



# Accessible Taxi Incentive Program Framework

(Version 6.0 – 2024 April 09)

Effective 2019 January 1

## Approval of the Accessible Taxi Incentive Program Framework

On 2018 October 15, Council approved amendments to the *Livery Transport Bylaw 6M2007* (repealed and replaced with *Livery Transport Bylaw 20M2021*) which authorizes the Director to establish and implement an Accessible Taxi Incentive Program.

Pursuant to section 149 of the *Livery Transport Bylaw 20M2021*, the Director implements and establishes The Accessible Taxi Incentive Program as set out in this Accessible Taxi Incentive Program Framework.

The Program is effective as of 2019 January 01.



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# Accessible Taxi Incentive Program Framework

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## Background

On 2018 October 15, Council approved changes to the *Livery Transport Bylaw 6M2007* (repealed) which allowed for the establishment and implementation of an Accessible Taxi Incentive Program (the “Program”) for holders of an Accessible Taxi Plate Licence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

### **Implementation Date:**

The Program was implemented effective 2019 January 1.

### **Current Authorizing Bylaw:**

*Livery Transport Bylaw 20M2021* (the “Bylaw”) was approved by Council on 2021 March 22. Part 7 of the Bylaw authorizes the Director to establish and implement the Program (see Appendix 1).

## Purpose

The purpose of this Accessible Taxi Incentive Program Framework (the “Framework”) is to set out the requirements of the Program, including the objectives, scope, responsibilities, and procedures for implementing and administering the Program. This includes identifying the roles and responsibilities of employees of The City of Calgary, Brokerages, Transportation Network Companies (TNCs), holders of Taxi Plate Licences (TPLs), holders of Accessible Taxi Plate Licences (ATPLs), holders of Taxi Driver’s Licences (TDLs) and holders of Transportation Network Driver’s Licences (TNDLs).

## Program Objectives

The objectives of the Program are:

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

## Program Scope

Holders of an ATPL and accessible drivers are eligible to qualify for the Program. Receiving the incentives is based on the holder of an ATPL and accessible driver successfully meeting qualifying criteria.

Holders of a TPL and drivers who are not accessible drivers are not eligible to qualify for receiving incentives through the Program.

## Definitions<sup>1</sup>

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

- “accessible driver” means a person who holds a valid and subsisting Taxi Driver’s Licence (TDL) with an endorsement to operate an accessible vehicle and who operates a vehicle that is affiliated with the holder of a valid and subsisting ATPL;
- “accessible taxi” means a motor vehicle which has an ATPL joined to it;
- “Accessible Taxi Incentive Program” or “Program” means the program herein established to provide incentives to holders of an ATPL and accessible drivers who meet the qualifying criteria;
- “annual incentives” means incentives that are given to holders of a valid and subsisting ATPL or accessible drivers on a once-per-year basis provided they meet the qualifying criteria for each incentive;
- “Director” means the Chief Administrative Officer or their delegate.
- “Geospatial Analyst” means an employee in Vehicle for Hire (VFH) responsible for evaluating and reviewing data required for administering the Program;
- “GIS” or “Geographic Information System” means a system that collects, manages, displays and analyses geographic information data;
- “POSSE” or “Public One Stop Shopping Environment” means the licensing system used within VFH that maintains data for all VFH participants;
- “per-trip fee” means a regulatory charge added to every fare charged and paid by the customer for a trip completed by a taxi, accessible taxi or private for hire vehicle in Calgary and used to fund the Program;
- “per-trip driver incentive” means an incentive given to an accessible driver who accepts and completes a wheelchair accessible trip through the WAV Calgary platform;
- “Program Administrator” means an employee in VFH responsible for administering the Program;
- “qualifying criteria” means the criteria that holders of an ATPL and accessible drivers must meet to receive the incentives;
- “trip data” means the number of trips recorded by brokerages and TNCs through GPS that is provided to The City of Calgary;

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<sup>1</sup> In addition to the words defined in this Framework, words defined in the *Livery Transport Bylaw 20M2021* have the same meaning in this Framework wherever they appear despite the fact that they may not be capitalized or bolded in the Framework.

- “WAV Calgary” means the centralized dispatch service for on-demand wheelchair accessible taxis;
- “wheelchair accessible trip” means a trip completed by an accessible taxi where at least one passenger uses a wheelchair, scooter or similar mobility device.
- “Wheelchair ramp installation incentive” means an incentive that is given to holders of a valid and subsisting ATPL provided they meet the qualifying criteria;

## Roles and Responsibilities

The roles and responsibilities required under the Program are set out below.<sup>2</sup>

The Director is responsible for setting:

- the requirements for eligibility in the Program;
- the criteria for receiving any incentive;
- the amount and frequency of the disbursement of any incentive;
- the form and manner used to inform a customer about the collection of a per-trip fee;
- any sanctions, including reductions in the amount of any incentive, for non-compliance with the conditions of the Program;
- any reporting or auditing requirements with respect to the Program;
- the amount of the per-trip fee (up to \$0.30 cents per trip);
- the frequency and method a brokerage, TNC, or holder of a TPL or ATPL joined to an Independent Livery Vehicle must remit the per-trip fee collected by its affiliated drivers to The City of Calgary;
- the process for changes to the Program and the method used for publishing changes; and
- any additional requirements that are needed to administer the Program. [s.149(1)]

The Geospatial Analyst will:

- review and confirm with the Program Administrator the trip data submitted by a brokerage, holder of a TPL or ATPL that is joined to an Independent Livery Vehicle and TNC; and
- review and confirm data to inform the Program Administrator’s evaluation to determine whether holders of an ATPL and accessible drivers meet the qualifying criteria for incentives provided through the Program. [s.149(1)(j)]

The Program Administrator will:

- confirm with a brokerage, a holder of a TPL or ATPL that is joined to an Independent Livery Vehicle and TNC that the trip data submitted to VFH is accurate and complete for the purposes of administering the Program;
- review and evaluate the data required to determine whether holders of an ATPL and accessible drivers meet the criteria to qualify for incentives;

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<sup>2</sup> All bylaw section references in the Framework are from the *Livery Transport Bylaw 20M2021* unless otherwise specified.

