

Taxi, Limousine & Vehicles-for-Hire

Led by: Director of Emergency Management & Community Safety

Service 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.

Service Updates

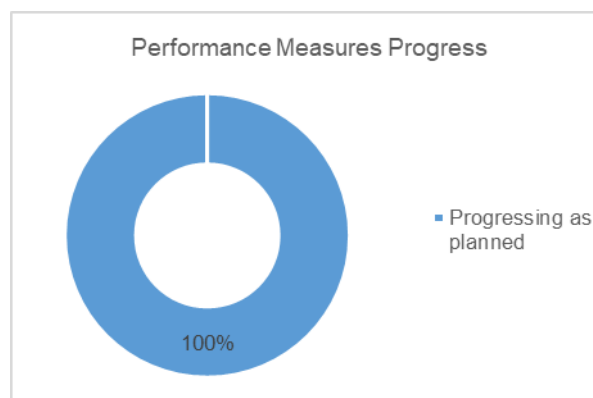
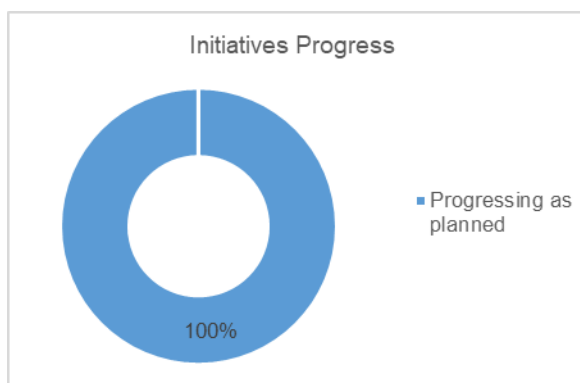
Key service results

On June 18, 2024, Council unanimously approved the Vehicle-for-Hire (VFH) Transitional Strategy developed to modernize accessibility, safety and licencing. The development of the strategy was guided by Council direction, a review of the current VFH program, a jurisdictional scan of other municipalities, and feedback from the VFH industry. Alongside this strategy, funding was secured through the Equity in Service Delivery Fund to develop an equitable and inclusive plan to enhance engagement with the industry. (Initiatives 1, 2, 8)

In March, the VFH team introduced a new wheelchair ramp installation incentive. This will reduce costs for entry or maintaining participation in the accessible taxi industry, while offsetting the cost to install a wheelchair ramp and running boards on a new vehicle (up to \$25,000). So far \$50,000 has been distributed resulting in a 13 per cent increase in accessible trip volume. (Initiative 6)

VFH peace officers began transitioning to the One City Records Management System in Q2 2024. This new system enhances officer safety, metrics, tracking capabilities, and overall efficiency in service response.

Progress summary



Risk(s) impacting the progress

Unlicensed Vehicle-for-Hire Transportation Services by Individuals and Companies

Delays in Modernizing Service Delivery through Virtual Licensing

Inability of Vehicle-for-Hire participants to meet Calgary's Climate Strategy Goals of switching to zero emissions vehicles by 2050



Measuring Our Performance

Legend

— Actuals

■ Expected Future Performance

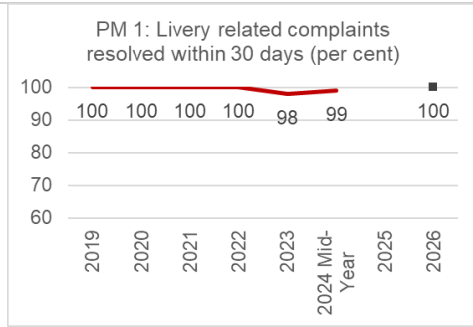
➔ Progressing as planned

⊖ Not progressing as planned

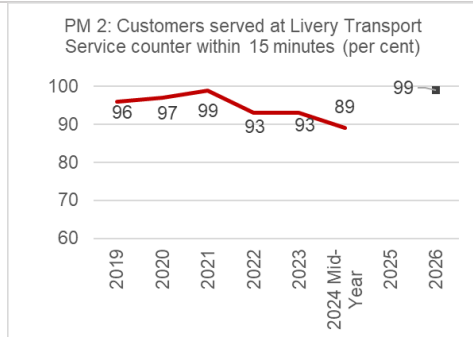
Performance Measures

Story behind the numbers

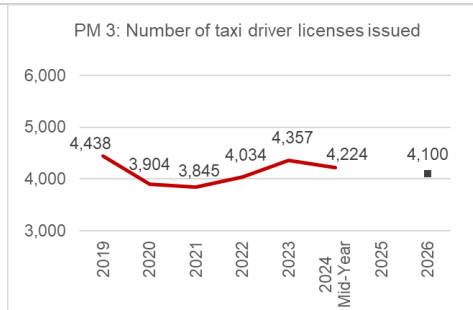
Status



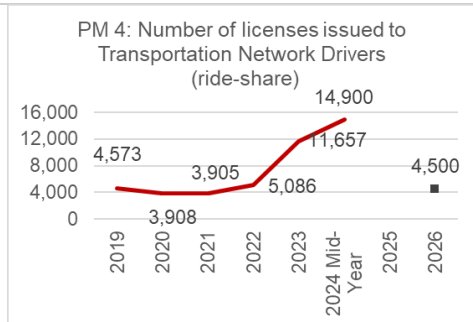
From January to May, 99 per cent of livery related complaints were resolved within 30 days. Improved technical systems, coordination with our partners and maintaining effective resource management and service level agreements have ensured a timely and efficient complaint and resolution process.



