

LIVERY TRANSPORT SERVICES – 2017 STAMPEDE OVERVIEW

SUMMARY

Livery Transport Services (LTS), in conjunction with the taxi, limousine and transportation network companies played an important role in providing safe and efficient transportation to the travelling public during the Calgary Stampede (2017 July 07 – 16).

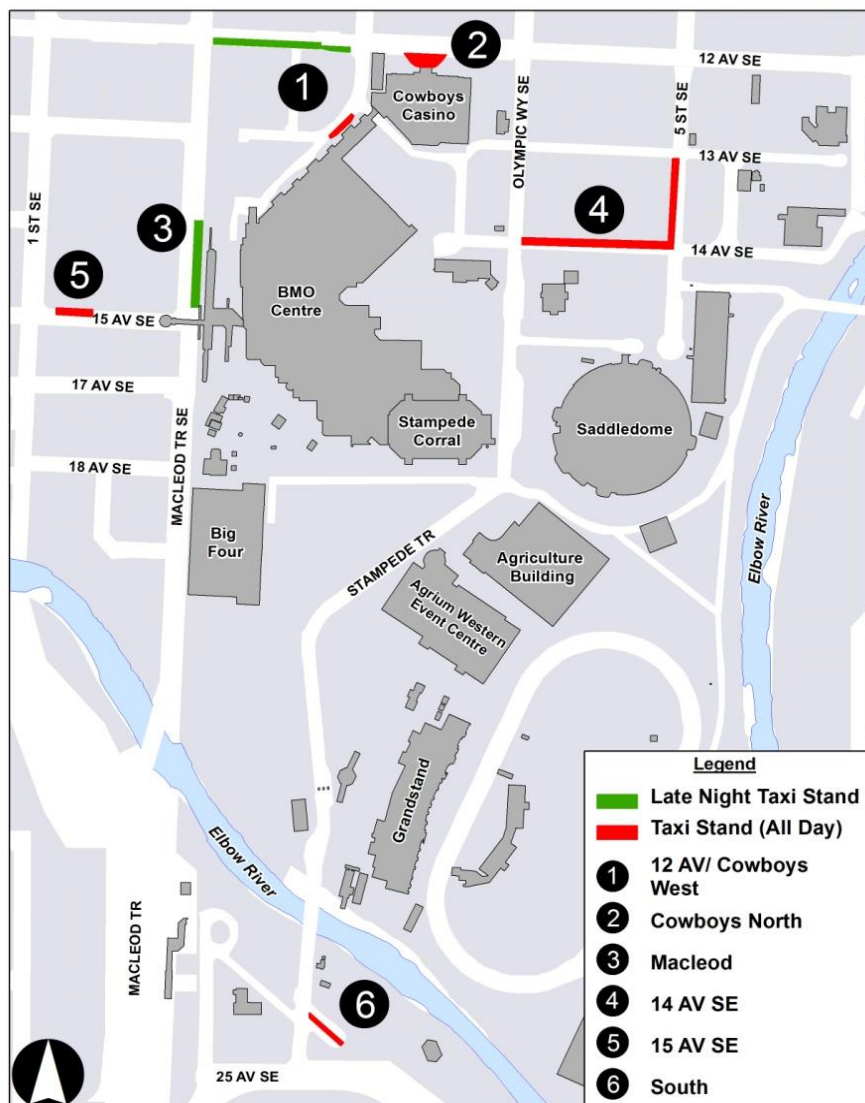
BACKGROUND INFORMATION

At the LTAC meeting of 2017 June 28, LTS provided a verbal update regarding the 2017 Stampede Operational Plan. The information included possible locations for temporary taxi stands in and around Stampede Park and communication strategies.

INVESTIGATION

LTS contributed to public safety with the deployment of Taxi Inspectors, in conjunction with Calgary Community Standards (CCS) Bylaw Officers, during the 11 days (including Sneak a Peek) of the Stampede. Efforts were concentrated on facilitating the safe movement of large crowds to and from Stampede Park. In addition to late night ride home stands and fixed downtown taxi stands, six (6) taxi stands were established near Stampede Park.

