

Summary of Engagement

Accessible Taxi Drivers

Accessible Taxi Plate Licence holders and accessible taxi drivers were engaged for feedback on the Accessible Taxi Incentive Program and WAV (Wheelchair Accessible Vehicle) Calgary in **2021 June and July**. Due to safety concerns associated with in-person engagement during COVID-19, feedback was collected through a survey which was made available online and in hard copy format. An option to attend a virtual engagement session was also made available upon request. The full What We Heard report can be found [here](#).

A total of 46 out of 85 Accessible Taxi Plate Licence holders/accessible taxi drivers completed the survey (**54 per cent response rate**) and one participant attended a virtual engagement session.

Key feedback collected:

- The grants and incentives offered through Accessible Taxi Incentive Program are helping **reduce the high cost** of operating an accessible taxi however more incentives are needed.
- The program is **easy to understand** but the criteria for receiving funds are overly complicated and fail to recognize that some drivers complete more accessible trips than others and therefore have higher operating costs.
- Receiving a per-trip incentive for every accessible trip completed would help cover additional costs, with \$10 being a suggested amount. A higher per-trip incentive during the nighttime would encourage more drivers to be available for accessible trips during those hours.
- Most drivers are using the WAV Calgary platform to deliver accessible trips and rarely have to refuse a trip.
- Generally, most drivers intend to keep driving accessible taxis in the future, however the most significant challenges include vehicle costs (e.g. purchasing, maintenance and fuel) and longer driving distances to pick-up and drop-off customers.

Taxi Brokers

Taxi brokers were engaged for feedback on the Accessible Taxi Incentive Program and WAV Calgary during engagement for the Livery Transport Bylaw Review. An online survey customized to taxi brokers was open from **2020 November 23 to December 7**. Virtual meetings with the project team were also offered on request.

Responses to surveys were collected from five representatives of taxi brokerages operating in Calgary and virtual meetings were held with representatives of two brokerages.

Key feedback collected:

- **Taxi brokerages have received enough support from The City** in regards to collecting the 10 cent regulatory fee from affiliated drivers and no improvements were suggested.
- WAV Calgary has not increased the number of accessible taxi trips for drivers.
- Generally brokerages would not be impacted if it was mandatory for drivers to log-on to the WAV Calgary platform, however some felt that there is not enough volume for drivers to survive on accessible trips alone.

- Trip volumes are too low to make accessible taxis viable. Much of the business is being taken away by Calgary Transit Access and it is too costly for brokerages to operate as a subcontractor for Calgary Transit Access.

Advisory Committee on Accessibility

Administration engaged with the **Advisory Committee on Accessibility** to provide an update on The City's accessible taxi initiatives and solicit feedback on WAV Calgary on three occasions: **2020 October 15, 2021 February 18 and 2021 October 21**. In addition, a representative of Calgary Community Standards Livery Transport Services attends all monthly Committee meetings to provide an overview of accessible taxi performance and address comments and concerns from Committee members.

Key feedback collected:

- The Advisory Committee on Accessibility recommends transitioning **WAV Calgary** from a pilot to a **full program**.
- WAV Calgary has improved service and **reduced wait times** for customers who use on-demand wheelchair accessible taxis.
- Customers who use the service on a daily basis report that **drivers are often early**.
- There is a need to do further promotion of the service to reduce confusion between private on-demand accessible taxi service and public transit options offered by Calgary Transit Access.

Customers

Customer Ratings on WAV Calgary App

Customers who book accessible taxis through the WAV Calgary app have an opportunity to provide a rating between one and five stars at the end of their trip. Since it was launched in 2019 December, **750 trips** have been rated by WAV Calgary app users and **90 per cent** have been rated as **four or five stars**. Just over five per cent of customers provided additional feedback on their trip with driver conduct being the most frequently identified area for improvement.

Customer Satisfaction Survey

Administration engaged with customers who use wheelchair accessible taxis in **2020 November and December**. Customers were asked to provide feedback on WAV Calgary through an online satisfaction survey that was circulated through the Advisory Committee on Accessibility and the Calgary Ability Network to **120 organizations** that serve individuals who use accessible taxis. The timing of the survey coincided with a public awareness campaign for WAV Calgary that included 21 Bold signs displayed in prominent locations, a social media campaign with customer testimonials and a link to the survey on the WAV Calgary app.

Just under 120 individuals viewed the survey and there were 19 respondents. Administration heard that many customers were unable to use WAV Calgary in 2020 due to COVID-19 closures and public health restrictions, which could have impacted response rates.

Key feedback collected:

- Customers use WAV Calgary to book on-demand trips but also use the service to pre-book trips for a later date/time.
- Most customers have **confidence** that an accessible taxi will arrive in the timeframe provided by WAV Calgary.

- The majority of respondents report wait times of **30 minutes or less** for a taxi to arrive.
- Generally, **customers feel safe** in accessible taxis and are satisfied with the customer service they receive.
- All customers who responded are **likely or highly likely to continue using WAV Calgary** to book accessible taxis in the future.