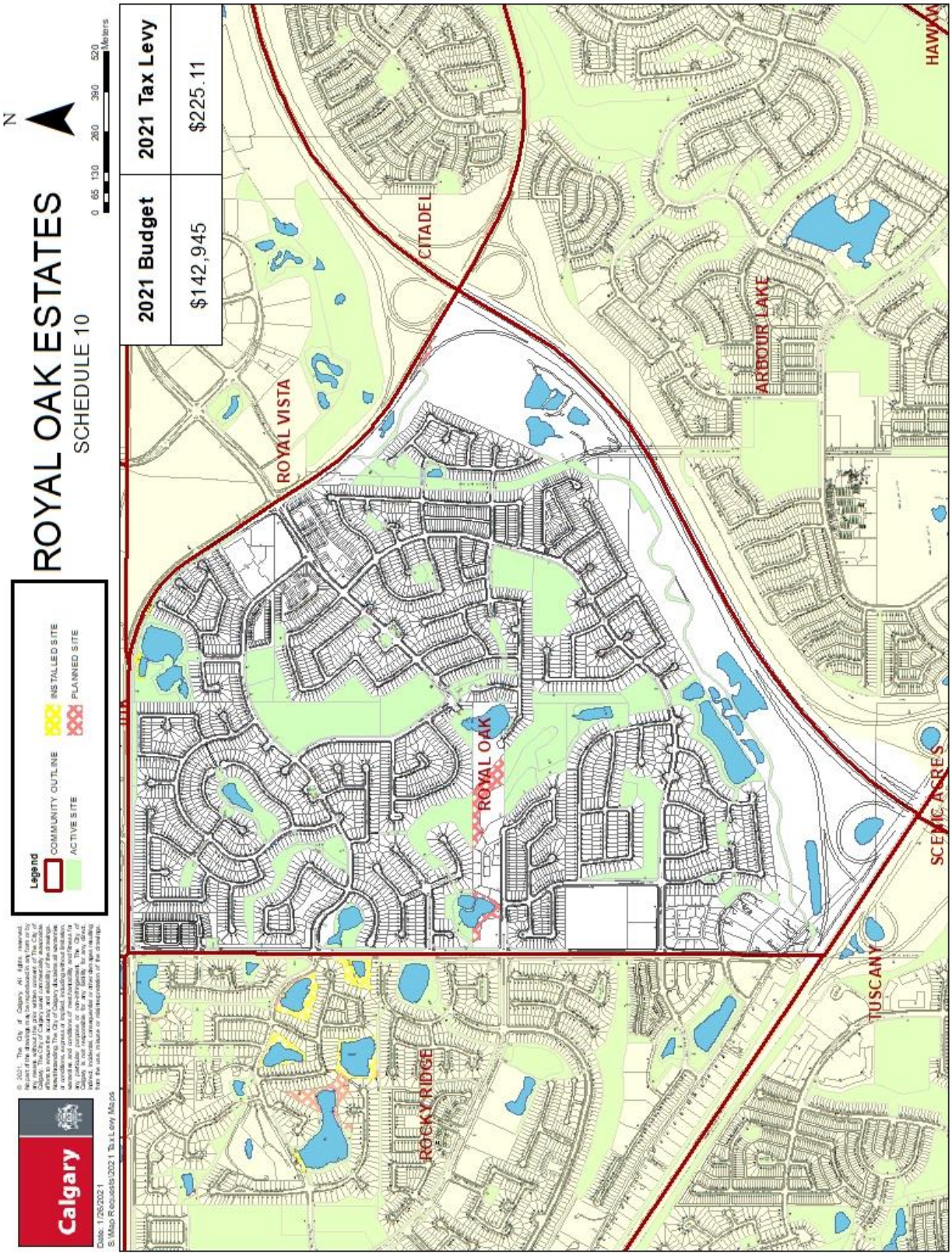

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SCENIC ACRES
SCHEDULE 11

