

2016 TAXI FLEET UTILIZATION, COMPLIMENTS/CONCERNS

SUMMARY

In 2016, an estimated total of 7,022,090 taxi trips were delivered in Calgary, down from 7,472,367 in 2015 and 8,404,108 in 2014.

Of the 7 million trips, an estimated 21,999 were for on demand wheelchair accessible taxi trip requests.

In Q4 2016, Livery Transport Services (LTS) handled 318 concerns and received 8 compliments. Concerns resulted in 120 warnings, 34 summons and 16 license suspensions/revocations. In comparison, LTS handled 329 concerns and received 16 compliments in Q4 2015.

Starting at the February 2017 meeting of LTAC, fleet utilization reporting will be delivered monthly to enable LTAC to more closely monitor the services provided by the changing livery industry. Meanwhile, the methodology for reporting on the services being made available by Transportation Network Drivers is under review, however it is anticipated that this information will form part of the first monthly fleet utilization report.

BACKGROUND INFORMATION

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

INVESTIGATION

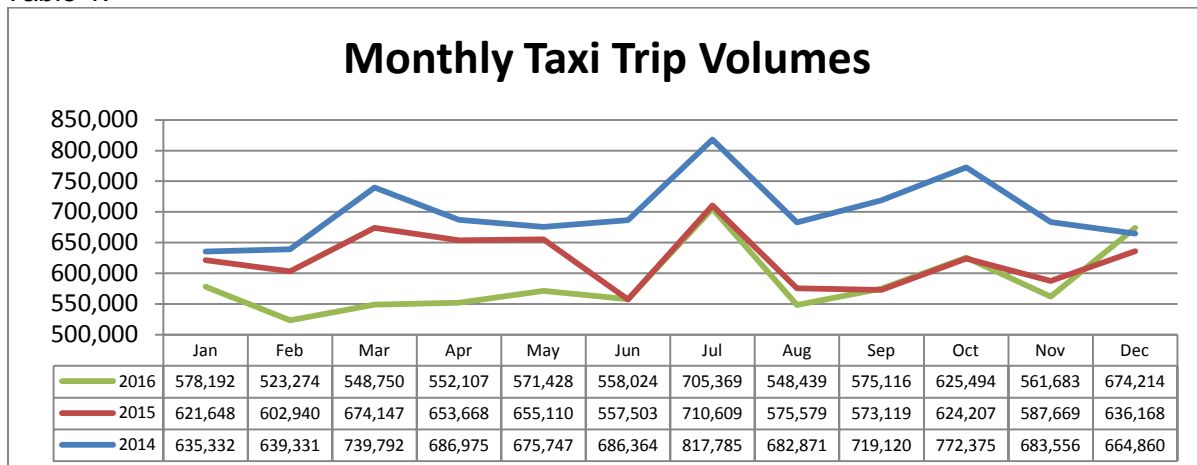
Q4 2016 Taxi Fleet Utilization

- Table 1: Monthly Taxi Trip Volumes
- Table 2: 2014-2016 Estimated Revenues
- Table 3: Dispatch Response Times
- Table 4: Taxi Trips by Hour of Day and Day of Week
- Table 5: Vehicle Count by Hour of Day and Day of Week

Q4 2016 Taxi Compliments-Concerns

- Table 6: Concerns by Issue
- Table 7: Concerns by Disposition
- Table 8: Compliments by Type

Table 1:



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Table 2:

2014-2016 Estimated Revenues (Distance-only)*			
	2014	2015	2016
Supply (in total hours worked)	7,607,961	7,883,255	7,929,577
Demand (in trips)	8,404,108	7,472,367	7,022,090
Avg distance (kms)	7.9	8.2	8.0
Avg duration (mins)	13.5	15	14
Total estimated distance-only revenue	\$133.6 million	\$129.4 million	\$118.4 million
Avg hourly distance-only revenue	\$17.55	\$16.40	\$14.95

*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 3:

2016 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
Jan	255,880	232,370	91%	63,165	118,124	51,081	14,861	8,649
Feb	227,102	207,509	91%	59,683	104,427	43,399	12,097	7,496
Mar	239,453	219,244	92%	65,112	109,597	44,535	12,468	7,741
Apr	236,901	218,056	92%	64,800	109,636	43,620	11,628	7,217
May	248,497	228,536	92%	70,748	112,772	45,016	12,036	7,925
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

Wheelchair accessible dispatch response time

For 2016, it is estimated that wheelchair accessible taxis 'meter on' within 20 minutes 79 per cent of the time. These taxis will have arrived, on average, five minutes prior to the 'meter on' time to allow for the proper loading and securing of a wheelchair.

