

**JUNE 2017 FLEET UTILIZATION AND CONCERNS**

**SUMMARY**

In June 2017, an estimated 515,566 taxi trips were delivered in Calgary, down from 558,024 in June of 2016. Of the 515,566 trips, an estimated 1,726 were for on-demand wheelchair accessible taxi trip requests.

In June 2017, Livery Transport Services (LTS) handled 81 concerns resulting in 31 warnings, 6 summons and 1 license suspensions/ revocations. In comparison, LTS handled 131 concerns in June 2016.

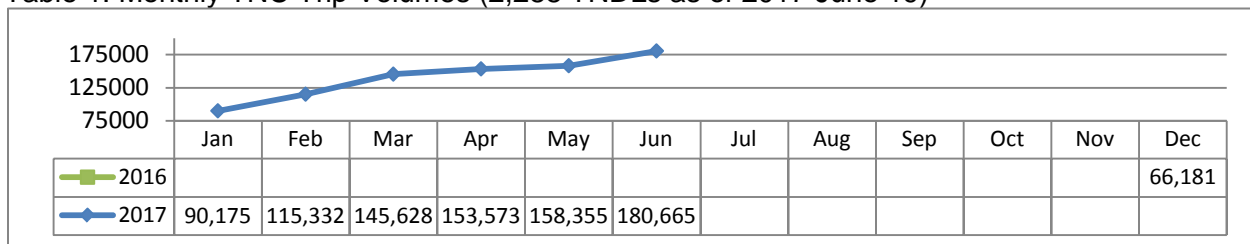
**BACKGROUND INFORMATION**

A standing LTAC item is to receive monthly reports on taxi and TNC fleet utilization and concerns. This supports a culture of data-driven decision making.

**INVESTIGATION**

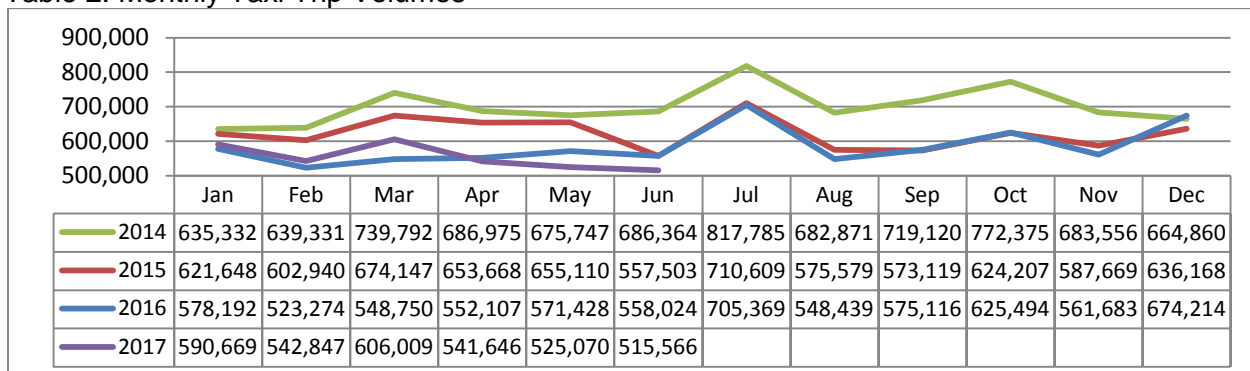
- Table 1: Monthly TNC Trip Volumes
- Table 2: Monthly Taxi Trip Volumes
- Table 3: Monthly On-demand Wheelchair Accessible Taxi Trip Volumes
- Table 4: 2014-2017 Estimated Revenues
- Table 5: Dispatch Response Times
- Table 6: Estimated Wheelchair Accessible Dispatch Response Times
- Table 7: Estimated trips/driver overall and by ATPL license class
- Table 8: ATPL Trip Start Locations – Total and Wheelchair Accessible – by Ward
- Table 9: Taxi Trips by Hour of Day and Day of Week
- Table 10: Vehicle Count by Hour of Day and Day of Week
- Table 11: Concerns by Issue
- Table 12: Concerns by Disposition

Table 1: Monthly TNC Trip Volumes (2,288 TNDLs as of 2017 June 19)



Note: Bylaw 6M2007 requires TNCs to report trip data by origin-destination, time of day and day of week. Administration is working with licensees to automate this reporting.