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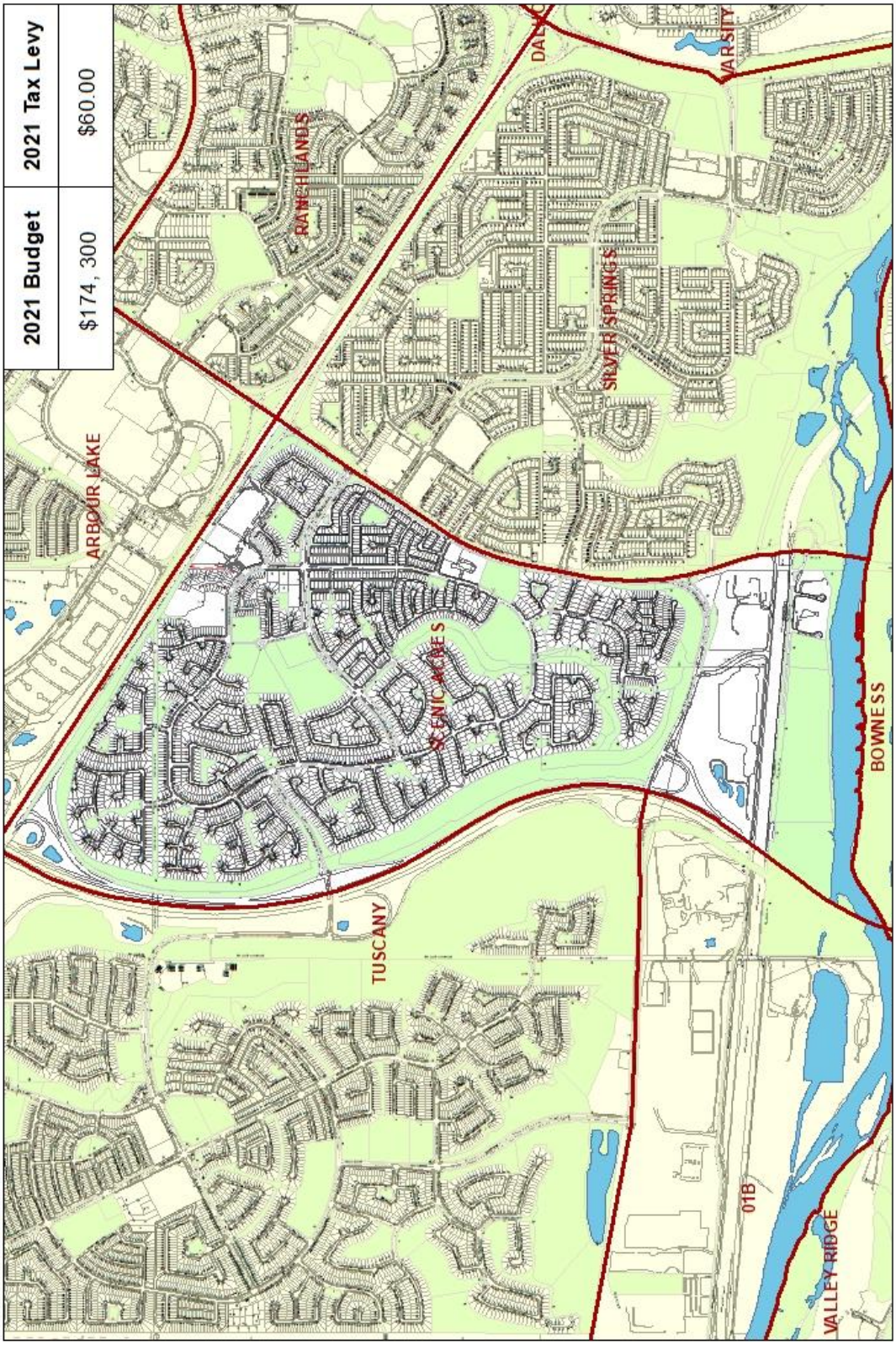

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