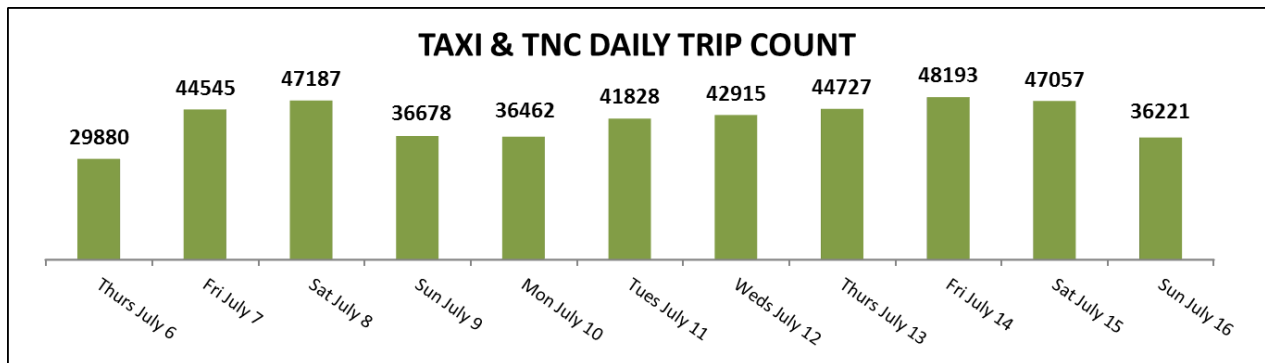
STAMPEDE TAXI STAND LOCATIONS



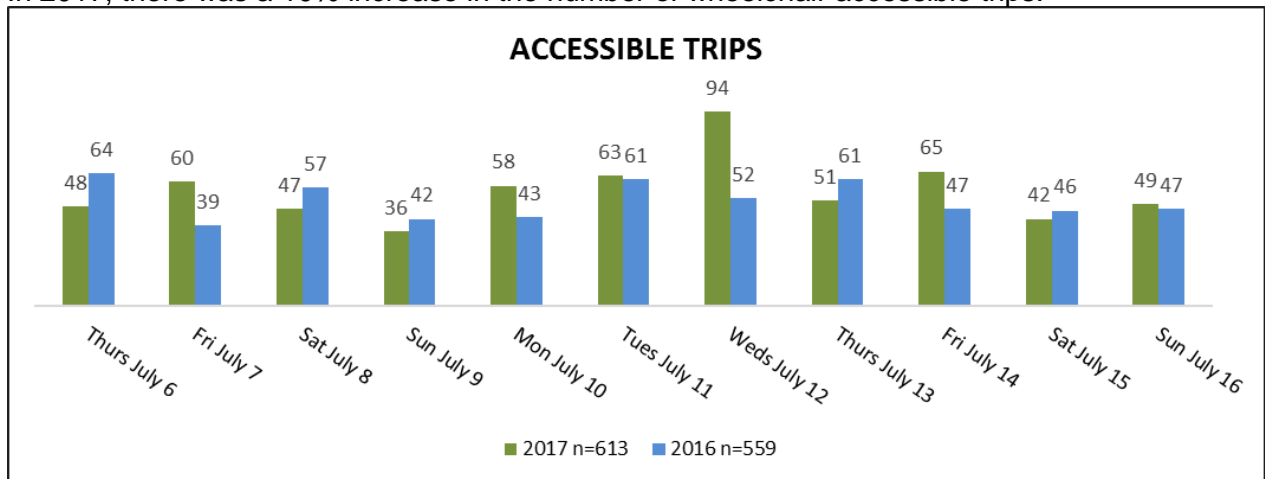
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STAKEHOLDER ENGAGEMENT OR RESEARCH CONDUCTED

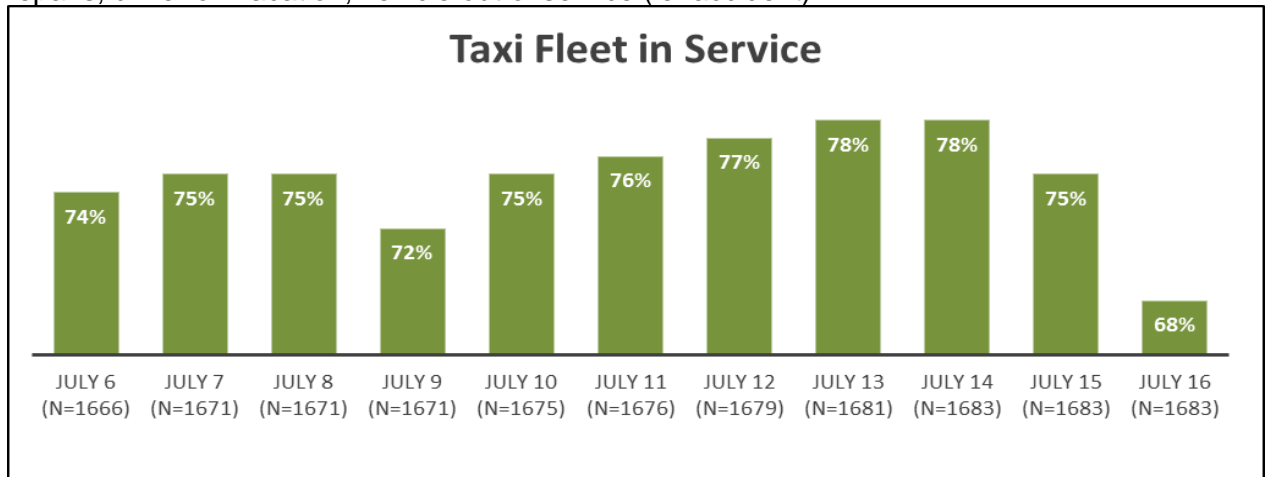
During the 11 days (including Sneak a Peak) taxis and TNCs combined, provided a total of 455,693 trips. Taxis logged 315,749, which is a decrease of 14% from 2016 (366,169).



