

Taxi, Limousine & Vehicles-for-Hire

Led by: Director of Emergency Management & Community Safety

Description

Taxi, Limousine & Vehicles-for-Hire regulates drivers, vehicles, brokerages and transportation network companies operating in the livery industry under the Livery Transport Bylaw. This service ensures that all drivers have the right qualifications and proper, mechanically-inspected vehicles so passengers have safe rides. Community peace officers provide education and promote compliance with drivers by assessing complaints and seeking resolutions that create a fair and safe environment for drivers and passengers.

Value and benefits

Taxi, Limousine & Vehicles-for-Hire ensures that all Calgarians have timely and reliable access to safe, quality and economical livery services. The Livery Transport Bylaw ensures that Calgarians' experiences are consistent across all providers by setting conditions and responsibilities for the livery industry and its associates. We ensure that accessible transportation options are available to Calgarians that are convenient, affordable and efficient.

Customers

Our customers include: livery industry service providers seeking fair, transparent and consistent regulations; passengers requiring a safe and accessible ride to their destination; and Calgarians reporting a concern.

What we deliver

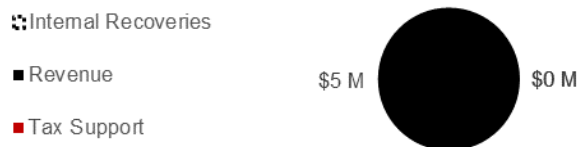
We deliver assurance of public safety, consumer protection and accessible service quality. Offering timely issuance of licences for livery service providers and access to consistent information ensures that passengers can have safe rides. Calgarians can expect prompt resolution of inquiries by community peace officers who seek to promote compliance with the Livery Transport Bylaw.

Partners

Our service relies on partnerships with internal lines of service, including Public Transit and Calgary Police Service. We also partner with other orders of government, including The Government of Alberta, The Department of Transportation, Carrier Services and Service Alberta.

3,845	Licensed taxi drivers
3,905	Licensed Transportation Network drivers
1,763	Applicants for Livery driver training
7.3 million	Total rides completed in 2021

Taxi, Limousine and Vehicles-for-Hire
2022 Budgeted Gross Operating Expenditures Funding
Breakdown (\$ Millions)



Note: Internal recoveries is how The City accounts for the costs of goods or services between services

Key assets

Airways Centre; Livery licensing system (POSSE); Alberta Registries access; Livery Transport Bylaw.

What we have heard & what we are watching

What we have heard

Our strategic actions are informed by ongoing citizen and stakeholder engagement. Calgarians identified quality of licensing services and legislative compliance as key service values, followed by fairness and responsiveness. Taxi, Limousine and Vehicles-for-Hire continues to meet Calgarians' service expectations:

- 87 per cent overall satisfaction with Taxi, Limousine and Vehicles-for-Hire services in the 2021 Spring Pulse Survey report.
- 99 per cent of customer wait times at the Livery Transport service licensing counter are less than 15 minutes.
- 100 per cent of livery related complaints were resolved on time.

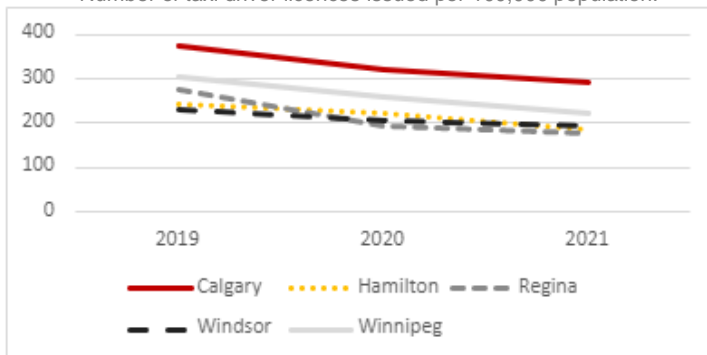
What Council has directed

We support Council's strategic direction by advancing economic, social and climate resilience. Our commitment to enforce conditions and responsibilities outlined in the Livery Transport Bylaw ensures the safety of passengers. Social equity is prioritized by ensuring that consistent and timely transportation options are accessible and reliable for all passengers. Assurance that Taxi, Limousine and Vehicle-for-Hire services are available in Calgary will directly contribute to downtown revitalization and hosting capacity for large events. We contribute to the overall transit system in Calgary by offering accessible rides that can connect Calgarians and visitors with public transit and Calgary's broader multi-modal transportation network. Continuing to deploy centralized systems to support wheelchair accessible vehicles and the Accessible Taxi Incentive Program advances our global position and reputation for consistently adapting and innovating service delivery.