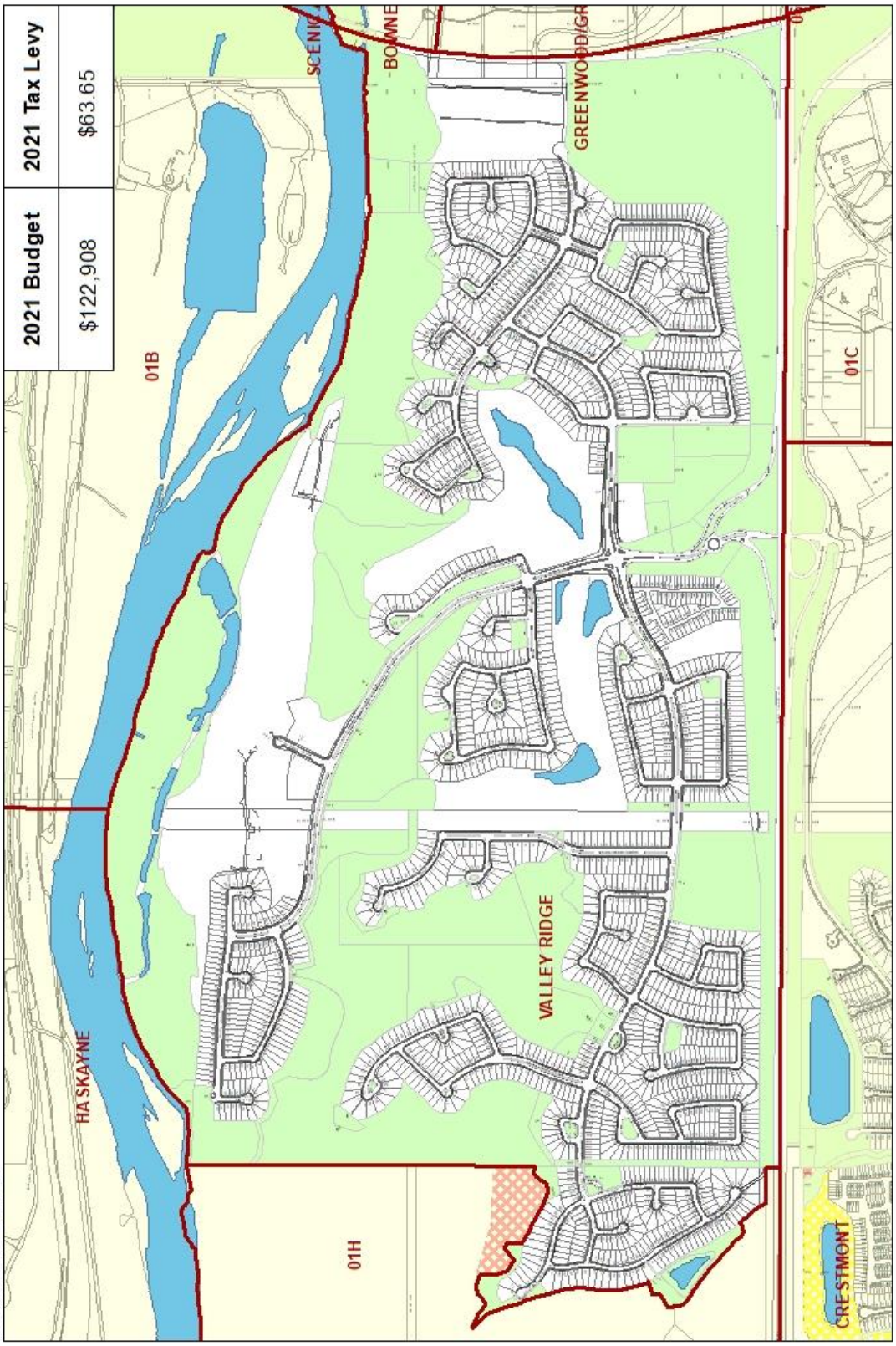

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