

BACKGROUND

On 2018 March 19, Council approved Administration's recommendation to endorse an Accessible Taxi Incentive Program and fund the incentive through a per-trip fee applied to all taxi and Transportation Network Company (TNC) trips.¹

PURPOSE

The purpose of the Accessible Taxi Incentive Program is to mitigate the costs associated with operating a wheelchair accessible taxi so that Accessible Taxi Plate Licence (ATPL) holders and accessible drivers are incented to improve service to customers requesting on-demand wheelchair accessible taxi service. ATPL holders and accessible drivers must meet qualifying criteria aimed at improving service and safety to qualify for the annual incentive.

DEFINITIONS²

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

- **Accessible Taxi Incentive Program:** A program established to provide an incentive to ATPL holders and accessible drivers, licenced to operate in the city of Calgary, who meet the qualifying criteria to receive an annual incentive.
- **Taxi Broker Program Maintenance Rebate:** A rebate provided to taxi brokers to reduce the administrative costs associated with collecting a per-trip fee from taxi drivers to fund the Accessible Taxi Incentive Program.
- **Per-Trip Fee:** a small regulatory charge added to the final cost of every taxi and TNC trip taken in Calgary used to fund the Accessible Taxi Incentive Program.
- **Qualifying Criteria:** The criteria that ATPL holders and accessible drivers must meet to receive an annual incentive.

INTENDED OUTCOMES OF THIS PROGRAM

1. Service to customers requesting on-demand wheelchair accessible taxis will improve.
2. The Accessible Taxi Incentive Program will mitigate the costs incurred by ATPL holders and accessible drivers associated with purchasing and operating wheelchair accessible vehicles.
3. ATPL holders and accessible drivers are incented to improve 24/7 on-demand wheelchair accessible service delivery to qualify for the annual incentive.

¹ This document provides an overview of the Accessible Taxi Incentive Program. The Chief Livery Inspector may set the process for changes to the Accessible Taxi Incentive Program. If minor modifications to the program are needed, they will be published prior to implementation.

² In addition to the terms defined in this overview, terms defined in the Livery Transport Bylaw 6M2007 have the same meaning in this document.

SCOPE

ATPL holders and accessible drivers affiliated with a current ATPL, licenced to operate in the city of Calgary, qualify for the annual Accessible Taxi Incentive Program. The amount of the annual incentive received is tied to the ATPL holder and/or accessible driver successfully meeting qualifying criteria.

Taxi plate holders and accessible drivers who are not affiliated with an ATPL do not qualify to receive an annual incentive through this program.

KEY COMPONENTS OF THE ACCESSIBLE TAXI INCENTIVE PROGRAM

Type of Payment	Grant	Incentive	
Recipient	Current ATPL Holder	Current ATPL Holder	Current Accessible Driver
Amount (frequency)	\$1500 (annually)	Up to \$1500 (annually)	Up to \$2000 (annually)
First Payment	Following 2019 June 30 ATPL renewal	Following 2020 June 30 ATPL renewal	Following 2020 taxi driver licence renewal (tied to birthdate)
Criteria	None (provided as financial compensation for purchasing a wheelchair accessible vehicle)	Yes (see below)	Yes (see below)

QUALIFYING CRITERIA FOR RECEIVING ANNUAL INCENTIVES³

Accessible Taxi Plate Licence Holder (ATPL-1 & ATPL-2)

CRITERIA	HOW IT IS MEASURED	VALUE
Vehicle on road minimum 250 days a year	GIS Data	Up to \$500
Vehicle is driven a minimum of 981 hours per year	GIS Data	Up to \$500
Mechanicals submitted on time	POSSE Notes	Up to \$125
Inspector's Orders completed on time	POSSE Notes	Up to \$125
Minimal complaints on the vehicle condition	Vehicle Inspection & Customer calls to 311	Up to \$125
Cordless debit machine installed in vehicle	Annually upon plate renewal and through random vehicle inspections	Up to \$125
TOTAL		Up to \$1500

³ The process for evaluating the qualifying criteria will be clear and transparent to the incentive recipients.

Accessible Driver Affiliated with a Licenced ATPL

CRITERIA	HOW IT IS MEASURED	VALUE
Accept all wheelchair accessible trips	Broker Data	Up to \$1000
Complete minimum 4 wheelchair accessible trips per month	GIS Data	Up to \$200
Daily maintenance of harness/ramps	Random Inspection	Up to \$200
Minimal incidents or customer service complaints	Customer calls to 311 + Broker Reports	Up to \$200
Available between the hours of 10:00 pm and 4:00 am for a minimum of 10 nights per month	GIS Data	Up to \$200
Renew TDL on time	POSSE	Up to \$200
TOTAL		Up to \$2000

ACCESSIBLE TAXI INCENTIVE PROGRAM IMPLEMENTATION DATE

- 2019 January 1 – Collection of per-trip fee on all taxi and TNC trips to begin.

PROCESS FOR COLLECTING ACCESSIBLE PER-TRIP FEE

	Taxis	Transportation Network Companies
Mechanism for Collecting the fee	The fee will be collected on all taxi trips and will be embedded in the meter rate.	The fee will be collected on all TNC trips and embedded in the TNC app.
Collecting the fee from the customer	Because the fee is embedded in the meter rate, drivers collect the fee from customers. Drivers then remit the fees they collect to their Brokers through an agreed upon process (e.g. as part of the Weekly Stand Rent or other Broker intake process). If a driver operates independently of a brokerage, the driver must remit the fees directly to The City.	Because the fee is embedded into the TNC app, it is applied to the overall cost of the trip. The per trip fee will appear as a charge on the receipt the customer receives.
Paying the fee to The City	The City will invoice Brokers based on Livery Transport Services confirming the trip data.	The City will invoice TNC based on Livery Transport Services confirming the trip data.
Frequency of fee collection remittance	Monthly	Quarterly
Taxi Broker Program Maintenance Rebate	The City acknowledges that Brokers will incur some administrative costs to establish a process to collect the fee from drivers and to provide trip data to support the evaluation of this program. The City will establish agreements with brokerages that	N/A – Since the fee is embedded into the charge that the customer pays electronically through the app, a TNC will not need to establish any new collection process from drivers.

	will address the terms and conditions of a rebate that considers these added administrative costs.	
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REVIEW

A review of the Accessible Taxi Incentive Program will be undertaken in 2020 Q4 with a report to Council no later than 2021 Q1. Subsequent reviews will be undertaken annually in December.

AMENDMENT(S)

The Chief Livery Inspector has the discretion to amend and update the Accessible Taxi Incentive Program to ensure its objectives are being met. The Chief Livery Inspector shall provide sufficient notice of any amendments prior to implementation.