

Know Your WAV

(Wheelchair Accessible Vehicle)

1. Book your WAV

Winnipeg WAV is a centralized booking service for wheelchair accessible vehicles for hire. Riders now have 3 easy ways to book wheelchair accessible vehicles in Winnipeg:

- a. Download the app – The **Winnipeg WAV app** is available for free download at the Apple App Store and Google Play App Store.
- b. Online at winnipeg.ca/bookWAV
- a. By Phone: **204-986-4WAV (204-986-4928)**

Once the pick up and drop off locations are set, the system will dispatch the nearest available vehicle in real-time, ensuring the fastest service.

For more information or to download the app, go to winnipeg.ca/WAV



2. Understand your WAV

Winnipeg WAV rides can be requested through the centralized booking service. Never get in a vehicle that does not identify as a licensed WAV vehicle.

It is important to pay attention to the vehicle – check the make and model of the vehicle that pulls up and compare to the make and model that was provided to you at the time of booking. Take note of the vehicle identification number located on the vehicle. All WAV vehicles will have an ID number.

Check the meter

All WAV vehicles are equipped with a soft meter. The meter must be on for the duration of your trip.

Be respectful

Please respect your driver and their vehicle.

Keep everyone's safety in mind

This means not asking your driver to make illegal or unsafe traffic maneuvers and remembering to bring a child seat with you if you need one.

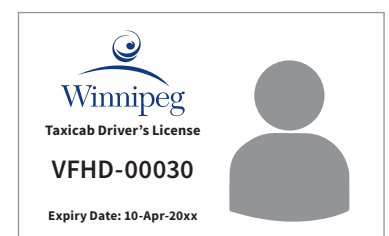
Payment can be made by Cash, Credit or Debit

If terminals are down, drivers should call their dispatcher.

3. Recognizing a licenced driver

All WAV vehicles are driven by licensed service providers from taxi and personal transportation provider (PTP) companies.

Drivers are required to have their taxi driver's licence or WAV ID displayed on the dashboard at all times. It specifies the driver licence number and expiry date.



For emergency situations call **911**

All Winnipeg WAV vehicles and drivers are licensed by the City of Winnipeg - Vehicles for Hire

If you have any inquiries, please contact **311**

