

<b>Approval Date:</b>	June 8, 2020	<b>Policy Number:</b>	P-51-41-C
<b>Motion:</b>	MOTION-20-06-182		
<b>Supersedes:</b>	P-51-41-B		
<b>Title:</b>	Taxi Pass Program Policy		
<b>Board Review:</b>	Approved by the Community Services Board on May 27, 2020. Motion: CS-2020-05-13		

### **Purpose**

The Town of Peace River is committed to providing an affordable transportation option for members of the community through the Taxi Pass Program. The purpose of this Policy is to establish guidelines and procedures governing the administration of the Taxi Pass Program.

### **Policy**

The Taxi Pass Program provides subsidized taxi passes to eligible clients who live in the Town of Peace River. Clients can purchase up to 3 booklets of Taxi Passes per month. The passes are sold in books of 20, for \$15.00 each, giving the client \$100 in taxi rides per book.

### Eligibility and Term of Approval

1. Clients must be 18 years of age or older. Dependent children are not eligible for the program.
2. Clients must reside within the Town of Peace River and provide proof of residency.
3. Clients must meet one of the following criteria:
  - 3.1. Seniors: Individuals who are 65 or older must provide proof of age and a Notice of Assessment or Income Tax Summary from the Canada Revenue Agency upon initial application and will be reassessed for Income annually.
  - 3.2. Students at Northern Lakes College: Individuals who are at least 18 years of age are eligible for the duration of their enrolment in a program at Northern Lakes College. Applicants must provide documentation verifying dates of enrolment.
  - 3.3. Individual Income: Single individuals with no children residing with them and an annual income below \$15,000 are eligible. Applicants must provide a Notice of Assessment or Income Tax Summary. They will be approved until May 31 of the year following the Tax Year on the Notice of Assessment. For example, a 2019 Notice of Assessment would provide approval until May 31, 2021. Clients must provide their Notice of Assessment or Income Tax Summary annually to be renewed.



- 3.4. Combined Family Income: Applicants with a combined annual family income below \$25,000 in a single- or double-income family are eligible. A family may be a couple with no children, or a couple or single parent with dependent children residing with them. Applicants must provide a Notice of Assessment or Income Tax Summary. They will be approved until May 31 of the year following the Tax Year on the Notice of Assessment. For example, a 2019 Notice of Assessment would provide approval until May 31, 2021. Clients must provide a new Notice of Assessment showing a qualifying income level to be approved for another year.
- 3.4.1. Referrals for Low Income Clients: Clients who are unable to provide a Notice of Assessment or other Canada Revenue Agency documentation of income may obtain a referral from a Social Services agency verifying that they meet the income requirement. The client will be approved until May 31 of the following tax year and then will be required to provide documentation. A referral will not be accepted for subsequent years, with the exception of Women's Shelter clients. Clients referred from the Women's Shelter will be evaluated on a case by case basis. Clients who use the Agency Referral must still provide documents showing Proof of Residency.
- 3.5. AISH (Assured Income for the Severely Handicapped): AISH Clients are eligible on an annual basis. Applicants must provide an AISH card or statement and will be required to provide a current AISH or statement each year by Jan. 31.

#### Inactive Clients

4. Clients who do not provide documentation after their term of eligibility has expired will be moved to Inactive status and will not be permitted to purchase Taxi Passes. They will be eligible to return to Active status and purchase passes after they provide the appropriate documentation of eligibility and Proof of Residency.
5. Clients who have not purchased passes in a calendar year (from Jan. 1 – Dec. 31) will be moved to Inactive status and will not be permitted to purchase Taxi Passes. They will be required to provide documentation of eligibility before purchasing again. This includes documentation that they reside in the Town of Peace River.

#### Severe Medical Need

6. In the case of severe medical need a client may be approved to purchase a maximum of 4 booklets per month. The client must have a health care provider fill out the Severe Medical Need Referral form.

7. Severe medical need is defined as lifesaving medical care that the client must access on a frequent basis. Examples include dialysis, high risk pregnancy that requires regular monitoring or daily IV antibiotics. Length of approval will be based on length of medical condition. If no time frame can be given, clients will be reassessed every 3 months.

### Application Process

8. Residents who wish to apply for the Taxi Pass Program must fill out an application form and submit it to the Town of Peace River Community Services Department with appropriate documentation of residency and eligibility. The application will be reviewed by the Director of Community Services.
9. Applications which are incomplete or do not include the required documentation will not be approved. Applicants will be contacted and informed whether their application has been approved or not.