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Table 4:

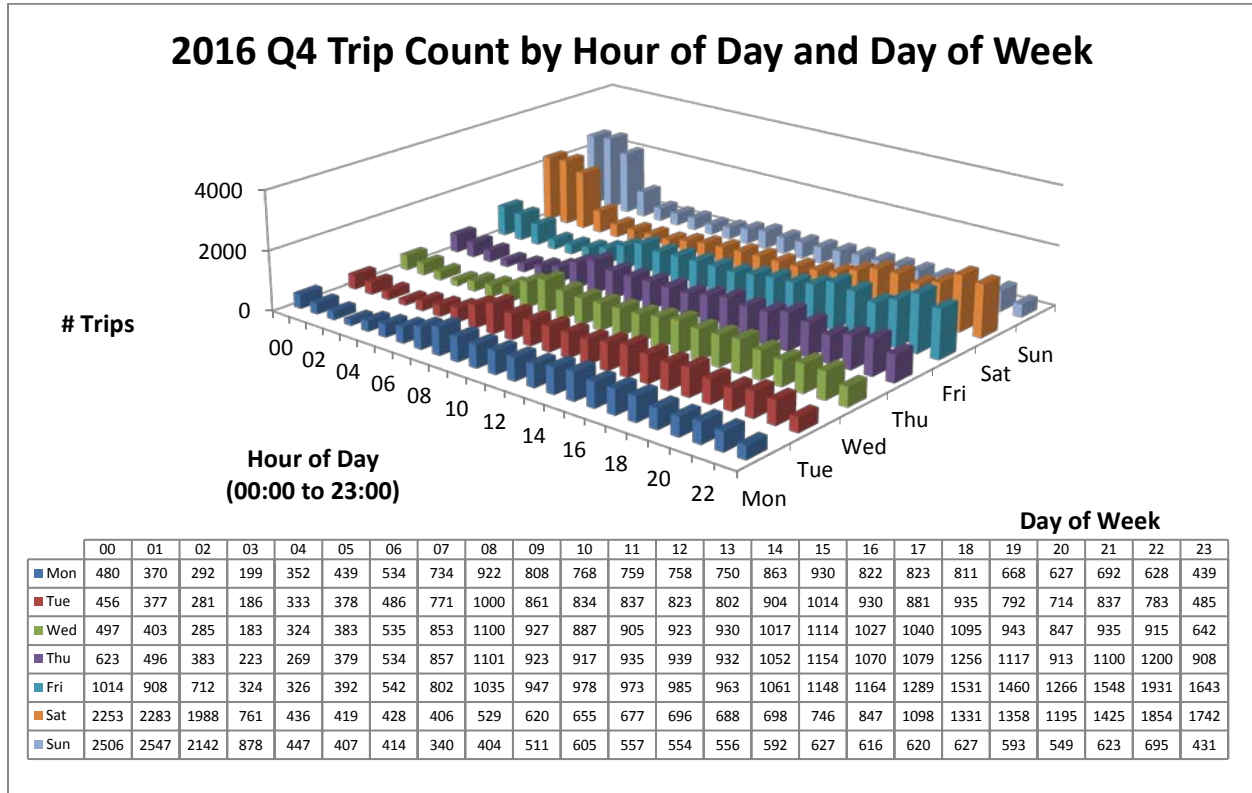
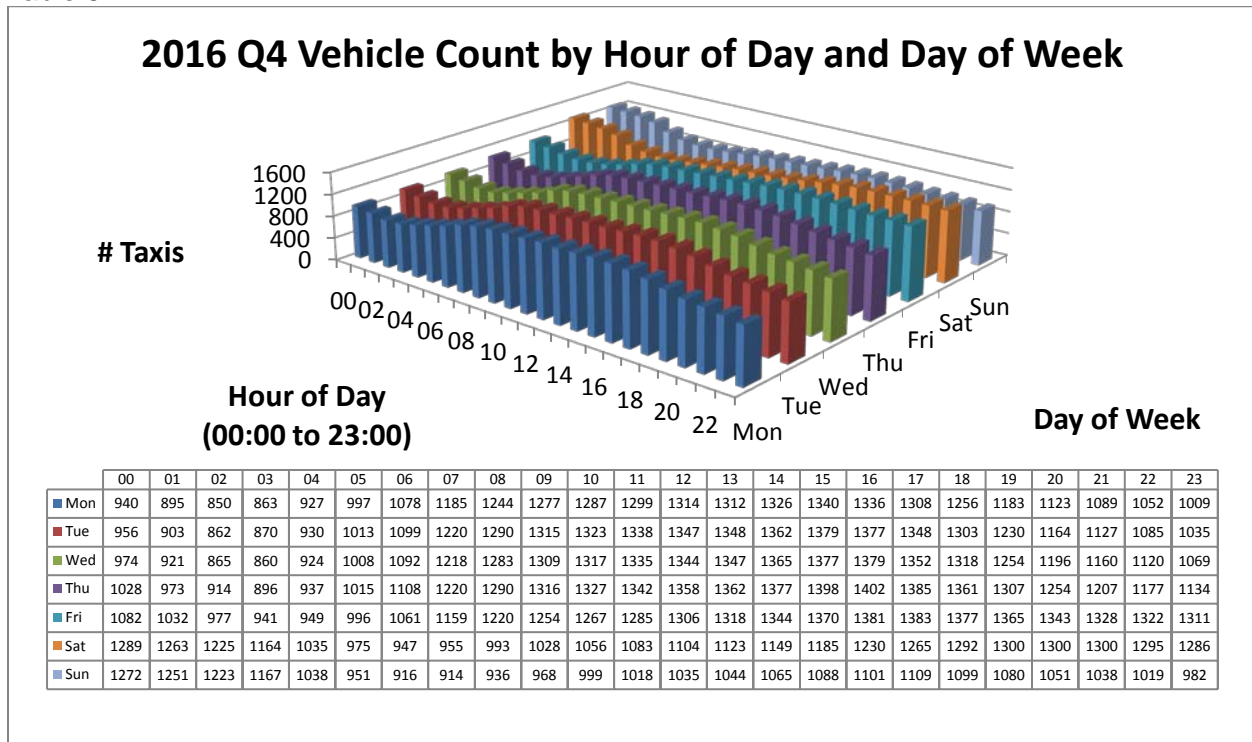