- provide recommendations to the Director about whether holders of an ATPL and accessible drivers meet the criteria to qualify for incentives and if so the amount.
- research and provide recommendations for program improvements to the Director. This includes adjustments to existing incentives or the creation of new incentives; and
- provide reports to The City of Calgary Finance department (Corporate Billings and Accounts Receivable and Accounts Payable) to generate invoices and payments as required by the Program. [s.149(1)(j)]

Brokerages must:

- ensure that taximeters in the vehicles of all affiliated drivers, receipts, and Apps are updated to include the per-trip fee [s.149(1)(d); s.150(1)];
- comply with any reporting or auditing requirements with respect to the Program [s.149(1)(f)];
- remit to The City of Calgary all regulatory charges collected by all affiliated drivers [s.151(1)];
- submit any data requested by the Director with respect to the Program [s.151(2)];
- distribute the decals used to display the rates in the vehicles of all affiliated drivers;
- establish a process for collecting the **actual** per-trip fees from all affiliated drivers that have been paid by customers in order to remit them to The City of Calgary as required by section 151(1); and
- collect from each affiliated driver an amount not greater than the total per-trip fees collected for the **actual** number of trips completed by that driver. [s.149(1)(j)]

TNCs must:

- ensure that the Apps and receipts are updated to include the per-trip fee [s.149(1)(d); 150(1)];
- comply with any reporting or auditing requirements with respect to the Program [s.149(1)(f)];
- remit to The City of Calgary all regulatory charges collected from all trips completed by any affiliated drivers [ s.151(1)];
- submit any data requested by the Director with respect to the Program [s.151(2)];
- establish a process for collecting the **actual** per-trip fees from all affiliated drivers that have been paid by customers in order to remit them to The City of Calgary as required by section 151(1); and
- collect from each affiliated driver an amount not greater than the total per-trip fees collected for the **actual** number of trips completed by that driver. [s.149(1)(j)]

Holders of a TPL or an ATPL joined to an Independent Livery Vehicle must:

- ensure the taximeter in the vehicle, receipts, and Apps are updated to include the per-trip fee [s.149(1)(d); s.150(1)];
- comply with any reporting or auditing requirements with respect to the Program [s.149(1)(f)];
- remit to The City of Calgary all regulatory charges collected by all affiliated drivers [s.151(1)];
- submit any data requested by the Director with respect to the Program [s.151(2)];
- update the decals used to display the rates in the vehicle; and
- establish a process for collecting the per-trip fees from all affiliated drivers that have been paid by customers in order to remit them to The City of Calgary as required by section 151(1); and

- collect from each affiliated driver an amount not greater than the total per-trip fees collected for the **actual** number of trips completed by that driver. [s.149(1)(j)]

Holder of a TDL and TNDL must:

- collect the per-trip fee from customers on behalf of The City of Calgary [s.150(4)]; and
- remit the per-trip fees collected from customers through a process established with the brokerage, holder of a TPL or ATPL that is joined to and Independent Livery Vehicle or TNC to which they are affiliated. [s.149(1)(j)]

Holders of an ATPL are responsible for:

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

In addition to the responsibilities identified for holders of a TDL, accessible drivers are also responsible for:

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

## Compliance with the Program

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

OFFENCE		PENALTY	
Section	Description	Minimum	Specified
S.150(4)(b)	Driver fail to collect regulatory charge from customer	\$500	\$1000
S.151(1)	Brokerage, holder of TPL or ATPL of Independent Livery Vehicle, or Transportation Network Company fail to remit regulatory charge	\$800	\$1500
S.151(2)	Brokerage, holder of TPL or ATPL of Independent Livery Vehicle, or Transportation Network Company fail to submit data	\$1000	\$2000

## Eligibility for the Program

To be eligible to receive the **annual incentive for holders of an ATPL**, a person must:

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

To be eligible to receive the **annual incentive for accessible drivers affiliated with an ATPL** a person must:

- hold a valid and subsisting TDL;



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

To be eligible to receive the **per-trip driver incentives**, a person must:

- hold a valid and subsisting TDL;
- hold an endorsement to operate an accessible vehicle;
- operate a vehicle that is affiliated with the holder of a valid and subsisting ATPL;
- operate on the WAV Calgary platform; and
- meet the qualifying criteria identified in Table 4 of this Framework.

To be eligible to receive the **wheelchair ramp installation incentive**, a person must:

- hold a valid and subsisting ATPL; and
- meet the qualifying criteria identified in Table 5 of this Framework.

[s.149(1)(a)]

## Calculating the Per-Trip Fee

The per-trip fee is a regulatory charge which funds the Program. The Director has the authority to set a per-trip fee not exceeding \$0.30 per trip that must be added to the fare of all trips provided by taxis, accessible taxis and private for hire vehicles. [s.149(1)(g); s.150(1); s.150(3)]

The per-trip fee will be reviewed and set annually at a rate to ensure the Program is successful and is calculated based on the total anticipated annual cost of the Program. [s.150(2)]

The per-trip fee is paid by customers and collected by drivers; including taxi, accessible taxi and transportation network drivers. The Bylaw requires brokerages, holders of a TPL or ATPL joined to an Independent Livery Vehicle, and TNCs to remit all per-trip fees collected by all affiliated drivers to The City of Calgary. The per-trip fee is **NOT** paid or supplemented by the driver, it is a 'flow-through fee' paid by the customer. [s.150(4); s.151(1)]

## Per-Trip Fee Amount

Effective 2019 January 1, a \$0.10 per-trip fee must be added to the fare of all trips provided by taxis, accessible taxis and private for hire vehicles. [s.149(1)(g); s.150]

## GST On the Per-Trip Fee

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

- The City of Calgary will remit any GST included in the regulatory charges to the federal government. The per-trip fee is paid by customers and the brokerage, holder of a TPL or ATPL that is joined to an Independent Livery Vehicle or TNC shall not collect any GST on the per-trip fee from any affiliated drivers.

## Form, Manner, Frequency for Remitting Regulatory Charges (per-trip fee)

Pursuant to sections 149(1) and 151(1) of the Bylaw, the Director is authorized to set the form, manner and frequency in which a brokerage, a holder of a TPL or ATPL that is joined to an Independent Livery Vehicle, and a TNC must remit all regulatory charges collected by all affiliated drivers pursuant to section 150 of the Bylaw, and these licensees must remit all regulatory charges accordingly.

Regulatory charges **must** be collected from drivers and remitted to The City of Calgary in the following **FORM**:

A Brokerage, a holder of a TPL or ATPL that is joined to an Independent Livery Vehicle, and a TNC **must**:

- Pay invoices to The City of Calgary through one of the methods listed on the invoice (see Appendix 2); and
- Pay invoices to The City of Calgary in accordance with the payment terms as outlined on the invoice (see Appendix 2).

