

November 2017 FLEET UTILIZATION AND CONCERNS

SUMMARY

In November 2017, an estimated 559,490 taxi trips were delivered in Calgary, down from 561,683 in November of 2016. Of the 559,490 trips, an estimated 1,431 were for on-demand wheelchair accessible taxi trip requests.

In November 2017, Livery Transport Services (LTS) handled 87 concerns resulting in 34 warnings, 8 summons and 8 license suspensions/ revocations. In comparison, LTS handled 94 concerns in November 2016.

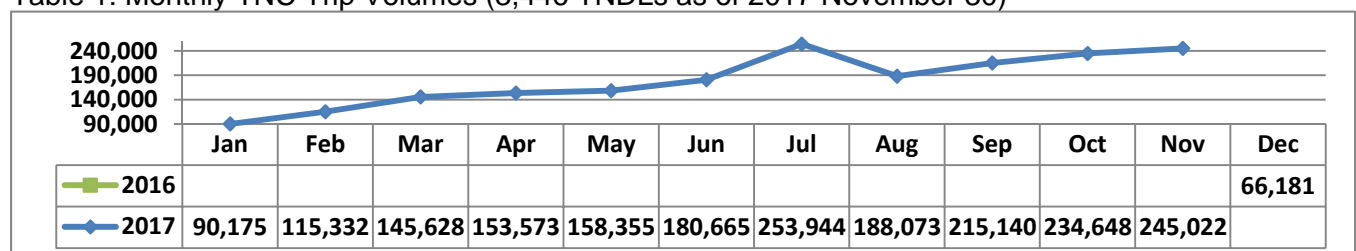
BACKGROUND INFORMATION

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

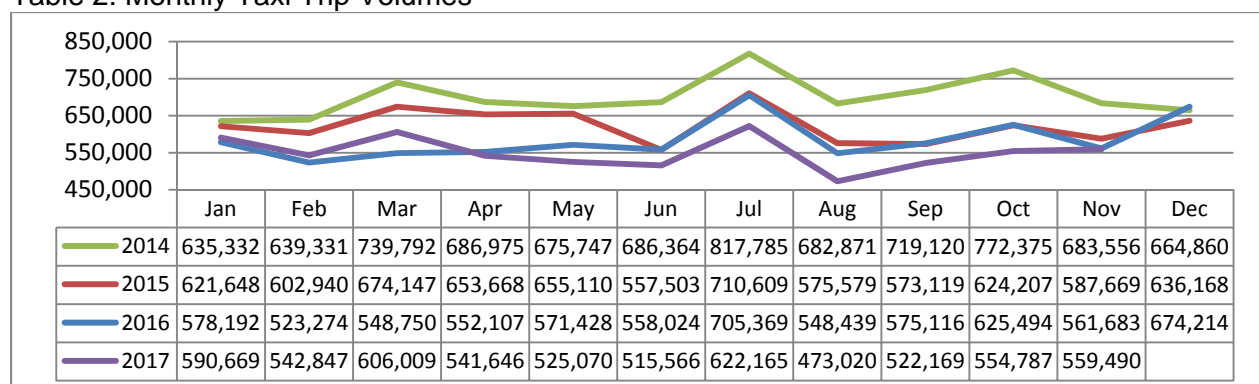
- Table 1: Monthly TNC Trip Volumes
- Table 2: Monthly Taxi Trip Volumes
- Table 3: Monthly On-demand Wheelchair Accessible Taxi Trip Volumes
- Table 4: 2014-2017 Estimated Revenues
- Table 5: Dispatch Response Times
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Table 1: Monthly TNC Trip Volumes (3,446 TNDLs as of 2017 November 30)



