

## Summary of Planned Changes to Accessible Taxi Incentive Program (ATIP)

| Item   | Key Changes (effective 2022 January 1)   | Rationale   |
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| WAV (Wheelchair Accessible Vehicle) Calgary Centralized Dispatch Service | WAV Calgary will move from the pilot phase to a full program funded by the 10 cent regulatory fee.   | <p>Acting on the recommendation of the Advisory Committee on Accessibility (ACA) and customer feedback, Administration will continue to operate WAV Calgary to improve equity of accessible on-demand transportation options in Calgary.</p> <p>The majority of accessible taxi trips are being booked through WAV Calgary and the platform is also providing data used to determine the amount of incentives that Accessible Taxi Plate License (ATPL) holders and accessible taxi drivers are eligible to receive under ATIP.</p> |
| New Per-Trip Incentives  | <p>In addition to \$5,000 in annual incentives, new per-trip incentives are being introduced to ATIP for every accessible taxi trip completed through the WAV Calgary platform.</p> <p>ATPL holders and accessible taxi drivers will be eligible to receive \$10 for every accessible trip completed during the daytime (4 am-6 pm) and \$20 for every accessible trip completed during the nighttime (6 pm-4 am).</p> | <p>A per-trip incentive will address challenges related to higher fuel costs and longer driving distances for accessible trips that were identified through engagement with ATPL holders and accessible taxi drivers.</p> <p>The higher incentive amount during the nighttime is in line with other municipalities and was suggested by the ACA to incent late hour service when demand is lower but accessible taxis must be available to support the ATIP objective of improving on-demand service to customers.</p>              |
| ATIP Grant – <i>Accessible Taxi Plate Licence (ATPL) holders</i>         | The existing \$1,500 annual grant awarded to all individuals with a valid and subsisting ATPL will be reallocated to the annual incentive for ATPL holders.  | Administration identified an issue with a small number of ATPL holders receiving the grant without having a vehicle on the road. These individuals met the qualifying criteria by virtue of being ATPL holders but did not deliver accessible taxi trips and incurred no operational expenses. To better meet the ATIP objective of offsetting the higher cost of operating an accessible taxi, funds will be reallocated to the annual ATPL incentive which has eligibility criteria tied to service delivery.                     |

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|   |  | Reallocating funding to the annual incentive also streamlines processes for Administration and reduces costs associated with managing and dispersing three separate funds.  |
| <i>ATIP Incentive criteria – Accessible Taxi Plate Licence (ATPL) holders</i> | <p>With funds from the ATPL grant being reallocated to the annual incentive, available funding will be increased from \$1,500 to \$3,000. Criteria to qualify for the ATPL incentives are being reduced from six to the following two:</p> <ol style="list-style-type: none"> <li>1. Vehicle on road a minimum of 250 days per year</li> <li>2. Mechanicals submitted on time</li> </ol> | <p>Administration heard through engagement that the number of payments and criteria were overly complicated. ATPL holders can now expect one larger incentive payment with fewer qualifying criteria which directly support the accessible fleet in meeting the ATIP objective of improving customer service and safety.</p> <p>ATPL holders who drive their own accessible taxi can qualify for up to \$5,000 annually, which amounts to \$50,000 over the life of the vehicle.</p>  |
| <i>ATIP Incentive criteria – Accessible Taxi Drivers</i>                      | <p>Criteria to qualify for the existing \$2,000 in annual incentives for accessible taxi drivers are being reduced from six to the following three:</p> <ol style="list-style-type: none"> <li>1. Accept all wheelchair accessible trips</li> <li>2. Daily maintenance of harness/ramps</li> <li>3. Minimal incidents or customer service complaints</li> </ol>                          | Criteria will be simplified and those outside of the driver's control, such as having to complete a minimum of four accessible trips per month, will be removed. The remaining criteria will support the accessible fleet in meeting the ATIP objectives of improving customer service, safety and 24/7 on-demand service delivery.   |
| Taxi Brokerage Maintenance Rebate   | The rebate which provided up to \$18,000 in annual funding to help brokerages reduce the administrative costs of collecting the 10 cent regulatory fee from drivers will be discontinued.  | Prior to ATIP being introduced in 2019, Administration engaged with taxi brokerages and heard that their administrative costs would increase to support the implementation of the program. The rebate was introduced to assist brokerages in developing internal processes for collecting and remitting the regulatory fee to The City. Now that these processes have been established and functional for over two years, the funding from the rebate will be reallocated to other ATIP initiatives that support customers and industry such as continued investment into WAV Calgary as a full City program and new per-trip incentives. |

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| ATIP Framework | <p>The above changes, as well as more clearly defined procedures for collecting and remitting the per-trip fee to The City will be incorporated into the ATIP Framework.</p> <p>All changes can be made within the existing Livery Transport Bylaw framework and no bylaw amendments are required.</p> | <p>The ATIP Framework document sets out the requirements of ATIP, including the objectives, scope, responsibilities and procedures for implementing and administering the program.</p> <p>Administration identified several opportunities to improve and strengthen the ATIP Framework to more effectively address non-compliance with program requirements and to ensure the program is being administered in a consistent and transparent manner.</p> |