

**August 2017 FLEET UTILIZATION AND CONCERNS**

**SUMMARY**

In August 2017, an estimated 473,020 taxi trips were delivered in Calgary, down from 548,439 in August of 2016. Of the 473,020 trips, an estimated 1,471 were for on-demand wheelchair accessible taxi trip requests.

In August 2017, Livery Transport Services (LTS) handled 78 concerns resulting in 20 warnings, 12 summons and 5 license suspensions/ revocations. In comparison, LTS handled 84 concerns in August 2016.

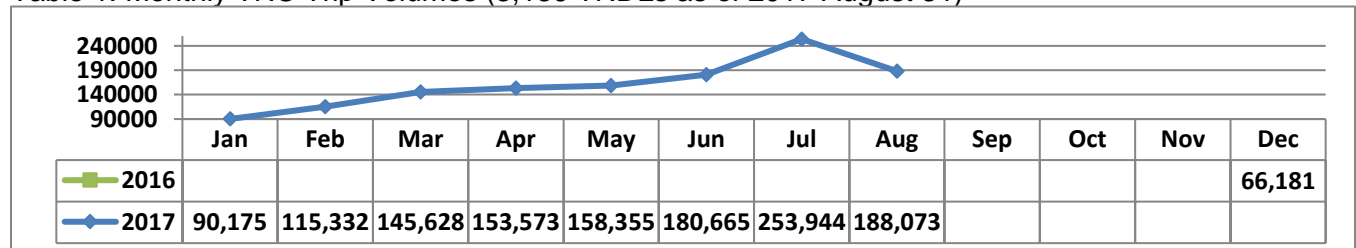
**BACKGROUND INFORMATION**

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**

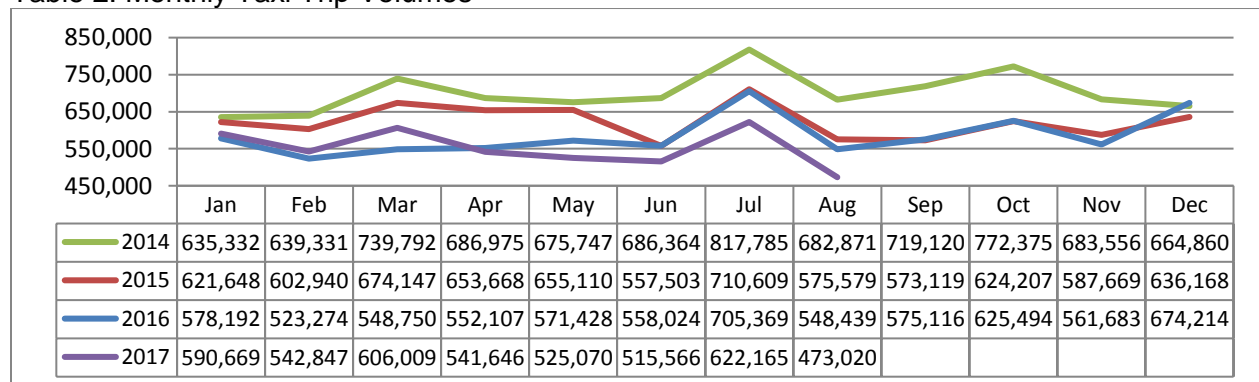
- Table 1: Monthly TNC Trip Volumes
- Table 2: Monthly Taxi Trip Volumes
- Table 3: Monthly On-demand Wheelchair Accessible Taxi Trip Volumes
- Table 4: 2014-2017 Estimated Revenues
- Table 5: Dispatch Response Times
- Table 6: Estimated Wheelchair Accessible Dispatch Response Times
- Table 7: Estimated 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 (3,139 TNDLs as of 2017 August 31)