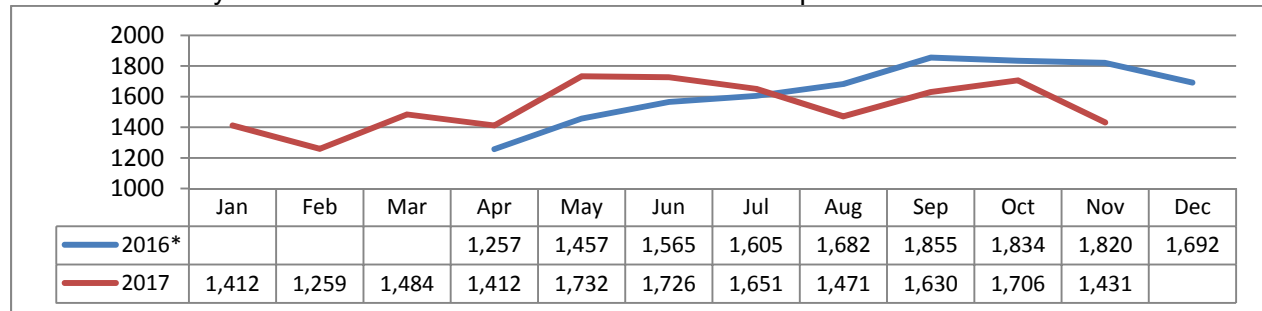
Note: Bylaw 6M2007 requires TNCs to report trip data by origin-destination, time of day and day of week. Administration is working with licensees to automate this reporting.

Table 2: Monthly Taxi Trip Volumes



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



* Started receiving accessible data in April of 2016

Table 4:

| Estimated Taxi Revenues (Distance-only)* | | | | |
|---|----------------------|----------------------|----------------------|----------------------|
| | November 2014 | November 2015 | November 2016 | November 2017 |
| Supply (in total hours worked) | 625,396 | 661,841 | 689,192 | 627,572 |
| Demand (in trips) | 683,556 | 587,669 | 561,683 | 559,490 |
| Avg distance (kms) | 9.3 | 9.1 | 8.0 | 8.4 |
| Total estimated distance-only revenue | \$13,055,920 | \$11,106,944 | \$9,492,443 | \$9,847,024 |
| Avg hourly distance-only revenue | \$20.88 | \$16.78 | \$13.77 | \$15.69 |

*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 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 |
| Sep | 217,631 | 204,060 | 94% | 81,157 | 90,698 | 32,205 | 8,721 | 4,850 |
| Oct | 233,680 | 219,240 | 94% | 86,113 | 98,049 | 35,078 | 9,247 | 5,193 |
| Nov | 238,484 | 221,838 | 93% | 83,503 | 99,461 | 38,874 | 10,772 | 5,874 |

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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 |
| Sep | 1,630 | 1,359 | 83% | 146 | 452 | 481 | 281 | 282 |
| Oct | 1,706 | 1,385 | 81% | 135 | 396 | 494 | 359 | 321 |
| Nov | 1,431 | 1,180 | 82% | 132 | 367 | 408 | 273 | 251 |

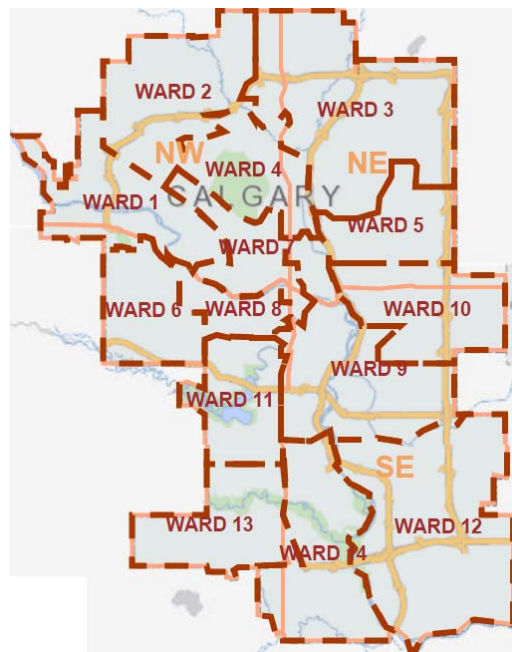
*% within 20 min is comparable to Table 5 % within 15 min to allow for average 5 minute-loading time.