Regulatory charges **must** be collected from drivers and remitted to The City of Calgary in the following **MANNER**:

A Brokerage, a holder of a TPL or ATPL that is joined to an Independent Livery Vehicle, and a TNC **must**:

- Establish an internal process for collecting regulatory charges from an affiliated driver. Charging an affiliated driver for the cost of collecting and remitting regulatory charges to The City of Calgary is NOT permitted;
- Communicate to an affiliated driver what the reporting period is for calculating regulatory charges owing (e.g. previous week or month);
- Use only the **actual** number of trips completed by an affiliated driver during the reporting period to calculate the amount of regulatory charges to collect from that driver;
- Use only an affiliated driver's trip data for the reporting period to determine the amount of regulatory charges to collect from that driver;
- Collect only the amount of regulatory charges calculated based on the **actual** number of trips completed by an affiliated driver during the reporting period. Collecting regulatory charges using a flat rate based on the average number of trips completed by all affiliated drivers is not permitted; and
- Provide a separate itemized receipt to an affiliated driver which shows the number of trips completed and the amount of regulatory charges collected from that driver for the reporting period.

Regulatory charges **must** be collected from drivers and remitted to The City of Calgary in the following **FREQUENCY**:

A Brokerage, a holder of a TPL or ATPL that is joined to an Independent Livery Vehicle, and a TNC **must**:

- Establish the frequency for collecting regulatory charges from an affiliated driver. Regulatory charges may be collected from an affiliated driver on a daily, weekly or monthly basis;
- Communicate to an affiliated driver in writing what the frequency is for collecting regulatory charges from that driver;
- Advise VFH in writing on an annual basis (i.e. upon brokerage or TNC annual licence renewal) of the method and frequency used to calculate and collect the regulatory charges from affiliated drivers; and
- Pay the total amount due to The City of Calgary by the deadline indicated on the invoice.

## Procedures

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

### 1.0 Brokerage Remittance

This section establishes the process that a brokerage must follow for collecting per-trip fees from each affiliated driver, as well as the procedure for remitting per-trip fees to The City of Calgary pursuant to section 151(1). A brokerage must establish an internal process for collecting per-trip fees from its affiliated drivers but must only collect an amount calculated based on the **actual** number of trips completed by each driver. A brokerage must not charge an affiliated driver for the cost of collecting and remitting per-trip fees to The City of Calgary.

#### Procedure

1. Communication of the per-trip fee to customers must be executed through taxi rate decals, printed or electronic receipts, and all Apps. [s.149(1)(d)]
2. To calculate the total monthly amount that a brokerage is required to remit to The City of Calgary, the Geospatial Analyst will review and confirm the number of trips completed by affiliated drivers based on the trip data provided by the brokerage, and the Program Administrator will review and confirm the data with the brokerage.
3. The City of Calgary will invoice the brokerage on a monthly basis for the total amount of all per-trip fees collected by all affiliated drivers in the previous month. [s.149(1)(h); s.151(1)]
4. A brokerage may establish the frequency for collecting per-trip fees from an affiliated driver (e.g. daily, weekly, monthly) and must communicate to the driver what the reporting period is for calculating the total per-trip fees owed by that driver to the brokerage (e.g. previous week or month).
5. A brokerage must only use the **actual** number of trips completed by an affiliated driver during the established reporting period to calculate the amount of per-trip fees to

collect from that driver. The amount collected must be based on each driver's trip data for the reporting period. Collecting per-trip fees using a flat rate based on the average number of trips completed by all drivers affiliated with a brokerage is not permitted. [s.149(1)(f)]

6. A brokerage and an affiliated driver must agree upon a process for the affiliated driver to remit per-trip fees to the brokerage. The brokerage must provide a separate itemized receipt to an affiliated driver which shows the number of trips completed and the amount of per-trip fees collected from that driver for the reporting period.
7. A brokerage must advise VFH in writing on an annual basis (i.e. upon brokerage annual licence renewal) of the method and frequency used to calculate and collect the per-trip fee from affiliated drivers. [s.149(1)(f); s.151(2)]
8. Upon request, the brokerage must provide VFH any requested data regarding the calculation and/or collection of the per-trip fee from affiliated drivers. [s.149(1)(f); s.151(2)]
9. A brokerage must pay invoices to The City of Calgary through one of the methods listed on the invoice. [s.149(1)(h)]

### **Implementation of Procedure**

1. The brokerage must provide trip data through the existing secured electronic file transfer process to The City of Calgary. [s.149(1)(f); s.151(2)]
2. The Geospatial Analyst accesses the data portal and reviews and confirms trip data for each brokerage.
3. The Program Administrator reviews the trip data and confirms in writing via email with the brokerage.
4. The Program Administrator forwards the required information to Corporate Billing and Accounts Receivable at The City of Calgary to have invoices prepared and sent to the brokerages.
5. Brokerages must collect the total per-trip fees from drivers following the procedure established in Section 1.0 (Brokerage Remittance).
6. Brokerages must pay the total amount due to The City of Calgary by the deadline indicated in the invoice. [s.151(1)]
7. Failure to remit all regulatory charges to The City of Calgary is an offence under the Bylaw and may result in penalties.

### ***Planned Schedule of Actions***

1. *By the tenth day of the month - Geospatial Analyst reviews and confirms previous month's trip data from brokerages.*
2. *By the seventeenth day of the month - Program Administrator forwards required information to Corporate Billing and Accounts Receivable to prepare and send invoices to brokerages.*

3. *Brokerages must pay invoices to The City of Calgary in accordance with the payment terms as outlined on the invoice.*

## 2.0 TNC Remittance

This section establishes the process that TNCs must follow for collecting per-trip fees from each affiliated driver, as well as the procedure for remitting per-trip fees to The City of Calgary pursuant to section 151(1). A TNC must establish an internal process for collecting per-trip fees from its affiliated drivers but must only collect an amount calculated based on the **actual** number of trips completed by each driver. A TNC must not charge an affiliated driver for the cost of collecting and remitting per-trip fees to The City of Calgary.

### Procedure

1. Communication of the per-trip fee to customers must be executed through printed or electronic receipts and all Apps. [s.149(1)(d)]
2. To calculate the total amount that a TNC is required to remit to The City of Calgary, the Geospatial Analyst will review and confirm the number of trips based on the trip data provided by the TNC.
3. The City of Calgary will invoice the TNC on a quarterly basis for the total amount of all per-trip fees collected from all affiliated drivers in the previous quarter. [s.149(1)(h); s.151(1)]
4. A TNC may establish the frequency for collecting per-trip fees from an affiliated driver (e.g. daily, weekly, monthly) and must communicate to the driver what the reporting period is for calculating the total per-trip fees owed by that driver to the TNC.
5. A TNC must only use the **actual** number of trips completed by an affiliated driver during the established reporting period to calculate the amount of per-trip fees to collect from that driver. The amount collected must be based on each driver's trip data for the established reporting period. Collecting per-trip fees using a flat rate based on the average number of trips completed by all drivers affiliated with a TNC is not permitted. [s.149(1)(f)]
6. A TNC and an affiliated driver must agree upon a process for the affiliated driver to remit per-trip fees to the TNC. The TNC must provide a separate itemized receipt to an affiliated driver which shows the number of trips completed and the amount of per-trip fees collected from that driver for the reporting period.
7. A TNC must advise VFH in writing on an annual basis (i.e. upon TNC annual licence renewal) of the method and frequency used to calculate and collect the per-trip fee from affiliated drivers. [s.149(1)(f); s.151(2)]
8. Upon request, the TNC must provide VFH any requested data regarding the calculation and/or collection of the per-trip fee from affiliated drivers. [s.149(1)(f); s.151(2)]
9. The TNCs must pay invoices to The City of Calgary through one of the methods listed on the invoice. [s.149(1)(h)]