In 2017, there was a 10% increase in the number of wheelchair accessible trips.

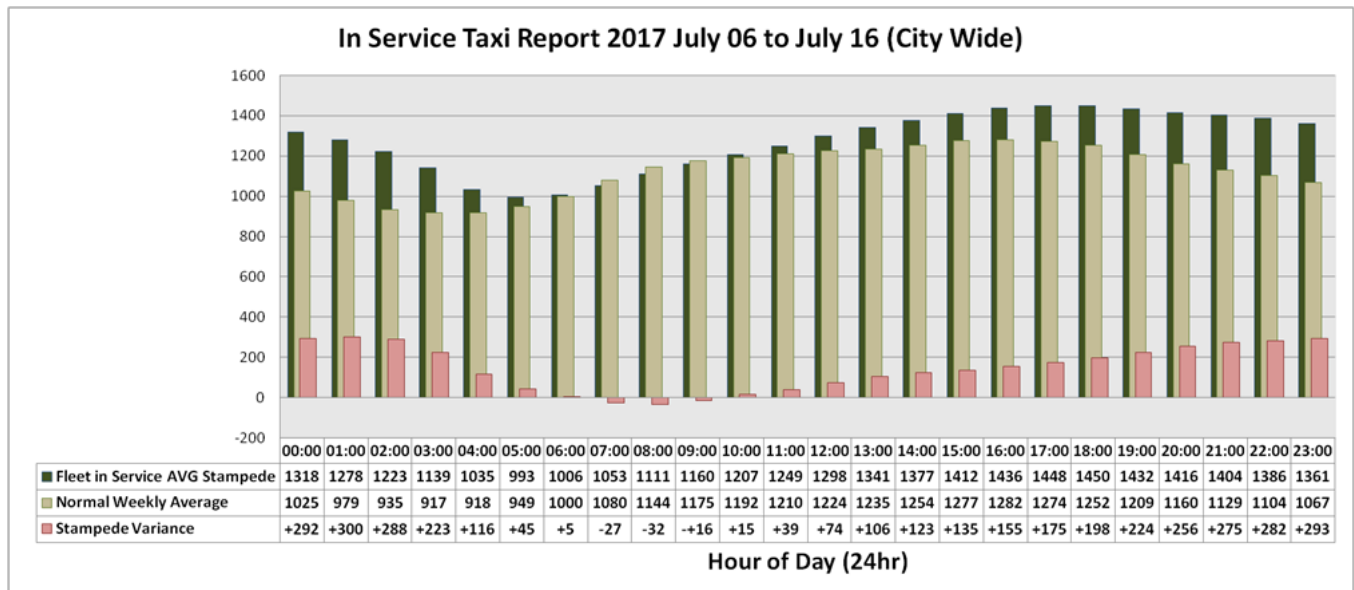


The number of taxis available to provide service varies each day. Reasons include: vehicle repairs, driver on vacation, vehicle out of service (ie. accident).