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

| November 2017 | ALL | ATPL only |
|------------------|---------|-----------|
| Number of Trips | 559,490 | 32,299 |
| Active Vehicles | 1757 | 133 |
| Active Drivers | 2520 | 168 |
| Trips Per Driver | 222 | 192 |

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

| Trip Start Ward | Total Trips | | Accessible Trips | |
|--------------------|---------------|---------------|------------------|--------------|
| | Nov 2016 | Nov 2017 | Nov 2016 | Nov 2017 |
| 1. | 1,646 | 974 | 160 | 87 |
| 2. | 848 | 545 | 67 | 29 |
| 3. | 7,328* | 5,915** | 51 | 31 |
| 4. | 1,479 | 1,015 | 51 | 31 |
| 5. | 2,850 | 2,589 | 200 | 115 |
| 6. | 1,056 | 946 | 61 | 74 |
| 7. | 8,198 | 5,775 | 262 | 291 |
| 8. | 10,739 | 6,395 | 168 | 183 |
| 9. | 3,294 | 2,410 | 209 | 195 |
| 10. | 1,922 | 1,875 | 128 | 131 |
| 11. | 2,117 | 1,686 | 223 | 172 |
| 12. | 892 | 1,027 | 52 | 28 |
| 13. | 556 | 303 | 23 | 18 |
| 14. | 735 | 413 | 68 | 30 |
| Beyond city limits | 411 | 431 | 25 | 16 |
| TOTALS | 44,071 | 32,299 | 1,748 | 1,431 |



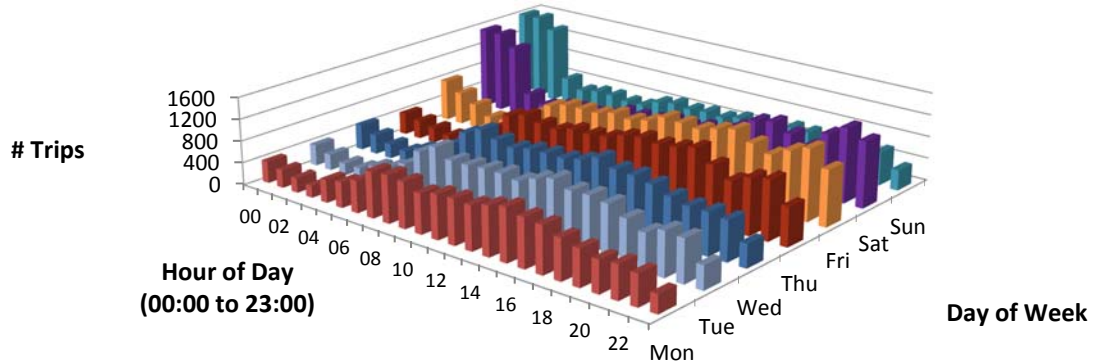
*For 2016, 5,391 of 7,328 Ward 3 trips originated at the main passenger terminal of the Calgary International Airport.

**For 2017, 4,107 of 5,915 Ward 3 trips originated at the main passenger terminal of the Calgary International Airport.

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Table 9:

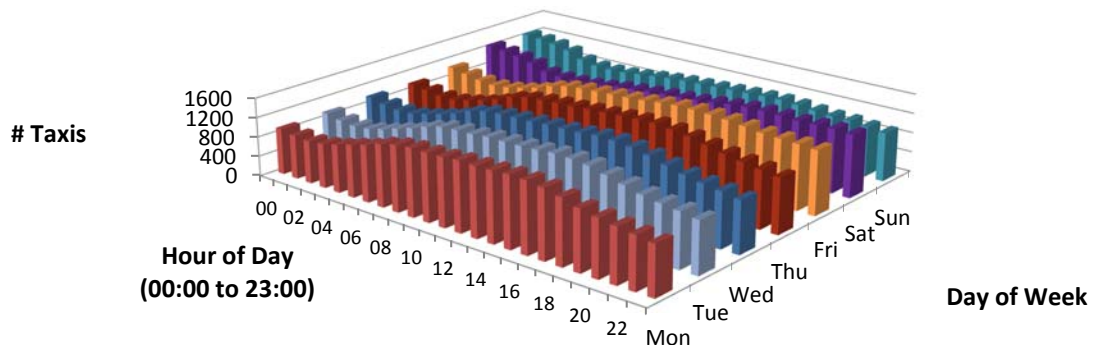
2017 November Trip Counts by Hour of Day and Day of Week