## **Implementation of Procedure**

1. The TNC must provide trip data through the existing secured electronic file transfer process to The City of Calgary. [s.149(1)(f); s.151(2)]
2. The Geospatial Analyst accesses the data portal and reviews and confirms trip data for each TNC.
3. The Program Administrator forwards the required information to Corporate Billing and Accounts Receivable at The City of Calgary to have invoices prepared and sent to the TNCs.
4. TNCs must collect the total per-trip fees from drivers following the procedure established in Section 2.0 (TNC Remittance).
5. The TNC must pay the total amount due to The City of Calgary by the deadline stated in the invoice. [s.151(1)]
6. Failure to remit all regulatory charges to The City of Calgary is an offence under the Bylaw and may result in penalties.

### **Planned Schedule of Actions**

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

1. *Ongoing – Geospatial Analyst reviews and confirms trip data from TNCs.*
2. *By the tenth day of the month - Geospatial Analyst confirms all trip data from the TNC for the quarter.*
3. *By the seventeenth day of the month - Program Administrator forwards required information to Corporate Billing and Accounts Receivable to prepare and send invoices to TNCs.*
4. *TNCs must pay invoices to The City of Calgary in accordance with the payment terms as outlined on the invoice.*

## **3.0 Independent Livery Vehicle Remittance**

This section establishes the process that a holder of a TPL or ATPL that is joined to an independent livery vehicle must follow for collecting per-trip fees pursuant to section 151(1). A holder of a TPL or ATPL that is joined to an independent livery vehicle must establish an internal process for collecting per-trip fees but must only collect an amount calculated based on the **actual** number of trips completed by each driver. A holder of a TPL or ATPL that is joined to an independent livery vehicle must not charge a driver for the cost of collecting and remitting the per-trip fees to The City of Calgary.

### **Procedure**

1. Communication of the per-trip fee to customers must be executed through taxi rate decals, printed or electronic receipts, and all Apps.[s.149(1)(d)]
2. To calculate the total monthly amount that a holder of a TPL or ATPL that is joined to an independent livery vehicle is required to remit to The City of Calgary, the Geospatial Analyst will review and confirm the number of trips completed by affiliated drivers based on the trip data provided by the holder of a TPL or ATPL that is joined to an independent livery vehicle, and the Program Administrator will review and confirm the data with the holder of a TPL or ATPL that is joined to an independent livery vehicle.
3. The City of Calgary will invoice the holder of a TPL or ATPL that is joined to an independent livery vehicle on a monthly basis for the total amount of all per-trip fees collected by the holder of a TPL or ATPL that is joined to an independent livery vehicle in the previous month. [s.149(1)(h); s.151(1)]
4. A holder of a TPL or ATPL that is joined to an independent livery vehicle must only use the **actual** number of trips completed by a driver during the established reporting period to calculate the amount of per-trip fees to collect from that driver. The amount collected must be based on each driver's trip data for the reporting period. Collecting per-trip fees using a flat rate based on the average number of trips completed by all drivers is not permitted. [s.149(1)(f)]
5. A holder of a TPL or ATPL that is joined to an independent livery vehicle must advise VFH in writing on an annual basis (i.e. upon annual licence renewal) of the method and frequency used to calculate and collect the per-trip fee. [s.149(1)(f); s.151(2)]
6. Upon request, the holder of a TPL or ATPL that is joined to an independent livery vehicle must provide VFH any requested data regarding the calculation and/or collection of the per-trip fee from drivers. [s.149(1)(f); s.151(2)]
7. A holder of a TPL or ATPL that is joined to an independent livery vehicle must pay invoices to The City of Calgary through one of the methods listed on the invoice. [s.149(1)(h)]

### **Implementation of Procedure**

1. A holder of a TPL or ATPL that is joined to an independent livery vehicle must provide trip data through the existing secured electronic file transfer process to The City of Calgary. [s.149(1)(f); s.151(2)]
2. The Geospatial Analyst accesses the data portal and reviews and confirms trip data for the holder of a TPL or ATPL that is joined to an independent livery vehicle.
3. The Program Administrator reviews the trip data and confirms in writing via email with the holder of a TPL or ATPL that is joined to an independent livery vehicle.
4. The Program Administrator forwards the required information to Corporate Billing and Accounts Receivable at The City of Calgary to have invoices prepared and sent to the holder of a TPL or ATPL that is joined to an independent livery vehicle.
5. A holder of a TPL or ATPL that is joined to an independent livery vehicle must collect the total per-trip fees from drivers following the procedure established in Section 3.0 (Independent Livery Vehicle Remittance).

6. A holder of a TPL or ATPL that is joined to an independent livery vehicle must pay the total amount due to The City of Calgary by the deadline indicated in the invoice.  
[s.151(1)]
7. Failure to remit all regulatory charges to The City of Calgary is an offence under the Bylaw and may result in penalties.

### **Planned Schedule of Actions**

1. *By the tenth day of the month - Geospatial Analyst reviews and confirms previous month's trip data from holders of a TPL or ATPL that is joined to an independent livery vehicle.*
2. *By the seventeenth day of the month - Program Administrator forwards required information to Corporate Billing and Accounts Receivable to prepare and send invoices to holders of a TPL or ATPL that is joined to an independent livery vehicle.*
3. *Holders of a TPL or ATPL that is joined to an independent livery vehicle must pay invoices to The City of Calgary in accordance with the payment terms as outlined on the invoice.*

## **4.0 Evaluation Process to Determine Payment of Incentives**

Pursuant to section 149(1)(b) of the Bylaw, the Director may establish criteria that holders of an ATPL and accessible drivers must meet to receive any incentive under the Program. This procedure establishes the evaluation process used to determine the amount of the incentives that holders of an ATPL and accessible drivers may be eligible to receive under the Program.

