



PUBLIC VEHICLE FOR HIRE



BULLETIN #003

ACCESSIBLE TAXI INCENTIVE CHANGES

2023 FEB 05

Thanks again to everyone who participated in the engagement sessions regarding WAV Calgary and the Accessible Taxi Incentive Program (ATIP). Industry was very engaging, provided valuable feedback, and below is a summary:

- WAV Calgary should not be operated through a taxi company
- There must be fairness, transparency, and equity amongst all drivers on the WAV Calgary platform
- Some drivers (on the WAV Calgary platform) automatically receive the 'big' trips, even if they are not the closest taxi to the pick-up location
- WAV Calgary phone lines are frequently busy and drivers are unable to contact a dispatcher to confirm trip details or request assistance
- Google Map on the tablet is outdated
- Drivers should receive the per-trip incentive for "Code 8" trips (provided through their broker)
- Drivers should receive the per-trip incentive for WAV trips cancelled by the customer and 'no shows'
- Change the timeframe of AM/PM hours for the per-trip incentives (4AM – 6PM and 6PM – 4AM)
- Drivers should receive the per-trip incentives monthly, rather than quarterly
- More funding to deal with aging vehicles, increasing costs for replacement vehicles, and increasing costs for ramp installations in new/newer vehicles

ATIP Changes:

- Per-trip Incentive hours will be changed to 4AM – 4PM and 4PM – 4AM
- Per-trip incentives will be issued monthly (for trips completed on the WAV Calgary platform)
- Per-trip incentives will be increased to \$15 (4AM – 4PM) AND \$25 (4PM – 4AM)
- Yearly accessible driver incentives will increase from \$2000 to \$4500
- Yearly accessible plate holder incentives will increase from \$3000 to \$3500

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Vehicle for Hire Industry Communication

The Vehicle for Hire Team is exploring the opportunity to offer additional incentives:

- 'Code 8' trips
- Customer 'cancelled' and 'no show' trips
- Financial assistance for the ramp installation

The City is engaging with WAV Calgary representatives, exploring system updates/data reviews, and evaluating the opportunity for new incentives. The updated version of the Accessible Taxi Incentive Framework is posted on Calgary.ca.

If you have any further questions regarding the Accessible Taxi Incentive Program, please email itsengagement@calgary.ca.

Sincerely,



Acting Deputy Chief, Public Vehicle Standards
Emergency Management & Community Safety

This bulletin is also available in Amharic, Arabic, Hindi, Punjabi, Somali and Urdu at Calgary.ca.