Table 2: Monthly Taxi Trip Volumes



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Table 3: Monthly On-demand Wheelchair Accessible Taxi Trip Volumes

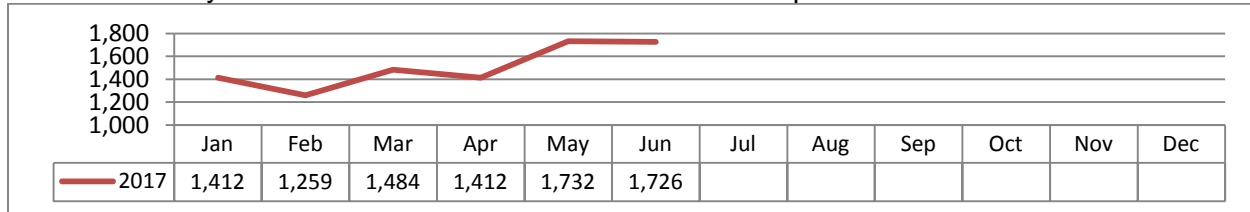


Table 4:

<b>Estimated Taxi Revenues (Distance-only)*</b>				
	<b>June 2014</b>	<b>June 2015</b>	<b>June 2016</b>	<b>June 2017</b>
<b>Supply (in total hours worked)</b>	633,434	675,053	732,172	610,595
<b>Demand (in trips)</b>	686,364	557,503	558,024	515,566
<b>Avg distance (kms)</b>	7.8	8.6	7.8	8.1
<b>Total estimated distance-only revenue</b>	\$10,570,006	\$9,979,304	\$9,319,001	\$8,816,179
<b>Avg hourly distance-only revenue</b>	\$16.69	\$14.78	\$12.73	\$14.44

\*Revenues are before operating expenses and are distance-only; wait time @ \$0.56/min for stopped/slow traffic and gratuities are not included. 2014 October meter rate increase. Meter rate set as a maximum effective 2016 April 4.

Table 5: Dispatch Response Times

Month	DISPATCH TRIPS	Total within 15 min	% within 15 min	0-5 min	5-10 min	10-15 min	15-20 min	>20 min
2016 Jun	204,574	186,635	91%	55,984	92,988	37,663	10,246	7,693
Jul	264,060	241,648	92%	74,341	119,180	48,127	13,331	9,081
Aug	240,503	220,796	92%	70,557	108,189	42,050	11,345	8,362
Sep	249,754	227,093	91%	69,617	111,996	45,480	12,942	9,719
Oct	272,007	247,692	91%	74,350	122,694	50,648	14,018	10,297
Nov	240,981	219,861	91%	70,081	107,481	42,299	11,563	9,557
Dec	306,637	273,184	89%	73,552	135,248	64,384	19,853	13,600
2017 Jan	273,153	242,882	89%	66,867	120,111	55,904	17,036	13,235
Feb	231,050	204,305	88%	56,392	101,188	46,725	15,137	11,608
Mar	259,266	235,995	91%	79,664	111,418	44,913	13,480	9,791
Apr	214,966	199,720	93%	75,927	90,144	33,649	9,700	5,546
May	226,666	210,389	93%	80,233	94,593	35,563	10,108	6,169
Jun	218,655	204,054	93%	78,992	91,681	33,381	8,957	5,644

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Table 6: Estimated Wheelchair Accessible Dispatch Response Times

Month	DISPATCH TRIPS	Total within 20 min	% within* 20 min	0-5 min	5-10 min	10-15 min	15-20 min	>20 min
2017 Jan	1,412	1,080	76%	69	267	434	310	332
Feb	1,259	968	77%	47	263	408	250	291
Mar	1,484	1,207	81%	91	360	451	304	277
Apr	1,412	1,160	82%	93	366	462	239	252
May	1,732	1,400	81%	141	428	513	318	332
Jun	1,726	1,368	79%	133	444	466	326	358