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

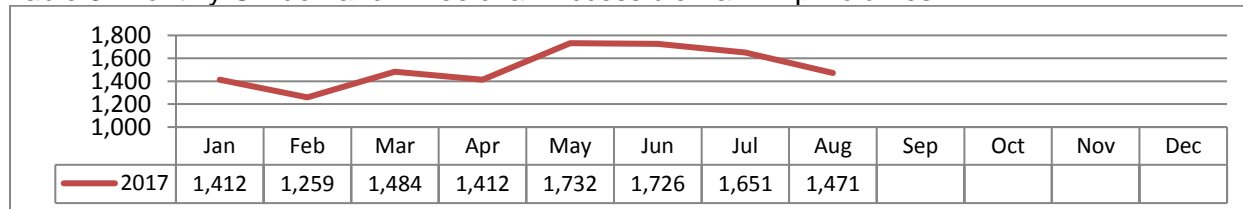


Table 4:

<b>Estimated Taxi Revenues (Distance-only)*</b>				
	<b>August 2014</b>	<b>August 2015</b>	<b>August 2016</b>	<b>August 2017</b>
<b>Supply (in total hours worked)</b>	642,134	623,002	679,243	574,171
<b>Demand (in trips)</b>	682,871	575,579	548,439	473,020
<b>Avg distance (kms)</b>	7.7	8.3	8.0	8.1
<b>Total estimated distance-only revenue</b>	\$10,447,926	\$10,072,633	\$9,323,463	\$8,088,642
<b>Avg hourly distance-only revenue</b>	\$16.27	\$16.17	\$13.73	\$14.09

\*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 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
Jul	236,213	221,061	94%	85,513	99,810	35,738	9,533	5,619
Aug	205,199	192,783	94%	77,345	86,012	29,426	7,721	4,695

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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
Jul	1,651	1,363	83%	140	441	474	308	288
Aug	1,471	1,193	81%	129	341	429	294	278

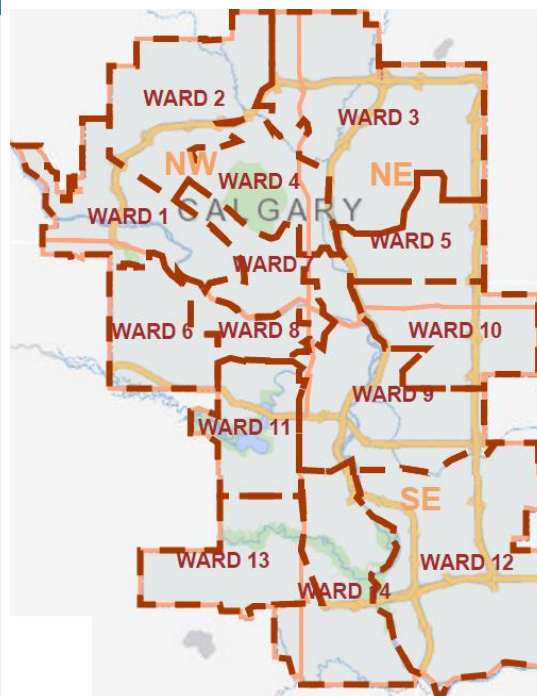
\*% within 20 min is comparable to Table 5 % within 15 min to allow for average 5 minute-loading time.

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

August 2017	ALL	ATPL only
Number of Trips	473,020	27,730
Active Vehicles	1678	138
Active Drivers	2436	168
Trips Per Driver	194	165

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

Trip Start Ward	Total Trips		Accessible Trips	
	August 2016	August 2017	August 2016	August 2017
1.	1,456	775	137	84
2.	972	482	50	20
3.	7,611*	5,427**	43	44
4.	1,451	901	53	25
5.	3,967	2,487	203	143
6.	1,068	736	46	39
7.	7,174	4,788	236	272
8.	8,234	4,832	198	218
9.	3,537	2,228	205	208
10.	2,547	1,641	130	105
11.	2,287	1,447	238	186
12.	957	661	37	29
13.	624	279	16	27
14.	822	414	65	50
Beyond city limits	516	632	25	21
<b>TOTALS</b>	<b>43,223</b>	<b>27,730</b>	<b>1,682</b>	<b>1,471</b>