What we are watching

Taxi, Limousine and Vehicles-for-Hire will continue to evolve to meet the needs of customers. Calgary's demographics are becoming more diverse and complex, and we will adapt to meet demand for safe, reliable and accessible livery and ride-sharing services. We anticipate demand for service to increase following two-years of disruption caused by COVID-19. Technological advancement presents new opportunities for customers to access public vehicles and we are committed to enforce the Livery Transport Bylaw in the interest of public safety. We seek opportunities to leverage technology to improve access to virtual services that benefit our customers and service providers. As new vehicle offerings emerge, including electric and autonomous fleets, we will be proactive in our approach to enable and regulate service. Understanding that inflationary pressures impact operating costs for drivers, we will routinely evaluate regulated meter-rates to ensure consistent availability of service.

Number of taxi driver licences issued per 100,000 population.



MBNCanada

Comparing our service

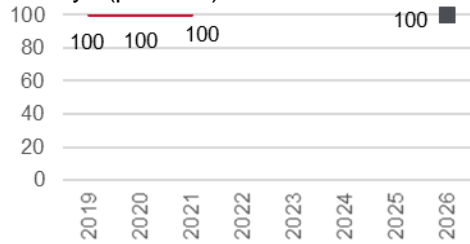
Compared with other municipalities, Calgary ranks high for the number of taxi driver licences issued per 100,000 population and exceeds the MBN Canada average of 284. In 2021, there was a decrease in licences issued due to process improvements that eliminated the need for drivers to obtain both a taxi and limousine licence. Continued economic growth in Calgary and recovering demand for service following the COVID-19 pandemic will increase the number of taxi licences issued.

Measuring performance & where we want to go

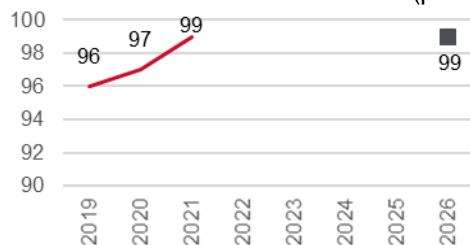
For Council Approval

— Actuals ■ Expected Future Performance

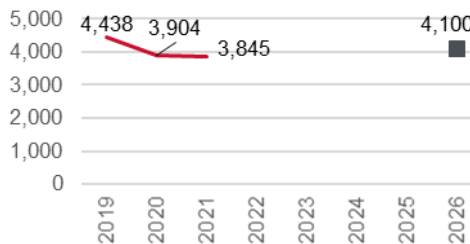
PM1: Livery related complaints resolved within 30 days (per cent)



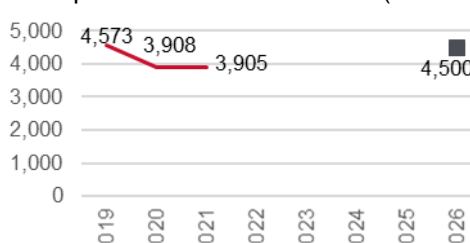
PM2: Customers served at Livery Transport Service counter within 15 minutes (per cent)



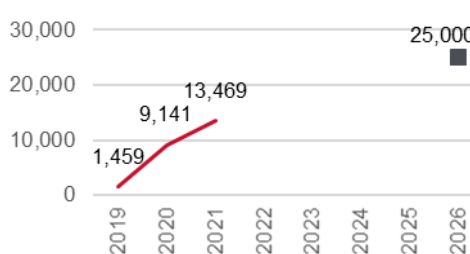
PM3: Number of taxi driver licenses issued



PM4: Number of licenses issued to Transportation Network Drivers (ride-share)



PM5: Number of accessible vehicle trips provided through the City's on-demand centralized dispatch system for those requiring a wheelchair accessible taxi



Story behind the curve

We are committed to the safety of the travelling public, maintaining user confidence, fostering positive industry relationships and conducting proactive enforcement. Setting expected future performance to maintain our current performance will be achieved by efficiently responding to complaints and inquiries that will help promote public safety and compliance with the Livery Transport Bylaw. Improved technical systems, coordination with our industry partners and maintaining effective resource management will support our efforts to be responsive to livery related complaints.

