

Option Assessment – On-Demand Wheelchair Accessible Taxicab – Incentives

Options	A) Annual Grant	B) Annual Incentive	C) Per trip surcharge	D) Centralized Dispatch	E) Enhanced Driver Training
Description	A grant paid to accessible taxicab plate holders in recognition of the higher costs of owning and operating an accessible taxicab.	A graduated incentive paid to accessible taxicab plate holders and drivers based on achieving stated criteria.	A per trip supplement paid to accessible taxicab drivers for each completed wheelchair accessible fare.	Provision of one-stop, 24/7 central dispatch function for on demand wheelchair accessible taxi service with client booking via a single telephone number, website, or app.	Provision of Enhanced Driver training (Edmonton) with reimbursement of costs for two-year refresher courses (Winnipeg)
Who Does it?	Calgary	Calgary, Toronto, Winnipeg	Hamilton	Calgary, Winnipeg (report approved April 29, 2021), Edmonton (planned)	Winnipeg, Edmonton
Amount of Incentive	\$1,500 per year payable to accessible taxicab plate holders	<ul style="list-style-type: none"> Calgary: up to \$1,500 per year to plate holders and up to \$2,000 per year to drivers Toronto: up to \$3,625 per year for plate holders of rear-entry vehicles; up to \$4,796 per year for plate holders of side-entry vehicle; and, up to \$2,188 per driver Winnipeg: up to \$2,200 to plate holders and drivers 	\$5 per accessible fare	N/A	In Winnipeg, certification is valid for 2 years. The cost of training for a new driver is \$125 plus GST and the cost for recertification is \$65 plus GST
Criteria	No additional criteria. Approved as part of annual licensing renewal.	<p>Vehicle Plate Holders</p> <ul style="list-style-type: none"> Calgary: plate holders keep vehicle on the road a minimum of 250 days per year (up to \$500); Vehicle driven a minimum of 981 hours per year (up to \$500); Mechanicals submitted on time (up to \$125); Inspectors orders submitted on time (up to \$125); Minimal complains re., vehicle condition (up to \$125); and, Cordless debit machine installed (up to \$125) 	No additional criteria. Incentive is built into the per fare surcharge.	Requirements set out in the RFP include: <ul style="list-style-type: none"> provision of single phone number and single downloadable app to provide access to all Wheelchair Accessible Taxicabs on the road successful vendor will ensure that fares are assigned to closest wheelchair accessible vehicle with approximate wait times provided (similar to PTC apps) 	

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		<ul style="list-style-type: none"> • Toronto: plate holder keeps vehicle operating and available for dispatch (e.g., 1,300 hours annual or 25 hours per week)(weighted 95%; and, provision of cordless POV (weighted 5%) • Winnipeg: annual sign-up bonus (\$200); available a minimum of 250 days per year (\$500); minimum of 120 hours per month (\$500); overnight shift premium - minimum of 120 overnight shifts (10 p.m. to 4 a.m.)(\$250); less than 5 customer complaints per year (\$250); Inspection rate of 90% or better on critical items (securement, ramps, etc.)(500) 		<ul style="list-style-type: none"> • all trip data (calls wait times, call acceptances and declines, arrival times, etc) will be transferred directly to the City on a regular basis defined in the RFP • Overall goals to reduce wait times for clients and downtime for drivers via efficient dispatch of calls. 	