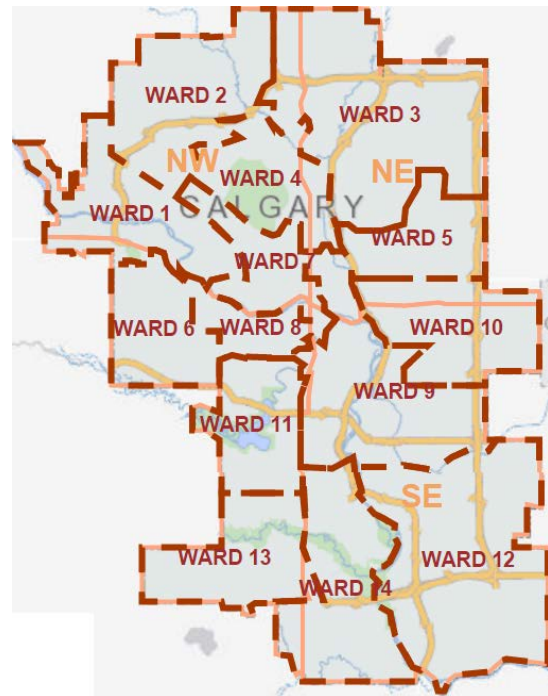
\*% within 20 min is comparable to Table 5 % within 15 min to allow for average 5 minute-loading time.

Table 7: Estimated trips/driver overall and by ATPL license class

June 2017	ALL	ATPL only
Number of Trips	515,566	32,683
Active Vehicles	1685	154
Active Drivers	2533	198
Trips Per Driver	204	165

Table 8: June ATPL Trip Start Locations – Total and Wheelchair Accessible – by Ward:

Trip Start Ward	Total Trips		Accessible Trips	
	June 2016	June 2017	June 2016	June 2017
1.	1,428	884	125	110
2.	672	589	39	43
3.	7,495*	6,284**	59	72
4.	1,412	1,076	57	45
5.	3,274	2,479	130	205
6.	959	766	66	56
7.	7,783	5,880	310	308
8.	8,628	6,304	247	206
9.	3,273	2,625	215	200
10.	2,261	1,662	114	126
11.	1,866	1,571	256	242
12.	897	1,100	39	25
13.	641	334	34	13
14.	709	461	55	26
Beyond city limits	420	668	37	50
<b>TOTALS</b>	<b>41,718</b>	<b>32,683</b>	<b>1,783</b>	<b>1,726</b>



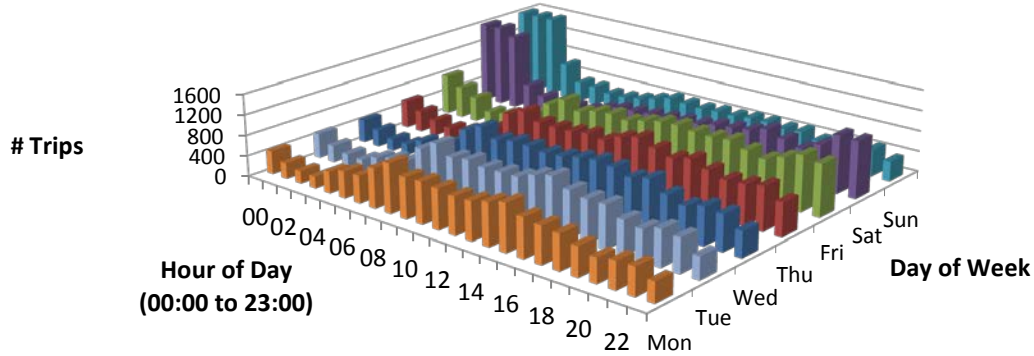
\*For 2016, 5,384 of 7,495 Ward 3 trips originated at the main passenger terminal of the Calgary International Airport.