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

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



**Table 1: Summary of Incentive Payments**

<b>Type of Payment</b>	<b>Annual Incentives</b>		<b>Per-Trip Driver Incentive</b>	<b>Wheelchair Ramp Installation Incentive</b>
<b>Recipient</b>	Holder of a Valid and Subsisting ATPL	Holder of a Valid and Subsisting TDL with an endorsement to operate an accessible vehicle and affiliated with an ATPL	Holder of a Valid and Subsisting TDL with an endorsement to operate an accessible vehicle and affiliated with an ATPL (on the WAV Calgary platform)	Holder of a Valid and Subsisting ATPL
<b>Amount (frequency)</b>	Up to \$3,500 (annually)	Up to \$4,500 (annually)	\$15 for each wheelchair accessible trip completed between 4am and 4pm  \$25 for each wheelchair accessible trip completed between 4pm and 4am	Up to \$25,000 for the installation of a wheelchair ramp and running boards (once per vehicle)
<b>Payment Schedule</b>	Following June ATPL renewal	Following driver licence renewal (on birthdate)	Monthly	Following criteria being met
<b>Criteria Required</b>	Yes (see details below)	Yes (see details below)	Yes (see details below)	Yes (see details below)

**Procedure for Annual Incentives**

1. Following the July 31 annual ATPL licence renewal deadline, all holders of a valid and subsisting ATPL may receive up to \$3,500 annually subject to successfully meeting the qualifying criteria in Table 2 over the course of the previous year (June 01 – May 31).

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

<b>Qualifying Criteria</b>	<b>Evaluation Process</b>	<b>Value</b>
a) Vehicle on road a minimum of 250 days per year	GIS Data	Up to \$1,500
b) Vehicle Maintenance - ramp, equipment, repairs (Tied to vehicle on road 250 days per year)	GIS Data	Up to \$1,500
c) Mechanicals submitted on time	POSSE Notes	Up to \$500
<b>TOTAL</b>		<b>Up to \$3,500*</b>

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

- The value of the incentive received by the holder of an ATPL is based on an evaluation of whether the criteria was achieved over the course of the previous year (June 01 – May 31). Each of the criteria will be evaluated separately and the value of any criteria not achieved will be subtracted from the total value of the incentive for that year. For example:

*The holder of an ATPL meets criteria a (vehicle on road a minimum of 250 days per year) and criteria b (vehicle maintenance incentive) but does not meet criteria c (submit mechanicals on time) in the licence period of June 01 – May 31 under evaluation. A value of \$500 would be subtracted from the total annual \$3,500 incentive available for that year. The total incentive paid for that year would be \$3,000.*

2. Following an accessible driver’s annual TDL renewal (as aligned to their birthdate), all eligible accessible drivers may receive up to \$4,500 based on the evaluation of the qualifying criteria in Table 3.

**Table 3: Qualifying Criteria for Annual Incentives for Accessible Drivers Affiliated with a Licensed ATPL**

<b>Qualifying Criteria</b>	<b>Evaluation Process</b>	<b>Value</b>
a) Accept all wheelchair accessible trips	Brokerage Data WAV Calgary Data	Up to \$1,500
b) Daily maintenance of harness/ramps	Random Inspection	Up to \$1,500
c) Minimal incidents or customer service complaints <sup>3</sup>	Customer calls to 311/ 911 & Brokerage Reports	Up to \$1,500
<b>TOTAL</b>		<b>Up to \$4,500*</b>

<sup>3</sup> Regarding criteria c, any complaints will be investigated, and pending the outcome of the investigation, should any action or sanctions be taken against a driver, the incentive value for that criteria may not be awarded.

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

- The value of the incentive received by an accessible driver is based on an evaluation of whether the criteria were achieved over the course of the previous 12 months (i.e., birth month to birth month). Each of the criteria will be evaluated separately and the value of any criteria not achieved will be subtracted from the total value of the incentive for that year. For example:

*An accessible driver meets criteria a (accept all wheelchair accessible trips) but does not meet criteria b (daily maintenance of harness/ramps) or c (minimal incidents of customer service complaints) in the evaluation period. The value of \$1500 for criteria b and \$1500 for criteria c would be subtracted from the total annual \$4,500 incentive available for that year. The total incentive paid for that year would be \$1,500.*

3. The Geospatial Analyst and Program Administrator will review and confirm the performance of holders of an ATPL and accessible drivers based on the trip data provided by brokerages and other information through POSSE, Customer calls to 311, Customer calls to 911, and brokerage recorded complaints.

### **Implementation of Procedure**

1. The brokerage or the holder of a TPL or ATPL joined to an independent livery vehicle must provide trip data through a secured electronic file transfer process to The City of Calgary on a data portal. [s.149(1)(f); s.151(2)]
2. The Geospatial Analyst accesses the data portal and reviews the trip data to confirm qualifying criteria are met for the holder of an ATPL, including days the vehicle is on the road. [s.149(1)(b)]
3. The Geospatial Analyst accesses the data portal and reviews the trip data to confirm qualifying criteria are met for the accessible driver, including all accessible trips were accepted. [s.149(1)(b)]
4. The Program Administrator reviews POSSE information to ensure qualifying criteria are met for the holder of an ATPL as per Table 2 above. [s.149(1)(b)]
5. The Program Administrator reviews the accessible driver record (i.e. complaints, trip refusals) to ensure qualifying criteria are met as per Table 3 above. [s.149(1)(b)]
6. The Program Administrator completes the qualifying criteria matrix for holders of an ATPL annually in August, and the qualifying criteria matrix for accessible drivers annually following their annual TDL renewal based on birth month to explain the recommendation to the Director on the value of the incentive to be paid. [s.149(1)(b); s.149(1)(e)]
7. The Director reviews recommendation and decides on applicable incentive amount based on the qualifying criteria evaluation matrix. [s.149(1)(a)]

8. The Program Administrator contacts the holders of an ATPL and accessible drivers advising of the incentive amount.

### **Planned Schedule of Actions – Evaluation for Holders of an ATPL**

1. *By the last day of July – Geospatial Analyst reviews GIS trip data and confirms qualifying criteria (Table 2 above).*
2. *By the last day of August – Program Administrator reviews and confirms if the qualifying criteria have been achieved through POSSE.*
3. *By the fifteenth day of September – Program Administrator provides a qualifying criteria evaluation matrix for all holders of an ATPL as a recommendation to the Director for their review and decision on incentive amount.*

### **Planned Schedule of Actions – Evaluation for Accessible Drivers**

*Note, the evaluation of the qualifying criteria for accessible drivers will be undertaken monthly.*

1. *By the last day of the month - Geospatial Analyst reviews the WAV Calgary data and brokerage data for the prior month and confirms if qualifying criteria has been met (Table 3 above).*
2. *By the last day of the month - Program Administrator reviews POSSE, Customer calls to 311, and brokerage reports for the previous month to confirm qualifying criteria are met (Table 3 above).*
3. *By the last day of the month - Program Administrator compiles an annual qualifying criteria evaluation matrix for all accessible drivers with a birthdate in that month.*
4. *By the fifteenth day of the month - Program Administrator confirms through POSSE that all eligible accessible drivers with a birthdate during the previous month renewed their TDL and adds information to the qualifying criteria evaluation matrix.*
5. *By the last day of the month - Program Administrator provides a completed qualifying criteria matrix for all accessible drivers with a birthdate in the previous month as a recommendation to the Director for review and decision on incentive amount.*

### **Procedure for Per-Trip Driver Incentive**

1. Accessible drivers affiliated with a licenced ATPL may receive per-trip driver incentives for trips that are received using the WAV Calgary platform as outlined in Table 4.