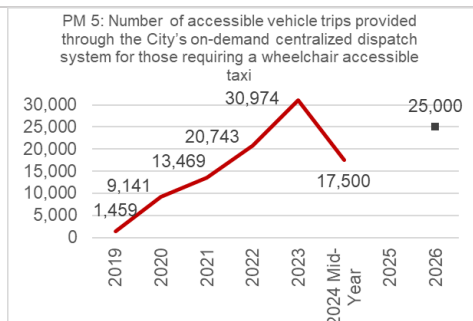
Staffing levels are adequate to meet the post-pandemic increase in demand for licensing services. The Vehicle-for-Hire (VFH) licensing team has updated their processes in response to customer feedback which has contributed to the increase in customer numbers so far in 2024. With over 14,000 customers serviced and an average wait time of six minutes, VFH will be on pace to surpass 2023's numbers while only increasing wait time marginally. Staff has also processed over 12,000 Transportation Network Company records for processing license renewals.



The demand for taxi services has been increasing since the pandemic, leading to a rise in the number of drivers and licenses issued. Work continues towards an online licensing platform which will remove additional barriers for taxi drivers seeking to enter the industry.



The demand for ride-sharing services has surpassed 75 per cent of all vehicle-for-hire trips in Calgary and is expected to continue to increase, highlighting the need for enhanced efficiency in the renewal process for Transportation Network Companies (TNC) drivers. To address this, the Vehicles-for-Hire licensing team has shifted its focus in 2024 to conducting renewals for Transportation Network Drivers' Licenses in person at the front counter. This customer-centric approach, developed in collaboration with the TNC broker, aims to reduce delays caused by waiting for document uploads and adherence to TNC availability and processing times.



The Accessible Taxi Incentive Program and the Wheelchair Accessible Taxi service (WAV Calgary) were implemented in 2019 to provide on-demand taxi service for people who require assistance to accommodate a wheelchair or other mobility device. Since then, trip volumes have been increasing and have surpassed pre-pandemic levels. The service is continuing to reach out to advocacy groups to increase awareness of WAV Calgary.



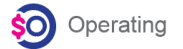


Progress on Service Delivery

PROGRESS STATUS



FUNDING TYPE



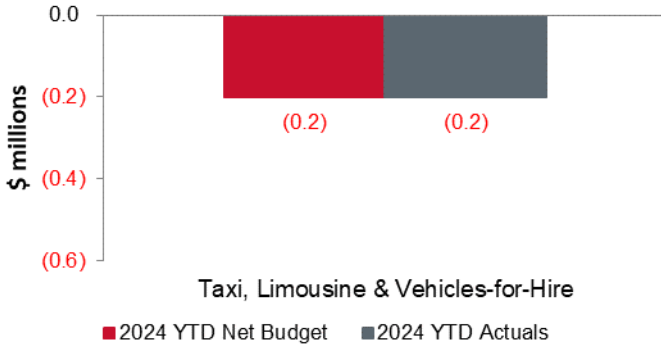
Initiative 1	Impact Area: City-wide	Funding Type:
Offer fair and equitable livery options for all Calgarians and industry participants by monitoring the effectiveness of the Livery Transport Bylaw.		
UPDATE 	As outlined in the Vehicle-for-Hire (VFH) Transitional Strategy, VFH will conduct a regulatory review, including rates and fees, and propose amendments to the Livery Transport Bylaw to Council by Q4 2024. In response to industry feedback, VFH added an in-person option for license renewal for Uber drivers alongside the traditional online option. This has increased the volume at the VFH Licencing Office to 12,500+ in-person customers and over 10,000 online records being processed to date in 2024. VFH is anticipating customer volume to surpass 2023 levels.	
Initiative 2	Impact Area: City-wide	Funding Type:
Foster positive relationships with livery industry participants and partners by prioritizing routine engagement that will inform a proactive response to emerging trends.		
UPDATE 	VFH has received funding to develop an inclusive and equitable engagement plan. VFH has participated in two community engagement events hosted by Council members so far this year. VFH has an open-door policy which allows industry participants to engage with officers and staff in the office. Monthly meetings are held to foster positive relationships with Transportation Network Company brokerages to share information.	
Initiative 3	Impact Area: City-wide	Funding Type:
Optimize customer services for industry participants and new market entrants by leveraging technology to improve access to virtual licensing platforms.		
UPDATE 	VFH is working towards modernizing its licensing system by introducing public-facing online services that will streamline licensing for drivers and brokerages, creating an easier and faster process. In the meantime, the service has been working on current state business process redesigns and will engage with the industry to gather feedback on what they would like to see in the future state of the new online system.	
Initiative 4	Impact Area: City-wide	Funding Type:
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.		
UPDATE 	VFH's instructional designer is continually reviewing the online training program to identify areas for future improvement. As outlined in the VFH Transitional Strategy, an RFP is being developed for AI exam proctoring service. With increased interest in the industry, VFH anticipates an increased number of drivers taking the online course in 2024, exceeding last year's record-breaking year.	
Initiative 5	Impact Area: City-wide	Funding Type:
Satisfy demand for livery services and respond to feedback from industry partners and participants by monitoring the supply and allotment of taxi plate licences.		