### Authorization of Alternate Purchaser

10. The Taxi Pass Client must purchase his/her own passes unless an Authorization of Alternate Purchaser form has been signed authorizing one other person to purchase on the Taxi Pass Client's behalf.
  - 10.1. The Client must fill out the Authorization form in person and have it witnessed by a staff member.
  - 10.2. Alternate Purchaser Authorization will expire after one year and must be renewed by the client in person.
  - 10.3. The authorized purchaser will be required to show photo ID before purchasing.
  - 10.4. No other person will be allowed to purchase passes.
  - 10.5. Taxi Drivers may not be named as an alternate purchaser.

### Taxi Companies

11. Taxi Companies who wish to participate in the Taxi Pass Program will be required to sign a formal letter of understanding on an annual basis.
12. Taxi Companies must adhere to the program guidelines. Any breach of the terms of the agreement will constitute removal from the program.
13. Taxi Companies will submit an invoice monthly to the Community Services Department that accounts for all passes received. Passes must accompany the monthly invoice.
14. The Town of Peace River shall reimburse the Taxi Company \$5.00 for each ticket.

## Taxi Drivers

15. Taxi Drivers are not eligible for the Taxi Pass Program. If a client becomes licensed as a Taxi Driver into the Town of Peace River, they will be suspended from the Taxi Pass Program and no longer able to purchase passes while they hold a Town of Peace River Taxi Driver Permit.
16. Taxi Drivers are not permitted to be named as Alternate Purchasers and cannot purchase Taxi Passes for any client.

## Client Use

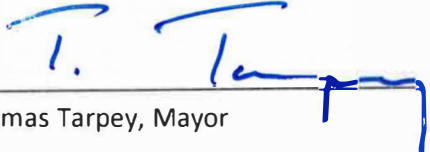
17. The Taxi Pass program is valid within Town Limits. It is not intended to subsidize rides outside of the Town of Peace River.
18. Eligible clients will be approved to purchase booklets of passes. Each pass will be valued at \$5.00. The value of the ticket can be used to partially offset with the use of cash or completely cover the cost of a Taxi ride.
19. The client provides to the cab driver the number of passes that equal the value of the ride, or a combination of passes and cash that equals the value of the ride. The client can make the choice of how to use their passes.
20. The Taxi Driver will receive full remuneration for the posted value of the fare.
21. Clients can purchase 3 booklets per month at a cost of \$15.00 per booklet.
22. Booklets will include 20 passes – (worth \$100.00)
23. Booklets will only be sold for the current month. Clients cannot purchase passes early for the next month, they must wait until the first business day of that month. If the client didn't purchase all their books for the previous month, they cannot carry them over and purchase them the next month.
24. Passes do not have an expiry date and will only expire in the case of a major program change. Advance notification will be given in that circumstance.
25. Passes cannot be resold and are not transferable to other individuals.

## Agency Requests

26. The Taxi Pass Program is not available for use by internal Town of Peace River programs or external agency programs or services other than the Women's Shelter and the Peace River Community Health Centre as a means of transportation.
27. The program is client based only, for direct client use. Clients must apply on an individual basis.
28. The Women's Shelter may purchase Taxi Passes for clients residing in the Shelter. Clients may apply for the program once they have transitioned from the Shelter into living in the community but can access passes from the Women's Shelter while they are residents of the Shelter.
29. Peace River Community Health Centre may purchase Taxi Passes for patients being discharged from Emergency or Acute Care who have no other transportation.

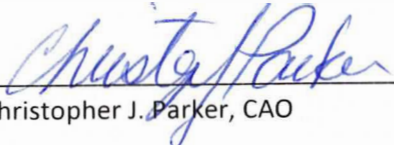
## Complaints/Concerns

30. Clients or Taxi Companies and Drivers who have a concern about the Taxi Pass Program may report their concern to the Community Services Department. These concerns must be documented, including the name and contact information of the complainant. Anonymous complaints will not be received.
31. The Director of Community Services shall review all concerns and assess the requirements for next steps.
32. Taxi Bylaw concerns will be forwarded to the Bylaw Officer.



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Thomas Tarpey, Mayor



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Christopher J. Parker, CAO