**Table 4: Qualifying Criteria for Per-Trip Driver Incentive**

Qualifying Criteria	Evaluation Process	Value
a) Accept and complete a <b>wheelchair accessible trip</b> through the WAV Calgary platform during the daytime (between the hours of 4am – 4pm)	WAV Calgary Data, Brokerage provided video footage	\$15 per trip
b) Accept and complete a <b>wheelchair accessible trip</b> through the WAV Calgary platform during the nighttime (between the hours of 4pm – 4am)	WAV Calgary Data, Brokerage provided video footage	\$25 per trip
<b>TOTAL</b>		<b>Variable*</b>

\*There is no limit on the number of wheelchair accessible trips an accessible driver may complete on the WAV Calgary platform.

- To qualify for a per-trip incentive, the trip must be dispatched through the WAV Calgary platform and at least one passenger must use a wheelchair, scooter, or similar mobility device.
  - Wheelchair accessible trips that are not dispatched through the WAV Calgary platform will not qualify for the per-trip incentive.
  - Any trip completed without a passenger who uses a wheelchair, scooter or similar mobility device will not qualify for the per-trip incentive.
  - VFH will do random inspections of video footage to ensure accessible drivers are meeting the eligibility criteria to receive per-trip incentives.
2. The Geospatial Analyst and Program Administrator will review and confirm the performance of accessible drivers based on the trip data provided by WAV Calgary and brokerages.

### Implementation of Procedure

1. The brokerage or the holder of an ATPL joined to an independent livery vehicle must provide trip data through a secured electronic file transfer process to The City of Calgary on a data portal. [s.149(1)(f); s.151(2)]
2. The Geospatial Analyst accesses the data portal and reviews the trip data to confirm qualifying criteria is met for the driver. [s.149(1)(b)]
3. The Program Administrator reviews POSSE information to ensure qualifying criteria is met for the accessible driver as per Table 4 above. [s.149(1)(b)]
4. The Program Administrator provides a qualifying criteria matrix for accessible drivers as a recommendation to the Director. [s.149(1)(b); s.149(1)(e)]
5. The Director reviews recommendation and decides on applicable incentive amount based on the qualifying criteria evaluation matrix. [s.149(1)(a)]

### **Planned Schedule of Actions – Evaluation for Accessible Drivers**

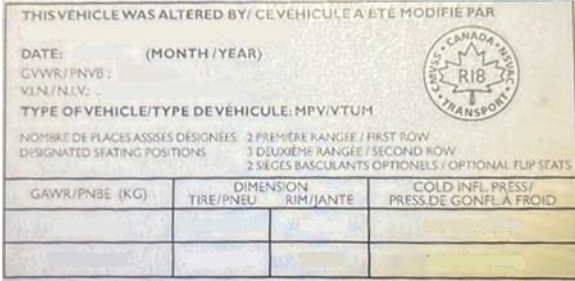
*Note, the evaluation of the qualifying criteria for per-trip driver incentives will be undertaken monthly.*

- 1. By the tenth of the month - Geospatial Analyst reviews the trip data received from WAV Calgary for the prior month and confirms qualifying criteria have been met (Table 4 above).*
- 2. Prior to the fifteenth day of the month– A VFH Peace Officer can conduct random audits of WAV Calgary Data and brokerage provided video footage to confirm the trips receiving per-trip incentives through the WAV Calgary platform are for persons with disabilities requiring wheelchair accessible service. Discrepancies in the qualifying criteria will be investigated by the VFH Peace officer. Outcomes of that investigation will be reported to Program Administrator to ensure correct payments are made and to the Director for additional enforcement actions.*
- 3. By the fifteenth day of the month - Program Administrator compiles and provides a monthly qualifying criteria evaluation matrix as a recommendation to the Director for review and decision on incentive to be paid.*

### **Procedure for Wheelchair Ramp Installation Incentive**

1. Beginning 2024 April 9, all holders of a valid and subsisting ATPL may receive up to \$25,000 for the installation of a wheelchair ramp and running boards subject to successfully meeting the qualifying criteria in Table 5.

**Table 5: Qualifying Criteria for Wheelchair Ramp Installation Incentive**

Qualifying Criteria	Evaluation Process	Value
<p>a) Vehicle is fitted with a wheelchair ramp and running boards (if required at the time of ramp installation) on or after 2023 January 01.</p>	<p>POSSE</p> <p>Receipt from approved accessible ramp installer</p>	<p>Installation cost up to the maximum amounts specified in Table 6 (based on model year of vehicle)</p>
<p>b) Vehicle has a decal affixed by the installation vendor in the format shown below.</p> 		
<p>c) Director approves the vehicle as an Accessible Taxi and issues the vehicle a valid Livery Vehicle Registration Certificate.</p>		
<p>d) Holder of a valid and subsisting ATPL provides the Program Administrator the official original receipt from the vendor who completed the installation of wheelchair ramp and running boards (if required at the time of ramp installation).</p> <p>The receipt must include the Vehicle Identification Number (VIN) for the wheelchair accessible van, date, name of ATPL holder.</p>		
<p>e) Wheelchair Ramp Installation Incentive has not previously been provided for the vehicle (as determined by the VIN).</p> <p>This Incentive will only be provided once per vehicle. When it is provided to an ATPL holder for a vehicle which is later sold, the new vehicle owner will not qualify for this Incentive for that vehicle.</p>		
<p><b>TOTAL</b></p>		<p><b>Up to \$25,000</b></p>

**Table 6: Maximum amounts of Wheelchair Ramp Installation Incentive**

A larger incentive amount for newer vehicles is designed to reduce the number of aging vehicles joining the industry and increase stabilization within the Accessible Taxi fleet.