Table 5:

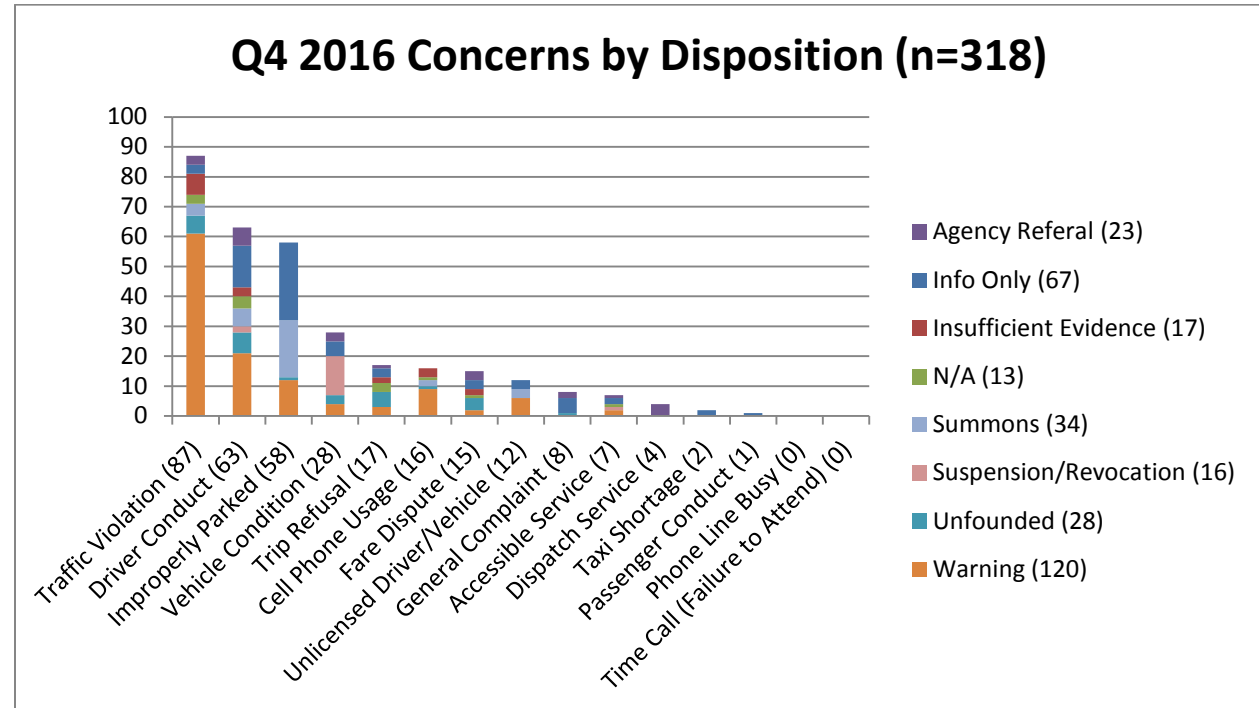


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Table 6:

CONCERNS BY ISSUE										
Issue	2016					2015				
	Q1	Q2	Q3	Q4	YTD	Q1	Q2	Q3	Q4	YTD
Accessible Service	1	0	5	7	6	6	2	2	2	12
Dispatch Service	1	0	0	4	1	1	1	0	0	2
Driver Conduct	64	74	72	63	210	57	39	67	64	227
Fare Dispute	9	18	9	15	36	15	20	13	8	56
Phone Line Busy	0	0	1	0	1	0	0	0	0	0
Improper Parked	116	115	85	58	316	43	29	38	49	159
Passenger Conduct	0	2	2	1	4	3	0	1	2	6
Trip Refusal	9	15	8	17	32	9	12	12	13	46
Time Call	0	0	1	0	1	1	2	3	1	7
Unlicensed Driver/Vehicle	3	7	14	12	24	4	1	11	84	100
Cell Phone Usage	5	10	10	16	25	9	15	8	10	42
Traffic Violation	63	88	67	87	218	76	63	98	57	294
Vehicle Condition	9	20	29	28	58	6	5	10	7	28
Taxi Shortage	3	1	2	2	6	2	1	2	5	10
General	26	36	15	8	77	17	19	12	27	75
TOTAL	309	386	320	318	1333	249	209	277	329	1064

Table 7:



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Table 8:

COMPLIMENTS BY TYPE										
Description	2016					2015				
	Q1	Q2	Q3	Q4	YTD	Q1	Q2	Q3	Q4	YTD
Went Above and Beyond	2	2	1	1	6	5	1	2	4	12
Kind and Courteous	5	8	11	6	30	4	4	13	12	33
Returned Personal Property	0	0	0	1	1	0	0	1	0	1
TOTAL	7	10	12	8	37	9	5	16	16	46

STAKEHOLDER ENGAGEMENT OR RESEARCH CONDUCTED

Date reporting requirements are mandated in Livery Transport Bylaw 6M2007. Through an automated file transfer process, the 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.

RECOMMENDATIONS FOR LTAC TO CONSIDER

To receive this report for information.

SUBMISSIONS PRESENTED BY: Marcia Andreychuk, LTAC Business Analyst