<p>UPDATE</p> 	<p>With Council's approval of the VFH Transitional Strategy in June, VFH will launch the RFP process to select a vendor to support the selection process of wheelchair-accessible taxi plates to ensure the process is equitable and transparent. These taxi plates will be released no later than 2025, increasing the availability of wheelchair-accessible taxis. Additionally, the current incentive program is expected to drive further demand for wheelchair-accessible taxi plates.</p>	
<p>Initiative 6</p>	<p>Impact Area: City-wide</p>	<p>Funding Type:</p> 
<p>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.</p>		
<p>UPDATE</p> 	<p>VFH launched a wheelchair ramp installation incentive as part of its Accessible Taxi Incentive Program. This offsets costs to install a wheelchair ramp and running boards on a new vehicle (up to \$25,000). So far, over \$50,000 has been distributed to accessible plate holders. Wheelchair Accessible Vehicle (WAV) Calgary has seen a 12 per cent increase in trip volume over 2023, with May seeing a record for accessible taxi trips taken through the WAV Calgary application. In collaboration with Uber, the Uber app now directs requests for WAV to the WAV Calgary app to enhance customer experience.</p>	
<p>Initiative 7</p>	<p>Impact Area: City-wide</p>	<p>Funding Type:</p> 
<p>Explore opportunities to support Calgary's Climate Strategy through collaboration and engagement with industry participants and partners.</p>		
<p>UPDATE</p> 	<p>With Council's approval of the VFH Transitional Strategy in June, focus on this initiative is planned to begin in Q2 2025. VFH and the Climate Initiative team are sharing information and discussing potential pilot projects that could impact VFH participants.</p>	
<p>Initiative 8</p>	<p>Impact Area: City-wide</p>	<p>Funding Type:</p> 
<p>Enforce public vehicle safety standards and compliance with the Livery Transport Bylaw regulatory framework by providing education and resources to industry participants.</p>		
<p>UPDATE</p> 	<p>The VFH Transitional Strategy outlines the service's commitment to ensuring equity and inclusion in all aspects of the industry while maintaining high safety standards for Calgarians. As of May, the service has completed over 6,600 vehicle inspections, resulting in over 1,500 enforcement actions. Additionally, amendments to the Livery Transport Bylaw are being carefully planned in consultation with legal experts to update language concerning safety, inclusivity, and anti-racism. The amended bylaw will be presented to Council by Q4 2024.</p>	



Service Updates on Financial Performance

Net Operating Budget and Actuals as of June 30, 2024

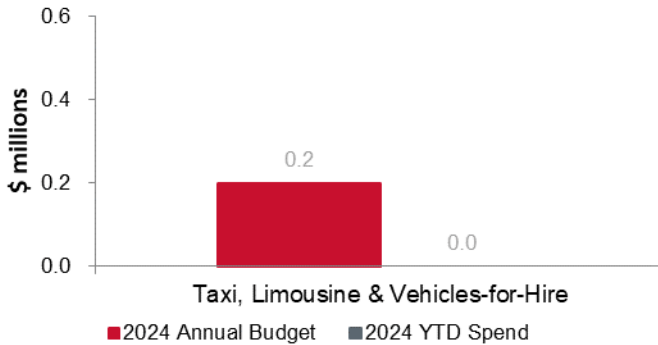


Operating Budget Updates - 2024 YTD net operating budget vs actuals:

Taxi, Limousine and Vehicles-for-Hire has no operating budget variance for the reporting period.

Taxi, Limousine and Vehicles-for-Hire is a self-supported service line and any operating surplus or deficit would be contributed to the Livery Transport Services Sustainment Reserve. In 2024 to date, Taxi, Limousine & Vehicles-for-Hire had an operating surplus of \$1.1 million, due to increased revenue from additional ride sharing platforms coming to Calgary.

Capital Budget and Spend as of June 30, 2024



Capital Budget Updates - 2024 total capital budget vs 2024 YTD spend:

Taxi Limousine & Vehicles-for-Hire has spent 8.8 per cent of the 2024 approved capital budget. The continued development of an online licensing tool for taxis and limousines is underway. In 2024, the capital expenditures includes modernization of government through technology initiatives such as ongoing investment in the One City Records Management System (OCRMS) program. Annual acquisition and life cycle of equipment required for Vehicle for Hire Peace Officers in 2023 being done under a larger program for which Bylaw Education & Compliance is the steward.