\*\*For 2017, 4,543 of 6,284 Ward 3 trips originated at the main passenger terminal of the Calgary International Airport.

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Table 9:

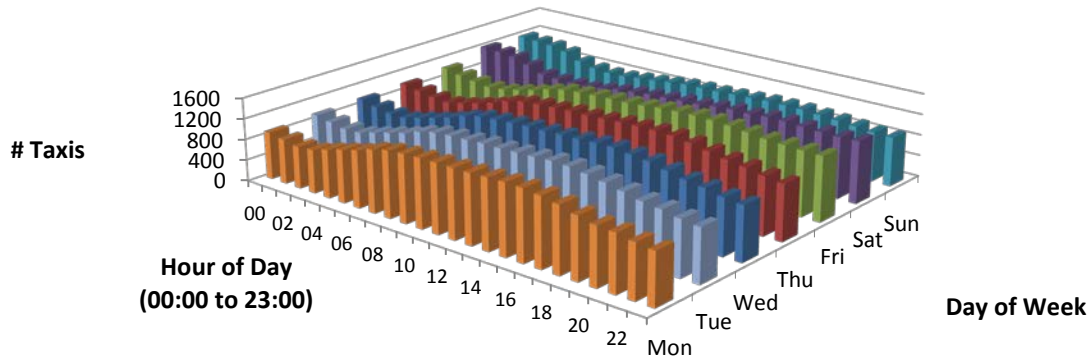
**2017 June Trip Counts by Hour of Day and Day of Week**



	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon	449	304	242	228	418	517	531	767	956	787	799	769	726	740	815	904	753	705	667	558	465	518	529	387
Tue	476	325	246	229	356	432	485	812	998	825	869	816	823	834	954	1039	880	814	818	644	582	689	645	426
Wed	445	326	229	216	368	395	534	846	1006	842	898	895	859	883	948	993	955	856	933	741	629	719	689	491
Thu	535	402	302	231	274	388	508	859	1004	865	857	862	908	873	1009	1096	982	882	962	848	759	776	837	644
Fri	777	608	479	259	301	390	489	760	929	775	866	898	850	928	1000	1023	982	969	1000	895	811	936	1075	1009
Sat	1682	1724	1472	528	373	359	340	365	462	552	568	595	613	642	650	717	748	790	890	784	693	856	1124	1106
Sun	1967	1983	1753	692	379	367	302	312	361	443	529	507	485	513	507	547	553	506	529	435	429	513	525	387

Table 10:

**2017 June Vehicle Counts by Hour of Day and Day of Week**



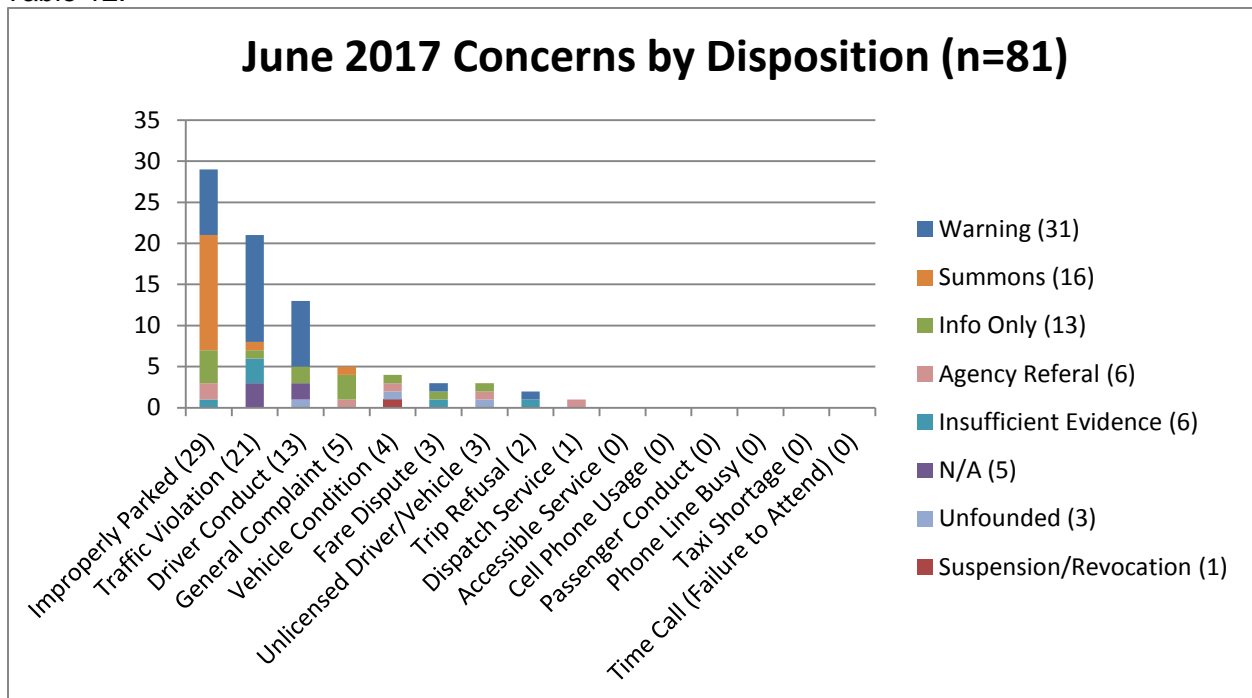
	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon	893	848	795	817	907	994	1073	1183	1256	1288	1305	1315	1316	1325	1341	1350	1346	1312	1254	1170	1097	1078	1021	981
Tue	930	877	826	834	917	1003	1086	1199	1273	1304	1315	1337	1337	1354	1365	1385	1375	1344	1292	1227	1153	1112	1049	1009
Wed	947	878	827	824	904	986	1079	1197	1276	1304	1323	1342	1344	1359	1368	1385	1392	1354	1320	1256	1184	1140	1071	1031
Thu	970	916	863	838	897	983	1069	1186	1263	1296	1310	1330	1334	1352	1370	1386	1392	1376	1334	1271	1207	1164	1107	1064
Fri	1021	960	910	867	896	965	1040	1136	1210	1242	1261	1277	1283	1306	1341	1357	1371	1361	1341	1307	1266	1249	1231	1224
Sat	1202	1180	1149	1055	936	911	897	909	952	1006	1037	1071	1089	1110	1120	1158	1182	1179	1206	1209	1190	1176	1164	1179
Sun	1171	1153	1130	1065	939	863	836	844	882	914	955	986	1000	1003	1020	1036	1056	1056	1052	1030	1006	977	948	932

**JUNE 2017 FLEET UTILIZATION AND CONCERNS**

Table 11:

CONCERNS	June 2017	June 2016
Accessible Service	0	0
Dispatch Service	1	0
Driver Conduct	13	18
Fare Dispute	3	7
Phone Line Busy	0	0
Improper Parked	29	23
Passenger Conduct	0	0
Trip Refusal	2	4
Time Call	0	0
Unlicensed Driver/Vehicle	3	3
Cell Phone Usage	0	3
Traffic Violation	21	39
Vehicle Condition	4	7
Taxi Shortage	0	0
General	5	27
<b>TOTAL</b>	<b>81</b>	<b>131</b>

Table 12:



## **JUNE 2017 FLEET UTILIZATION AND CONCERNS**

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### **STAKEHOLDER ENGAGEMENT OR RESEARCH CONDUCTED**

Date reporting requirements are mandated in Livery Transport Bylaw 6M2007. Through an automated file transfer process, required GPS and Taximeter data is received daily.

Feedback on this report is welcome by way of the LTAC process or via email ([LTAC@calgary.ca](mailto:LTAC@calgary.ca)).

### **CURRENT AND FUTURE FINANCIAL IMPACTS**

None.

<h3><b>RECOMMENDATIONS FOR LTAC TO CONSIDER</b></h3>
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To receive this report for information.
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**SUBMISSIONS PRESENTED BY:** Marcia Andreychuk, LTAC Business Analyst