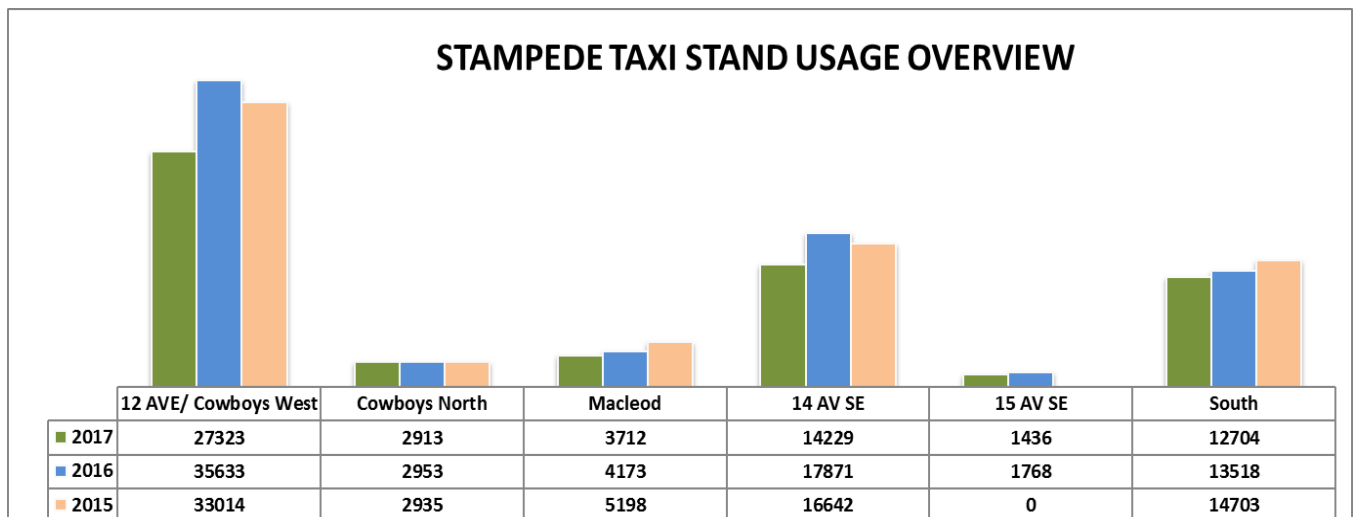


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The chart below represents a summary of the average number of in-service taxis during the Stampede. With the increase of in-service taxis during peak periods (late night), a decrease was experienced in taxi availability between 6am and noon each day. The highest volume of taxis on the road was between the hours of 9pm - 2am.

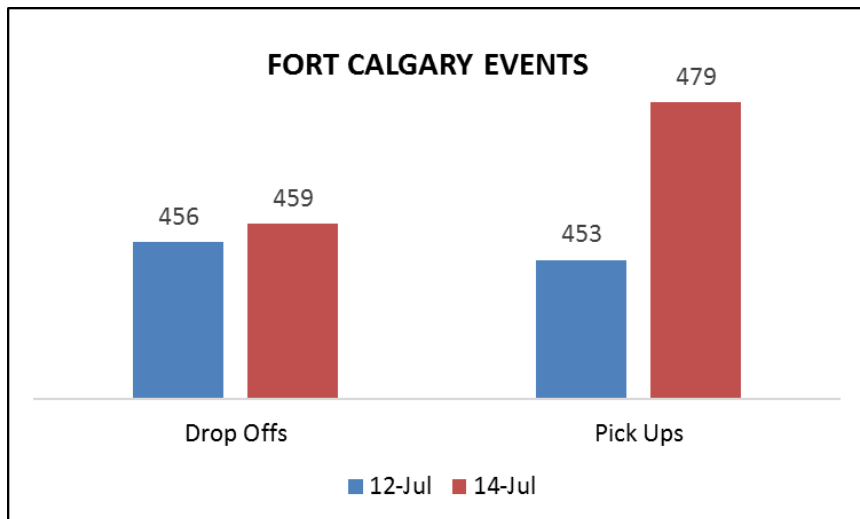


The following chart represents the number of taxi trips around Stampede Park. The stand on 12th Avenue/Cowboys West saw the greatest intensity of use and constituted 44% of all recorded activity. The total stand activity (62,317) was 18% lower than 2016 (75,916). As with 2016, the ParkPlus parking on the north side of 12 Avenue SE was removed which increased the traffic flow and allowed taxis to enter and exit the area in a timelier and safer fashion.