| | 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 | 384 | 316 | 264 | 215 | 415 | 462 | 579 | 830 | 860 | 838 | 728 | 804 | 823 | 804 | 890 | 966 | 891 | 860 | 743 | 664 | 584 | 611 | 562 | 334 |
| Tue | 384 | 288 | 207 | 210 | 329 | 404 | 554 | 860 | 1032 | 879 | 887 | 912 | 927 | 890 | 1010 | 1103 | 998 | 1013 | 968 | 811 | 670 | 802 | 777 | 431 |
| Wed | 468 | 355 | 263 | 217 | 351 | 420 | 601 | 900 | 1043 | 939 | 877 | 941 | 959 | 954 | 1017 | 1140 | 1028 | 1019 | 959 | 841 | 767 | 770 | 730 | 427 |
| Thu | 401 | 335 | 276 | 213 | 276 | 436 | 599 | 930 | 1016 | 939 | 912 | 1001 | 995 | 1028 | 1134 | 1188 | 1152 | 1188 | 1264 | 1052 | 877 | 1016 | 1080 | 711 |
| Fri | 765 | 597 | 446 | 277 | 291 | 438 | 612 | 825 | 915 | 928 | 926 | 1003 | 965 | 1030 | 1172 | 1155 | 1122 | 1207 | 1284 | 1123 | 1005 | 1165 | 1288 | 1010 |
| Sat | 1528 | 1514 | 1304 | 451 | 321 | 389 | 427 | 414 | 447 | 594 | 593 | 609 | 676 | 642 | 716 | 751 | 880 | 1060 | 1123 | 986 | 846 | 1150 | 1345 | 1197 |
| Sun | 2043 | 2141 | 1415 | 489 | 331 | 385 | 384 | 340 | 348 | 480 | 533 | 503 | 529 | 505 | 572 | 616 | 609 | 639 | 627 | 529 | 523 | 578 | 598 | 362 |

Table 10:

2017 November 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 | 922 | 876 | 852 | 884 | 955 | 1047 | 1135 | 1250 | 1327 | 1365 | 1367 | 1379 | 1407 | 1408 | 1419 | 1443 | 1436 | 1397 | 1318 | 1218 | 1153 | 1102 | 1055 | 1003 |
| Tue | 938 | 873 | 846 | 870 | 948 | 1051 | 1149 | 1271 | 1357 | 1389 | 1398 | 1430 | 1436 | 1443 | 1459 | 1486 | 1478 | 1451 | 1376 | 1289 | 1202 | 1147 | 1109 | 1052 |
| Wed | 976 | 909 | 869 | 877 | 949 | 1036 | 1137 | 1276 | 1361 | 1392 | 1408 | 1419 | 1443 | 1451 | 1466 | 1497 | 1495 | 1457 | 1391 | 1303 | 1224 | 1162 | 1113 | 1052 |
| Thu | 961 | 917 | 867 | 873 | 938 | 1023 | 1128 | 1265 | 1344 | 1376 | 1401 | 1417 | 1442 | 1457 | 1481 | 1498 | 1508 | 1475 | 1424 | 1350 | 1275 | 1215 | 1174 | 1121 |
| Fri | 1043 | 980 | 920 | 894 | 925 | 990 | 1078 | 1199 | 1279 | 1318 | 1338 | 1360 | 1376 | 1400 | 1442 | 1467 | 1470 | 1459 | 1438 | 1399 | 1353 | 1334 | 1320 | 1296 |
| Sat | 1263 | 1222 | 1175 | 1102 | 984 | 950 | 952 | 969 | 1007 | 1058 | 1088 | 1124 | 1150 | 1169 | 1195 | 1231 | 1270 | 1304 | 1311 | 1302 | 1284 | 1292 | 1294 | 1277 |
| Sun | 1254 | 1229 | 1187 | 1111 | 978 | 915 | 905 | 917 | 956 | 996 | 1030 | 1061 | 1075 | 1091 | 1111 | 1125 | 1139 | 1148 | 1126 | 1092 | 1062 | 1051 | 1017 | 978 |