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		<p>Drivers</p> <ul style="list-style-type: none"> • Calgary: drivers accept all wheelchair accessible trips (up to \$1,000); minimum 4 wheelchair accessible trips per month (up to \$200); daily maintenance of harness ramps (up to \$200); minimal incidents or service complaints (up to \$200); available between 10 p.m. and 4 a.m. minimum of 10 nights per month (up to \$200); on time license renewal (up to \$200) • Toronto: drivers keep vehicle operating and available for dispatch (e.g., 1,300 hours annual or 25 hours per week)(weighed 50%); and accept all accessible trips dispatched by brokerage (weighted 50%) • Winnipeg: annual sign-up bonus (\$200); Annual trips – graduated – from 20 to over 150 – (\$200 to a maximum of \$800); maintaining a 4 star or better customer average rating (\$100); overnight shift premium – minimum of 10 overnight shifts per month – logged in at least 4 hours between 10 p.m. and 4 a.m. (\$500); trip acceptance rate of 90% or better via the WAV app (\$500); daily vehicle safety and maintenance checks (\$100). 			
How are Results Measured	N/A	<ul style="list-style-type: none"> • Brokerage Data / GIS Data / Inspections / 311 (Calgary) • Declarations / Brokerage Data (Toronto) • WAV Program Data / 311 / Inspections (Winnipeg) 	<ul style="list-style-type: none"> • Brokerage data / sample audit of camera footage 	<ul style="list-style-type: none"> • Per requirements of RFP all trip data to be transferred to the City. 	

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Strengths	<ul style="list-style-type: none"> Recognizes “increased capital and operating costs” associated with wheelchair accessible vehicles. 	<ul style="list-style-type: none"> Provides specific criteria intended to: incentivize hours and days of service, including overnight hours; encourage prompt response to mechanical issues, minimize service complaints, etc. 	<ul style="list-style-type: none"> Most direct, ongoing incentive to accept and complete calls for wheelchair accessible vehicles 	<p>As noted above:</p> <ul style="list-style-type: none"> Customers have access to a single number or app to access all available wheelchair accessible taxis in the City with an overall goal to reduce wait times. Fares to be assigned to closest wheelchair accessible vehicle (similar to PTC apps) to the benefit of the client and the driver. All trip data to be transferred to the City. Enhanced reporting of fare data will assist with evaluation of driver performance and assist with administration of <u>any</u> associated incentive program. 	<ul style="list-style-type: none"> Enhanced training and refresher training as required will help Improve the quality of service Reimbursement of training costs will help reduce expenses for drivers of accessible vehicles.
Weaknesses	<ul style="list-style-type: none"> Not a direct incentive to increase availability or hours of service 	<ul style="list-style-type: none"> Monthly/Annualized results to an upset limit may not be as effective in incentivizing plate holders and drivers as a per fare surcharge 	<ul style="list-style-type: none"> Because compensation is provided for each dispatched accessible fare, there are cost implications if volumes exceed budget estimates. 	<ul style="list-style-type: none"> Not a direct incentive to increase availability or hours of service 	<ul style="list-style-type: none"> Not a direct incentive to increase availability or hours of service Current Ottawa Training Course has been audited, attended, and approved by staff of By-law and Regulatory Services staff.

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Implementation Challenges	<ul style="list-style-type: none"> • Straight-forward to implement as part of annual plate renewal process 	<ul style="list-style-type: none"> • Requires regularized, reliable data from taxi companies (brokers) 	<ul style="list-style-type: none"> • Requires regularized, reliable data from taxi companies (brokers) 	<ul style="list-style-type: none"> • Per Calgary, cost of RFP Budget to includes dispatch technology, driver outreach and training, customer marketing • City costs associated with: developing an RFP, gathering stakeholder feedback and evaluating the pilot) • Requires collaboration with taxi companies (brokers) to provide opportunities for their affiliated drivers to integrate with a second dispatch system. 	
Funding	Calgary Accessibility Fund	Calgary and Toronto Accessibility Funds.	Funded approximately one 3 rd by “payments in lieu” received from PTPs with balance paid by the City.	<ul style="list-style-type: none"> • Calgary approved a \$350K per year for two year pilot funded from one-time operating budget. • Winnipeg proposes a \$400K to \$600K per year for a three-year pilot dependent on results of RFP to be funded from Accessibility fund. 	<ul style="list-style-type: none"> • Winnipeg Accessibility fund. .

Note that any or all proposed incentives may require amendment to the Vehicle for Hire By-law or may impact collective bargaining agreements (CBAs) between Brokers and Drivers.