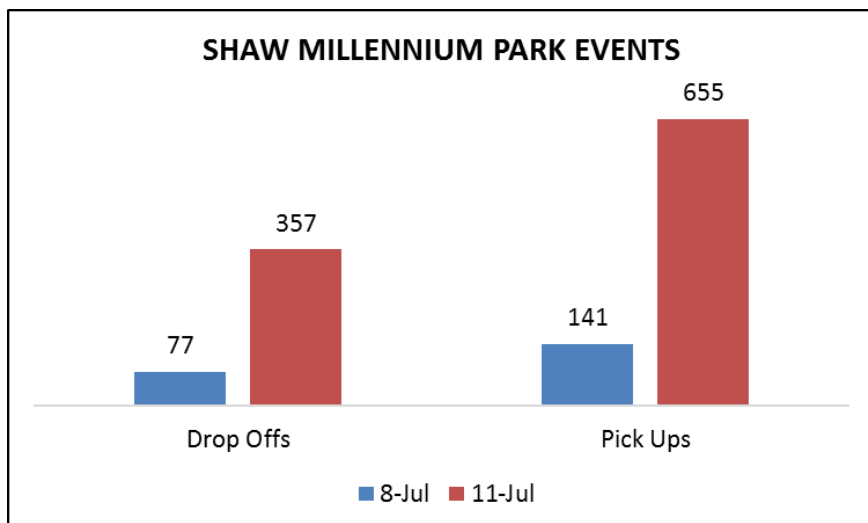


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Below is the overview of the two events held at Fort Calgary. Due to the second event being cancelled in 2016, there is no comparison for 2016/2017.



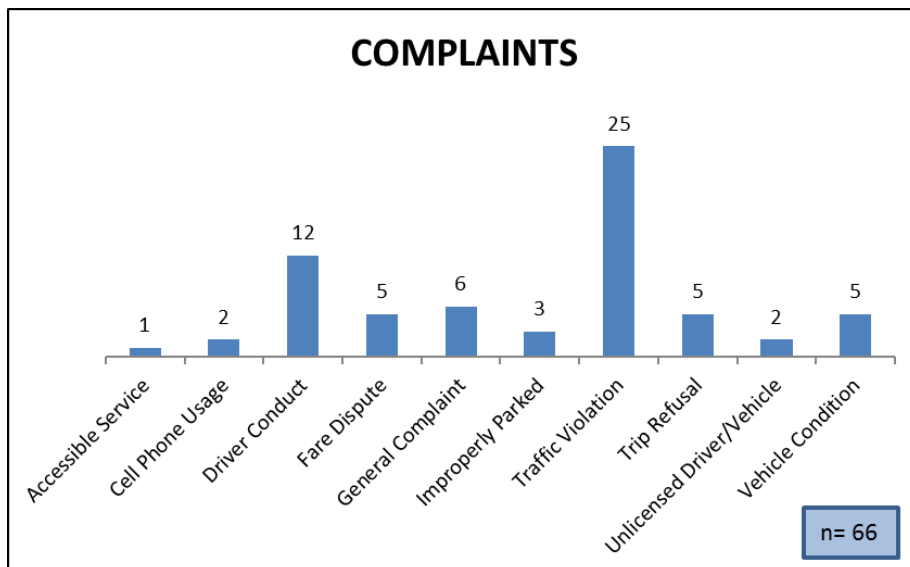
This year Shaw Millennium Park hosted two events. As illustrated in the chart below, the second event saw an increase in both drop off and pick ups.



A complement of seven (7) Taxi Inspectors were on duty and incurred a total of (70) hours of overtime to ensure the maximum levels of coverage, including the peak periods. In addition to Taxi Inspectors, General Bylaw Officers assisted nightly in traffic and crowd management on 12th Avenue SE. The Stampede Tents and Nightclub Taxi Stands were also routinely patrolled to ensure the stands were being managed effectively by affiliated staff and not posing any safety concerns.

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There were 66 complaints in comparison to 53 in 2016, and the majority were traffic violations and driver conduct.



Livery Transport Services received one (1) driver compliment stating, “the driver was very friendly and the cab extremely clean”. Additionally, Taxi Inspectors assisted customers with retrieving lost items in taxis.

Another integral part of the operational plan was media relations and communications. Key messages focussed taxi and ride sharing safety and locations of temporary taxi stands. Resources included: industry bulletins (including emails and digital display messages), messaging on Calgary.ca, social media, 311, and displaying posters in entertainment venues near to Stampede Park.

Delivering the mandate of ensuring the safety of the travelling public, consumer protection and service quality encompasses a wide range of stakeholders. These include the internal stakeholders (drivers and brokerages), consumers, civic partners and media. Together the livery industry assisted in the movement of thousands of citizens in a professional and efficient manner.

CURRENT AND FUTURE FINANCIAL IMPACTS

None

RECOMMENDATIONS FOR LTAC TO CONSIDER

To receive this report for information

ATTACHMENTS

NONE

SUBMISSIONS PRESENTED BY: Jodi Hughes, Issue Strategist