

MAY 2017 FLEET UTILIZATION AND CONCERNS

SUMMARY

In May 2017, an estimated 525,070 taxi trips were delivered in Calgary, down from 571,428 in May of 2016. Of the 525,070 trips, an estimated 1,732 were for on-demand wheelchair accessible taxi trip requests.

In May 2017, Livery Transport Services (LTS) handled 79 concerns resulting in 25 warnings, 13 summons and 3 license suspensions/ revocations. In comparison, LTS handled 121 concerns in May 2016.

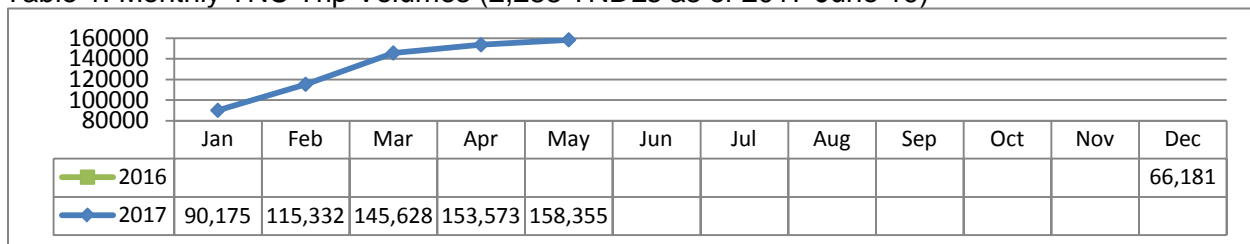
BACKGROUND INFORMATION

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

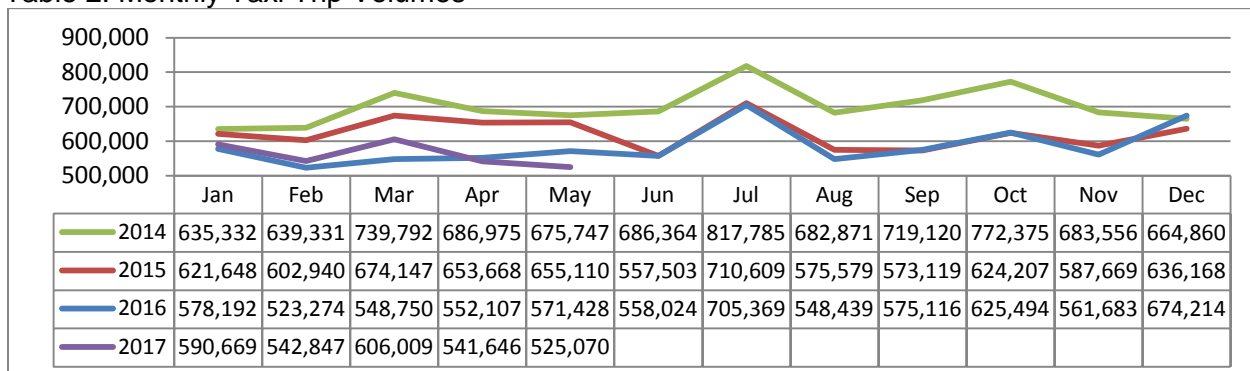
- Table 1: Monthly TNC Trip Volumes
- Table 2: Monthly Taxi Trip Volumes
- Table 3: Monthly On-demand Wheelchair Accessible Taxi Trip Volumes
- Table 4: 2014-2017 Estimated Revenues
- Table 5: Dispatch Response Times
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- Table 8: ATPL Trip Start Locations – Total and Wheelchair Accessible – by Ward
- Table 9: Taxi Trips by Hour of Day and Day of Week
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Table 1: Monthly TNC Trip Volumes (2,288 TNDLs as of 2017 June 19)



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

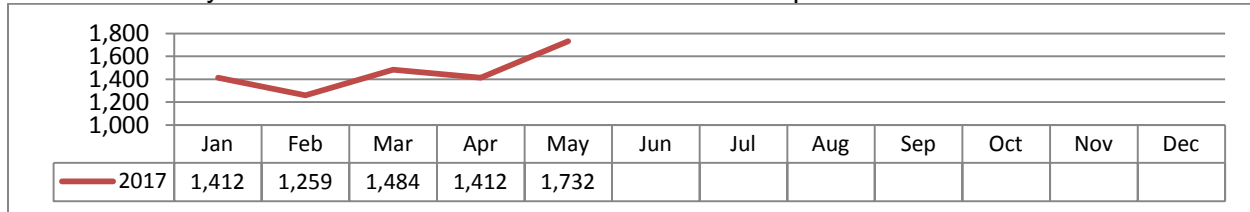


Table 4:

Estimated Taxi Revenues (Distance-only)*				
	May 2014	May 2015	May 2016	May 2017
Supply (in total hours worked)	635,661	741,345	657,233	625,823
Demand (in trips)	675,747	655,110	571,428	525,070
Avg distance (kms)	7.7	7.4	8.1	8.1
Total estimated distance-only revenue	\$10,338,929	\$10,416,249	\$9,771,419	\$8,978,697
Avg hourly distance-only revenue	\$16.26	\$14.05	\$14.87	\$14.35

*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 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
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