WHEELCHAIR RAMP INSTALLATION INCENTIVE		
MODEL YEARS	YEARS LEFT ON THE ROAD*	VALUE
Current or newer (i.e., 2023/2024)	10	up to \$25,000
↓ 1 year	9	
↓ 2 years	8	
↓ 3 years	7	
↓ 4 years	6	up to \$20,000
↓ 5 years	5	up to \$15,000
↓ 6 years	4	up to \$10,000
↓ 7 years	3	up to \$8,000
↓ 8 years	2	up to \$5,000
↓ 9 years	1	\$0
* Years left on the road as per Livery Transport Bylaw (20M2021)		

**Implementation of Procedure**

1. The holder of the ATPL will advise VFH upon the issuing of a Livery Vehicle Registration Certificate that they would like to receive the Wheelchair Ramp Installation Incentive and provide all applicable documentation as laid out in the qualifying criteria (Table 5).
2. The Program Administrator reviews POSSE information upon the issuing of a Livery Vehicle Registration Certificate for a new accessible taxi and after having received notice and all applicable documentation from the holder of the ATPL to determine whether qualifying criteria are met for the holder of an ATPL as per Table 5 above. [s.149(1)(b)]
3. The Program Administrator completes the qualifying criteria matrix for holders of an ATPL with a recommendation of the incentive amount to the Director within 30 days of the issuing of a Livery Vehicle Registration Certificate for a new accessible taxi and the receipt of notice and all applicable documentation from the holder of the ATPL. [s.149(1)(b); s.149(1)(e)]
4. The Director reviews recommendation and decides on incentive based on the qualifying criteria evaluation matrix and Table 6. [s.149(1)(a)]
5. The Program Administrator contacts the holders of an ATPL advising of the incentive amount.



## **Planned Schedule of Actions – Evaluation for Holders of an ATPL**

*Note, the evaluation of the qualifying criteria for the holders of an ATPL will be undertaken upon the issuing of a Livery Vehicle Registration Certificate for a new accessible taxi at the request of the ATPL holder.*

- 1. Within 30 days of the issuing of a Livery Vehicle Registration Certificate for a new accessible taxi and after having received notice and all applicable documentation from the holder of the ATPL – The Program Administrator reviews and confirms if the qualifying criteria have been achieved through POSSE.*
- 2. Within 30 days of the issuing of a Livery Vehicle Registration Certificate for a new accessible taxi and after having received notice and all applicable documentation from the holder of the ATPL – The Program Administrator provides a qualifying criteria evaluation matrix for the holders of an ATPL with a recommendation to the Director for review and decision.*

### **Payments to Holders of an ATPL and Accessible Drivers**

Pursuant to section 149(1)(c) of the Bylaw, the Director may set the amount and frequency of the disbursement of any incentive paid under the Program. This procedure establishes the process used to pay the incentives that holders of an ATPL and accessible drivers may be eligible to receive under the Program.

#### **Procedure**

1. For annual incentives relating to each holder of an ATPL and accessible driver, a qualifying criteria evaluation matrix must be completed by the Program Administrator for the previous twelve months to confirm eligibility (see Procedure 4.0 in this Framework).
2. For monthly per-trip driver incentives for accessible drivers completing trips through the WAV Calgary platform, a qualifying criteria evaluation matrix must be completed by the Program Administrator for the previous month to confirm eligibility (see Procedure 4.0 in this Framework).
3. For the wheelchair ramp installation incentive relating to each holder of an ATPL, a qualifying criteria evaluation matrix must be completed by the Program Administrator within 30 days of the issuing of a Livery Vehicle Registration Certificate for a new accessible taxi and after having received notice and all applicable documentation from the holder of the ATPL to confirm eligibility (see Procedure 4.0 in this Framework).
4. The Program Administrator will track TDL changes (specifically affecting holders of an ATPL and accessible drivers) through POSSE.
5. The Program Administrator will review and confirm changes to holders of an ATPL and accessible drivers for each month.
6. The Program Administrator will provide Accounts Payable with a payment matrix consisting of information on the holder of an ATPL and accessible driver as follows:

Holder of an ATPL Incentive Payment Matrix:

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

Name	Address	Taxi Driver's Licence #	Incentive Payment \$
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Per-Trip Driver Incentive Payment Matrix:

Name	Address	Taxi Driver's Licence #	Incentive Payment \$
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Wheelchair Ramp Installation Incentive Matrix:

Name	Address	Accessible Taxi Plate Licence #	Incentive Payment \$
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7. Accounts Payable will provide payment to eligible holders of an ATPL and accessible drivers that meet the qualifying criteria and will assign a reference code to each payment for tracking purposes.

### Implementation of Procedure

1. An evaluation for a holder of an ATPL and/or accessible driver must be completed to initiate incentive payments. [s.149(1)(a)]
2. Following the July 31 annual ATPL renewal deadline, holders of a valid and subsisting ATPL may receive up to \$3,500 in annual incentives if they successfully meet the qualifying criteria.
3. For accessible drivers, as of 2020 January, following the renewal of their TDL (aligned with their birthdate), eligible accessible drivers may receive up to \$4,500 in annual incentives if they successfully meet the qualifying criteria.
4. For accessible drivers, as of 2023 January, on a monthly basis, eligible accessible drivers may receive a "Per-Trip Driver Incentive" for each trip completed on the WAV Calgary platform while driving an accessible vehicle for a client/customer that requires a wheelchair accessible vehicle if the qualifying criteria are met.
5. For holders of a valid and subsisting ATPL, beginning 2024 April 9 following the issuing of a Livery Vehicle Registration Certificate and after having provided notice and all applicable documentation to VFH, on a one time per vehicle basis, eligible ATPL holders may receive up to \$25,000 (based on model year of vehicle as outlined on Table 6) towards the cost of installing a wheelchair ramp and running boards if they successfully meet the qualifying criteria, including the criterion that the vehicle is fitted with a wheelchair ramp and running boards (if required at the time of ramp installation) on or after 2023 January 01.
6. The Program Administrator completes and provides the payment matrix for holders of an ATPL and accessible drivers as a recommendation to the Director for review and decision.
7. The Program Administrator provides the payment matrix to Accounts Payable.
8. Accounts Payable issues payments via cheque and tracks payment history for each recipient by a reference code.

