

Qualifying Criteria for Drivers	Evaluation Process	Frequency	Value
<b>Incentive for Active WAV Program Drivers (Note 1)</b>			
1. Accessible training refresher course (Note 2)	ILRC	Every 2 Years	\$50
2. Yearly Sign-up Bonus (Note 3)	WAV Data	Yearly	\$200
3. Annual Number of Trips (Note 4):	WAV Data	Yearly	Up to \$800
• Between 20-50 trips (\$200 max)			
• Between 51-100 trips (\$400 max)			
• Between 101-150 trips (\$600 max)			
• Over 151 trips (\$800 max)			
4. Maintaining 4.0 star customer response rating or better (average) (Note 5)	WAV Data and 311 Calls	Yearly	\$100
5. Overnight shift premium (Note 6)	WAV Data	Yearly	Up to \$500
6. Trip Acceptance Rate of 90% or better (Note 7)	WAV Data	Yearly	\$500
7. Daily vehicle safety & maintenance checks (sign-in procedures) (Note 8)	WAV Data and VFH Inspections	Yearly	\$100
<b>Total Driver Incentives Available</b>			<b>Up to \$2,250</b>

Note 1: Drivers must have a minimum of 20 trips per year to qualify for Active Driver status and be eligible for any of the incentive listed in that category. Incentives are based on annual number of trips, unless otherwise noted. Drivers may qualify for a single incentive, or any combination thereof once they are considered active.

Note 2: Drivers are required to maintain up-to-date accessible training. This is required to remain licenced and is due every 2 years.

Note 3: Drivers who sign-up for the program and provide the qualifying number of trips would receive up to \$200 per year incentive.

Note 4: The annual trip incentive is not cumulative and once a driver qualifies at the level, that is the maximum amount they will be paid.

Note 5: Customer rating based on feedback received from the customers, whether through 311 (positive or negative feedback), through the dispatch website or app or received through other means.

Note 6: Drivers must complete a minimum of 10 overnight shifts per month in order to qualify for the overnight shift premiums. Overnight shift hours are considered to be from 10PM to 4AM for the purposes of this project. In order to have been considered to work this shift, a driver would have to be signed on for a majority of the hours in the timeframe.

Note 7: A driver must accept 90% of the trips that are dispatched to them through the centralized dispatch system in order to qualify for this incentive.

Note 8: Drivers are expected to ensure that the required safety equipment in their vehicle is maintained and that should there be issues they are alerting the vehicle owner to this fact.

Qualifying Criteria for Accessible Vehicle Owners	Evaluation Process	Frequency	Value
<b>Incentives for All Accessible Vehicle Owners</b>			
1. Initial Sign-Up Bonus	WAV Data	One Time	\$300
<b>Incentive for Active Vehicles (Note 1)</b>			
1. Yearly Sign-up Bonus	WAV Data	Yearly	\$200
2. Minimum 250 days per year available	WAV Data	Yearly	\$500
3. Minimum 1440 hours per year available (minimum 120 hours per month) (Note 2)	WAV Data	Yearly	\$500
4. Overnight shift premium (Note 3)	WAV Data	Yearly	\$250
5. Less than 5 customer complaints/year (vehicle) (Note 4)	WAV Data and 311 calls	Yearly	\$250
6. Inspection rate of 90% or better on critical items (D409, securement, ramps) (Note 5)	VFH Enforcement	Yearly	\$500
<b>Total Vehicle Incentives Available</b>			<b>Up to \$2,500</b>

Note 1: Vehicle owners must have the vehicle on the road and active (drivers must be WAV logged in) for a minimum 250 days per year to qualify as an Active Vehicle. This will be prorated for the first year of the program based on the launch date, at the direction of the Manager of VFH. Vehicle owners may qualify for a single incentive, or any combination thereof once they are considered active.

Note 2: A vehicle must be on the road and available for service for a minimum of 120 hours per month to qualify for this incentive.

Note 3: Vehicles must be available for service (logged in) a minimum of 120 overnight shifts per year in order to qualify for the overnight shift incentive. Overnight hours are from 10PM to 4AM.

Note 4: A vehicle should have less than 5 customer complaints per year as recorded by 311, WAV data and through the dispatch website/app.

Note 5: VFH are inspected at regular intervals and are expected to be maintained, especially as it relates to accessible safety equipment, in accordance with the VFH By-law & D409 standards. A vehicle should pass inspection at least 90% of the time or more in relation to these items.