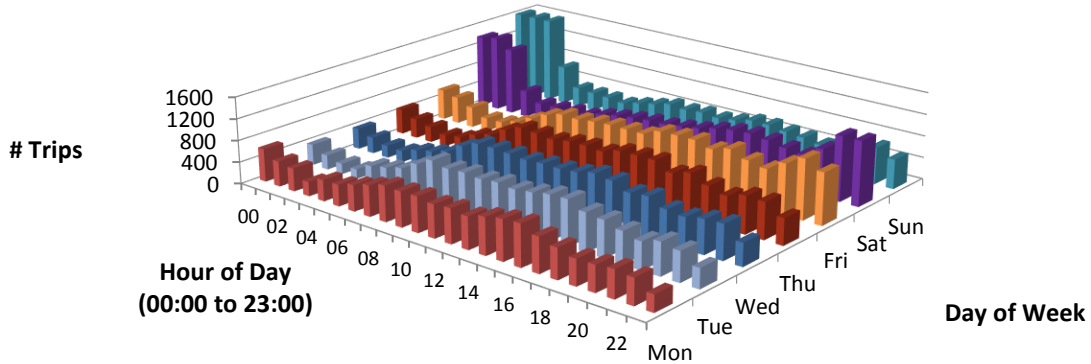
\*For 2016, 5,393 of 7,611 Ward 3 trips originated at the main passenger terminal of the Calgary International Airport.

\*\*For 2017, 3,802 of 5,427 Ward 3 trips originated at the main passenger terminal of the Calgary International Airport.

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Table 9:

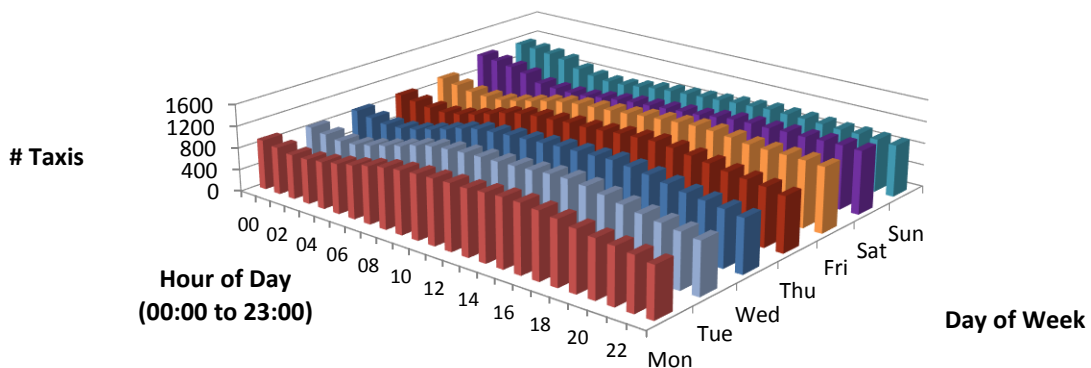
2017 August Trip Counts by Hour of Day and Day of Week



	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	606	463	422	264	389	395	480	566	656	645	653	606	631	587	673	733	758	636	552	467	471	503	471	305
Tue	381	265	195	179	327	382	460	629	784	724	744	716	748	719	757	814	829	700	663	576	499	592	540	359
Wed	386	298	226	211	307	369	458	648	778	782	768	742	763	761	787	858	820	696	729	597	560	619	638	415
Thu	471	361	288	214	255	384	467	651	773	754	723	767	782	756	851	862	864	721	808	677	591	683	676	488
Fri	573	502	384	249	253	339	487	638	727	718	756	778	780	779	903	918	921	836	923	811	746	931	1105	954
Sat	1378	1424	1259	506	334	339	358	360	435	492	537	567	575	616	665	740	796	818	780	721	687	877	1198	1197
Sun	1875	1765	1657	723	370	346	332	298	371	435	511	488	514	485	524	599	598	556	526	470	454	540	680	546

Table 10:

2017 August Vehicle Counts by Hour of Day and Day of Week



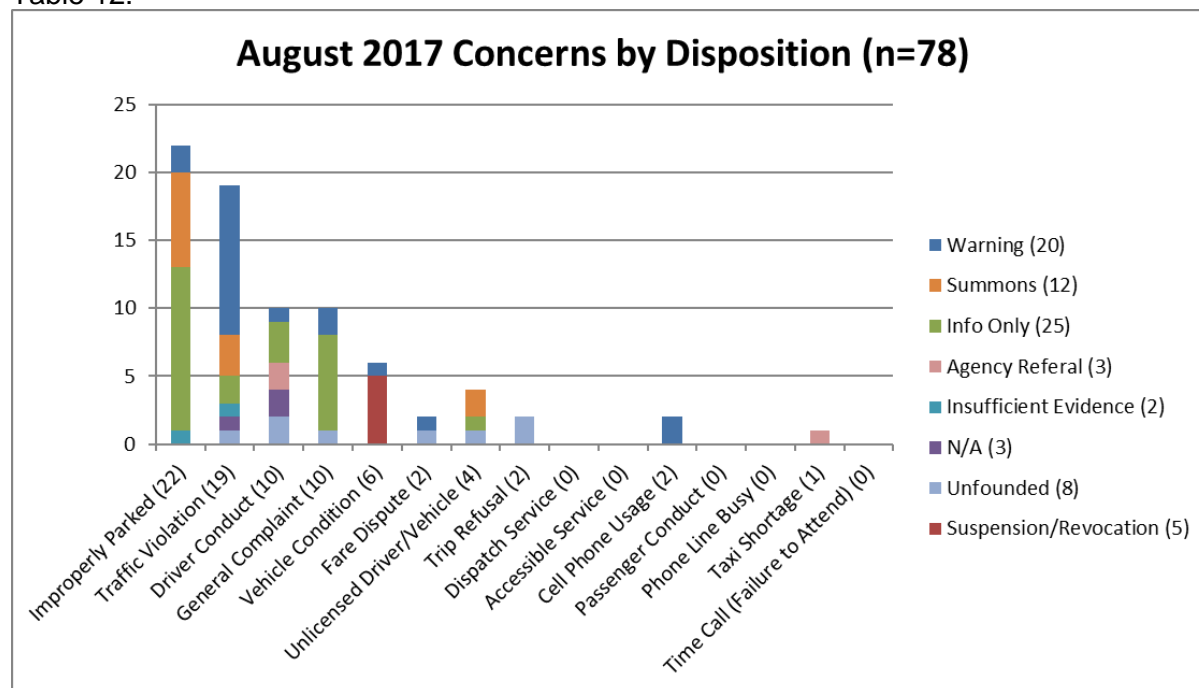
	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon	903	854	806	812	851	905	965	1039	1103	1145	1171	1183	1196	1193	1216	1233	1232	1198	1152	1088	1035	1005	965	908
Tue	847	800	759	776	839	917	1000	1094	1166	1203	1227	1240	1246	1258	1273	1298	1304	1270	1210	1143	1079	1031	986	940
Wed	877	818	777	788	841	922	1008	1106	1178	1207	1234	1249	1266	1286	1291	1297	1310	1275	1229	1167	1102	1064	1017	964
Thu	901	853	810	797	838	913	1003	1103	1170	1208	1225	1249	1249	1269	1299	1314	1329	1298	1247	1202	1142	1102	1061	998
Fri	956	901	844	828	837	893	967	1046	1110	1150	1170	1189	1211	1245	1267	1292	1310	1298	1267	1228	1215	1210	1203	1180
Sat	1154	1121	1073	1013	888	864	856	870	914	951	982	1001	1022	1044	1060	1100	1135	1145	1140	1153	1144	1159	1163	1151
Sun	1134	1112	1078	1032	912	846	811	817	855	897	924	942	959	979	1003	1014	1034	1024	1020	1005	983	985	966	941

**August 2017 FLEET UTILIZATION AND CONCERNS**

Table 11:

CONCERNS	August 2017	August 2016
Accessible Service	0	1
Dispatch Service	0	0
Driver Conduct	10	27
Fare Dispute	2	3
Phone Line Busy	0	0
Improper Parked	22	39
Passenger Conduct	0	1
Trip Refusal	2	3
Time Call	0	1
Unlicensed Driver/Vehicle	4	1
Cell Phone Usage	2	5
Traffic Violation	19	12
Vehicle Condition	6	12
Taxi Shortage	1	0
General	10	8
<b>TOTAL</b>	<b>78</b>	<b>84</b>

Table 12:



## **August 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.

<b>RECOMMENDATIONS FOR LTAC TO CONSIDER</b>
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To receive this report for information.
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**SUBMISSIONS PRESENTED BY:** Jodi Hughes, Issues Strategist