9. The Program Administrator contacts the holders of an ATPL and accessible drivers advising of the payment amount.

#### **Planned Schedule of Actions – Payments to Holders of an ATPL for Annual Incentive**

1. *By the last day of July – holders of an ATPL renew their ATPL.*
2. *By the last day of August – Program Administrator compiles and provides a qualifying criteria evaluation matrix for all holders of an ATPL as a recommendation to the Director for review and decision on incentive amount.*
3. *By the second week after approval is obtained – Program Administrator submits all payment information for holders of an ATPL to Accounts Payable.*
4. *By the third week (upon receipt of the payment information) – Accounts Payable issues and mails payment cheques.*

#### **Planned Schedule of Actions – Payments to Accessible Drivers for Annual Incentive**

1. *Month of Birthdate – Accessible drivers renew their TDL.*
2. *By the last day of the month – Program Administrator compiles and provides a qualifying criteria evaluation matrix as a recommendation to the Director for review and decision on incentive amount.*
3. *By the second week after the approval is obtained - Program Administrator submits payment information for eligible accessible drivers to Accounts Payable.*
4. *By the following third week (upon receipt of the payment information) - Accounts Payable issues and mails payment cheques.*

#### **Planned Schedule of Actions – Per-Trip Driver Incentive**

1. *By the third week following the previous end of the month – Program Administrator compiles and provides a qualifying criteria evaluation matrix as a recommendation to the Director for review and decision on incentive amount.*
2. *By the second week after the approval is obtained – Program Administrator submits payment information for eligible accessible drivers to Accounts Payable.*
3. *By the following third week (upon receipt of the payment information) – Accounts Payable issues and mails payment cheques.*

#### **Planned Schedule of Actions – Wheelchair Ramp Installation Incentive**

1. *Within 30 days of the issuing of a Livery Vehicle Registration Certificate for a new accessible taxi and after having received notice and all applicable documentation from*

*the holder of the ATPL, Program Administrator compiles and provides a qualifying criteria evaluation matrix as a recommendation to the Director for review and decision on incentive amount.*

- 2. By the second week after the approval is obtained – Program Administrator submits payment information for eligible holder of an ATPL to Accounts Payable.*
- 3. By the following third week (upon receipt of the payment information) – Accounts Payable issues and mails payment cheques.*

## **5.0 Review of decisions made by the Director**

Recommendations regarding the amount of payment of the incentive will be made by the Program Administrator. Final decisions for incentive payments are made by the Director.

A holder of an ATPL or accessible driver may request an appointment with the Director to review any decisions by the Director, however, any subsequent decision made by the Director will be final.

## **6.0 Evaluation of Procedures**

1. The Program Administrator will schedule quarterly meetings to review the procedures with all internal partners.
2. The Program Administrator will schedule annual meetings with Finance (Corporate Billing and Accounts Receivable, Accounts Payable) to review procedures for paying the incentives under the Program.
3. As part of regular engagement with the taxi, limousine and private for hire vehicle Industry, opportunities will be provided for the Industry to provide input into a review of the procedures.

## **Changes to the Program**

Pursuant to section 149(1)(i), the Director may set the process for changes to the Program and the method by which any changes will be published.

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

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

## **Program Review**

VFH and the Program Administrator will undertake continuous monitoring of the Program to determine its effectiveness in meeting the Program Objectives as stated in this Framework.

## Appendix

### 1.0 Livery Transport Bylaw 20M2021 Part 7 – Accessible Taxi Incentive Program

- 149 (1) In addition to any other powers set out in this Bylaw, the **Director** 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 **Director** may set:
- (a) requirements for eligibility in the **Accessible Taxi** Incentive Program;
  - (b) the criteria for receiving any incentive or grant;
  - (c) the amount and frequency of the disbursement of any incentive or grant, including any pro-rated or discretionary amounts;
  - (d) the form and manner in which a customer must be informed of a regulatory charge imposed under section 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 **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 **Director**.

#### 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 **Director**, 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 **Director** 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 **Director** 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 **Director**.
- (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 **Director** pursuant to section 149(1)(f).

## 2.0 Sample of Invoice from City of Calgary



Please Remit To:  
 THE CITY OF CALGARY  
 CITY CASHIER 8042  
 P.O. BOX 2100, STATION M  
 CALGARY, AB T2P 2M5

### INVOICE Livery Transport

Invoice: ECW-000 [REDACTED]  
 Invoice Date: Feb 18, 2021  
 Page: 1 of 1  
 Customer No: [REDACTED]  
 Customer Name: [REDACTED]  
 Reference #:

For billing questions, please contact: 311  
 [403-268-CITY(2489) from outside Calgary]



# 36

Description	Quantity	Unit	Unit Amount	GST	Gross Amount
ATIP INVOICE - JAN 2021	[REDACTED]	Each	0.10		[REDACTED]

Gross Amount: [REDACTED] GST EXEMPT

**PAYMENT IS DUE 30 DAYS FROM INVOICE DATE**  
 Interest of 1.5% will be charged on any past due balance  
 Please see reverse for payment information  
 GST Registration # 119457869

AMOUNT DUE: \$ [REDACTED]  
 AMOUNT PAID: \$ [REDACTED]



Please Remit To:  
 THE CITY OF CALGARY  
 CITY CASHIER 8042  
 P.O. BOX 2100, STATION M  
 CALGARY, AB T2P 2M5

DETACH AND RETURN THIS PORTION WITH PAYMENT IF MAILED

### INVOICE Livery Transport

Invoice No: ECW-000 [REDACTED]  
 Customer No: [REDACTED]  
 Ref #:

REMITTANCE PORTION

000947670 000947670 054000001325 50

Payable at most Financial  
 Institutions in the City of Calgary



# 36

AMOUNT DUE: \$ [REDACTED]  
 AMOUNT PAID: \$ [REDACTED]

Visit [www.calgary.ca/ebill](http://www.calgary.ca/ebill) to sign-up for electronic billing



## PAYMENT INFORMATION

**PAY BY MAIL:** Please make cheque payable to "The City of Calgary" and enclose remittance portion.

**MAIL TO:** THE CITY OF CALGARY  
ATTN: CHIEF CASHIER 8042  
PO BOX 2100 STN M  
CALGARY AB T2P 2M5  
CANADA

**PAY IN PERSON:** City Cashiers, 3rd Floor, Municipal Building, 800 Macleod Trail S.E., 8:00 A.M. to 4:30 P.M. OR deposit payment with your invoice in the NIGHT DEPOSITORIES located at the Municipal Building 323 - 7th Avenue S.E. or 801 - 3rd Street S.E.

Payment by debit card (Direct Payment - INTERAC) can be made at the Municipal Building only.

**PAY AT BANK:** Payments may also be made at most chartered banks, trust companies, credit unions, and Alberta Treasury Branches. When paying by mail or at a financial institution, please allow sufficient time for your payment to reach our offices by the due date.

**PAY ONLINE:** From your online banking options, choose payee:

**CALGARY (CITY OF) - CORPORATE INVOICE  
OR  
CITY OF CALGARY - CORPORATE INV.**

**Note:** For account number, please enter the Customer Number (e.g. 8-digit number starting with '1') located on the top right-hand corner of The City of Calgary invoice.

GST Registration Number: 119457869

THE CITY OF CALGARY  
CHIEF CASHIER 8042  
PO BOX 2100 STN M  
CALGARY AB T2P 2M5  
CANADA