



BULLETIN #005

2017 TAXI PLATE SELECTION PROCESS - UPDATE

June 12, 2017

The City of Calgary is pleased to announce that the review of the 2017 taxi plate selection process is complete.

Earlier this year, The City held a selection process for the release of 222 new TPLs. Following the selection, Administration became aware of issues with the process. Accordingly, an independent and impartial third-party was asked to conduct a review, and to develop a fair solution for any process issues.

KPMG has now concluded its review and its findings were:

1. Five applicants were inadvertently excluded from participating in the selection process when their ballot cards were excluded from the selection drum.
2. LTS intended to exclude from the draw any applicant who had received and still maintained a taxi plate as a result of the 2014 or 2015 selection process. However, one applicant who had received a taxi plate through one of those processes was inadvertently included in the draw. In regard to transfers, it should be noted that any applicant who had received and still maintained a taxi plate as a result of a transfer of plates between 2014 and 2017 was included in the draw. LTS' intention was that if that applicant's name was drawn, the applicant would be deemed ineligible to receive a plate during LTS' eligibility review.
3. Two applicants were inadvertently allowed to submit applications for the 2017 taxi plate selection process despite having already applied in 2014. Since applicants who did not receive a plate in earlier plate selection processes were automatically entered into the 2017 selection process, the two who reapplied in 2017 had two ballots inadvertently entered into the selection drum.

The review found no evidence that would suggest the process issues were the result of malicious intent by any City staff member to purposely exclude applicants from the process, give any individual a greater opportunity for selection or otherwise impair the fairness of the selection process in general. The process issues were the result of human error.

The City is committed to a fair selection process for all applicants. Administration will follow Council's direction to adopt KPMG's recommendation to issue taxi plates to eligible applicants selected on 2017 January 24, and to secure the services of a third party to perform a supplemental selection to give the five excluded applicants the opportunity to receive a plate, or be placed on the contingency list. In addition, supplemental draws to expand the current contingency list will be performed by a third party, and all applicants not selected for a taxi plate or the contingency list on 2017 January 24 will be included in these draws.

2

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Livery Transport Services Industry Communication

The City sincerely apologizes for the errors caused by the 2017 selection process and thanks everyone for their patience. We will implement the recommendations quickly to resolve the situation and to release the plates. The timelines for this process will be developed in the coming days.

We have also learned lessons from the selection process, and will be working towards developing clear written procedures for the planning and execution of future selection processes. Please note that pursuant to Council's direction, future plate selections will be performed by an independent and impartial third party.



Abdul Rafih,
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Livery Transport Services