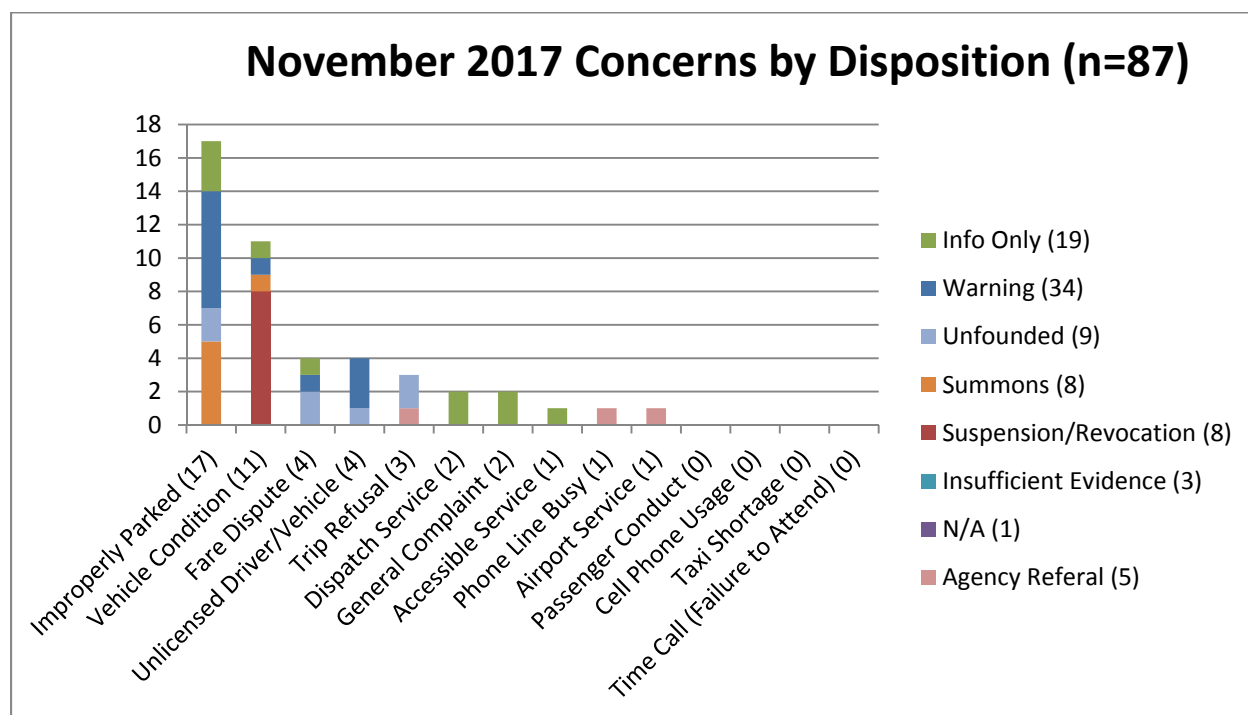
November 2017 FLEET UTILIZATION AND CONCERNS

Table 11:

| CONCERNS | November 2017 | November 2016 | Year to Date 2017 | Year to Date 2016 |
|---------------------------|---------------|---------------|-------------------|-------------------|
| Accessible Service | 1 | 3 | 3 | 12 |
| Dispatch Service | 2 | 2 | 12 | 3 |
| Driver Conduct | 20 | 16 | 175 | 241 |
| Fare Dispute | 4 | 3 | 53 | 42 |
| Phone Line Busy | 1 | 0 | 1 | 1 |
| Improperly Parked | 17 | 18 | 241 | 359 |
| Passenger Conduct | 0 | 0 | 2 | 5 |
| Trip Refusal | 3 | 5 | 39 | 42 |
| Time Call | 0 | 0 | 0 | 1 |
| Unlicensed Driver/Vehicle | 4 | 5 | 54 | 31 |
| Cell Phone Usage | 0 | 4 | 19 | 37 |
| Traffic Violation | 21 | 25 | 242 | 273 |
| Vehicle Condition | 11 | 9 | 75 | 77 |
| Taxi Shortage | 0 | 1 | 1 | 8 |
| General | 2 | 3 | 60 | 82 |
| Airport Service | 1 | 0 | 1 | 0 |
| TOTAL | 87 | 94 | 978 | 1214 |

*Year to date is through the month of November

Table 12:



November 2017 FLEET UTILIZATION AND CONCERNS

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).

CURRENT AND FUTURE FINANCIAL IMPACTS

None.

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| <p>RECOMMENDATIONS FOR LTAC TO CONSIDER</p> |
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| <p>To receive this report for information.</p> |
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SUBMISSIONS PRESENTED BY: Jodi Hughes, Issue Strategist