Providing access to the Livery Transport Service counter ensures that we can deliver education, resources and assistance to industry participants. With anticipated growth of industry participants, we expect to maintain our responsive capacity and targeted wait times by offering access to virtual services and online licensing portals that will decrease the number of customers visiting the service counter in-person.

The livery industry has experienced a decrease in trip volumes in recent years due to the COVID-19 pandemic and associated health restrictions. Future expected performance was set based on observed recovery and growth of demand for taxi services that is expected to continue, which will increase the number of drivers and licences issued. Further service improvements including an online licensing platform will remove additional barriers for taxi drivers seeking to enter the industry.

The livery industry has experienced a decrease in trip volumes in recent years due to the COVID-19 pandemic and associated health restrictions. Expected future performance was set based on observed recovery and growth of demand for ride-sharing services that is expected to continue, which will increase the number of drivers and licences issued. It is possible that an emergence of new market entrants could further increase the number of licences issued.

On-demand taxi service is an important transportation option for customers that require special assistance to accommodate a wheelchair or other mobility devices. Following implementation of the Accessible Taxi Incentive Program and the wheelchair accessible taxi service (WAV Calgary), we have observed a trend of increasing trip volumes that is expected to continue. Our expected value of increased accessible trip volumes is also in response to population growth, diversification and aging that is expected to increase dependence on accessible services over time.

What we plan to do

Result for 2023-2026

We will leverage technology and innovation to modernize service and respond to the evolving needs of industry participants and our customers. Proactive engagement will identify opportunities to meet service demand, support the livery industry and promote public safety.

How we are going to get there

Offer fair and equitable livery options for all Calgarians and industry participants by monitoring the effectiveness of the Livery Transport Bylaw.

Foster positive relationships with livery industry participants and partners by prioritizing routine engagement that will inform a proactive response to emerging trends.

Optimize customer services for industry participants and new market entrants by leveraging technology to improve access to virtual licensing platforms.

Meet the evolving needs of the livery industry by maintaining routine reviews of driver training programs, focused on passengers with disabilities, cultural diversity, and Anti-Racism while aligning with enabling partners and corporate standards.

Satisfy demand for livery services and respond to feedback from industry partners and participants by monitoring the supply and allotment of taxi plate licences.

Increase industry participation and capacity to meet growing demand for accessible livery services by monitoring wheelchair accessible taxi trip volume and the effectiveness of the Accessible Taxi Incentive Program.

Explore opportunities to support Calgary's Climate Strategy through collaboration and engagement with industry participants and partners.

Enforce public vehicle safety standards and compliance with the Livery Transport Bylaw regulatory framework by providing education and resources to industry participants.

Operating budget needed to achieve results

For Council Approval

Breakdown of net operating budget (\$000s)

	2023		2024		2025		2026	
	Base	One-time	Base	One-time	Base	One-time	Base	One-time
Previous Year's Net Budget	(3)		(3)		(3)		(3)	
Previously approved One-time budget		-		-		-		-
2022 One-time carry forward		-		-		-		-
Revenue Changes	(20)	-	-	-	(15)	-	(50)	-
Internal Recoveries Changes	-	-	-	-	-	-	-	-
Inflation	-	-	-	-	-	-	-	-
Operating Impact of Previously Approved Capital	-	-	-	-	-	-	-	-
Operating Impact of New Capital (Incremental)	20	-	-	-	15	-	50	-
Service Reductions	-	-	-	-	-	-	-	-
Service Increases	-	-	-	-	-	-	-	-
Transfers to/(from) reserves	-	-	-	-	-	-	-	-
Transfers to/(from) services	-	-	-	-	-	-	-	-
Total net budget	(3)	-	(3)	-	(3)	-	(3)	-

Total Operating Budget (\$000s) for Approval

	2022 Budget	2023			2024			2025			2026		
	At April 30	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total
Expenditures	4,544	4,564	-	4,564	4,564	-	4,564	4,579	-	4,579	4,629	-	4,629
Recoveries	-	-	-	-	-	-	-	-	-	-	-	-	-
Revenue	(4,547)	(4,567)	-	(4,567)	(4,567)	-	(4,567)	(4,582)	-	(4,582)	(4,632)	-	(4,632)
Net	(3)	(3)	-	(3)	(3)	-	(3)	(3)	-	(3)	(3)	-	(3)

Note: Figures may not add up due to rounding