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

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

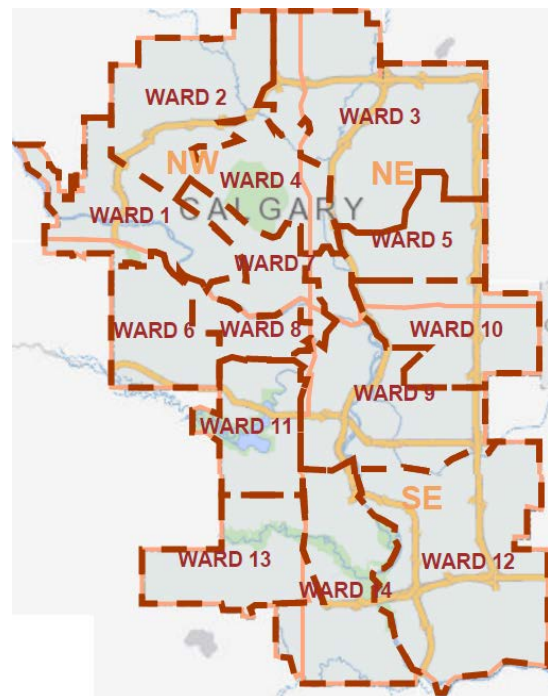
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Table 7: Estimated trips/driver overall and by ATPL license class

May 2017	ALL	ATPL only
Number of Trips	525,070	34,857
Active Vehicles	1602	162
Active Drivers	2548	203
Trips Per Driver	206	172

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

Trip Start Ward	Total Trips		Accessible Trips	
	2016	2017	2016	2017
1.	1,144	920	111	113
2.	653	638	38	47
3.	8,502*	6,539**	39	51
4.	1,418	1,321	55	46
5.	3,429	2,725	166	223
6.	842	867	35	49
7.	7,119	6,190	294	286
8.	8,804	6,794	176	196
9.	3,034	2,785	159	196
10.	2,093	1,889	71	149
11.	1,833	1,708	231	228
12.	918	959	27	45
13.	544	372	15	13
14.	693	549	22	61
Beyond city limits	359	601	18	29
TOTALS	41,385	34,857	1,457	1,732



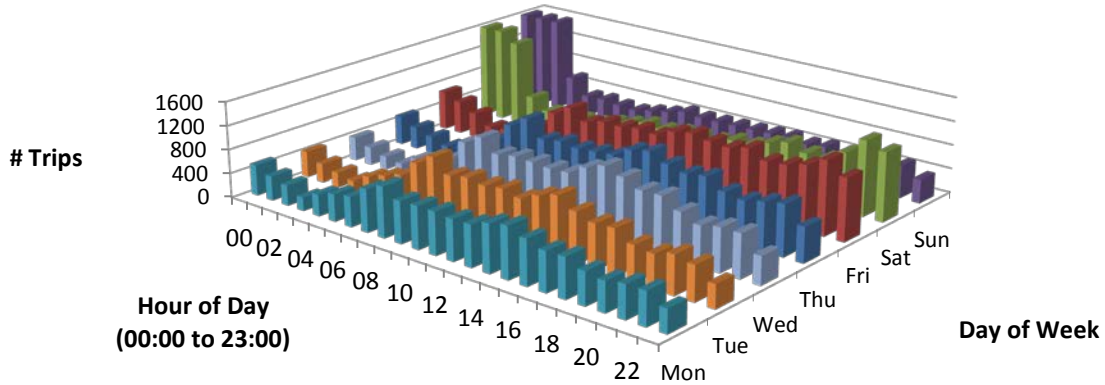
*For 2016, 6,193 of 8,502 Ward 3 trips originated at the main passenger terminal of the Calgary International Airport.

**For 2017, 4,812 of 6,347 Ward 3 trips originated at the main passenger terminal of the Calgary International Airport.

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Table 9:

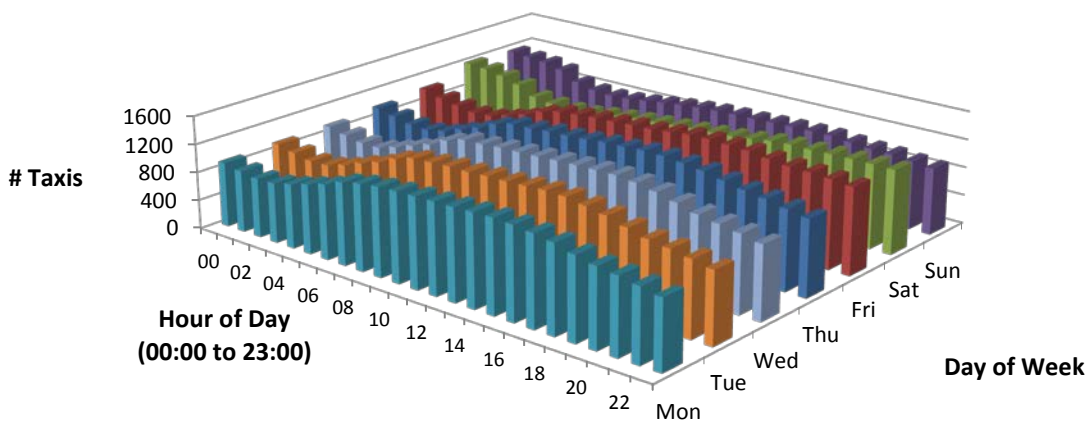
2017 May Trip Counts by Hour of Day and Day of Week



	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	500	395	339	224	361	454	500	713	842	698	709	708	680	688	793	850	746	655	662	542	496	544	547	388
Tue	437	308	240	190	338	438	541	822	1009	786	838	804	841	774	903	1001	838	742	758	597	553	642	580	387
Wed	395	300	222	179	341	429	520	873	1039	837	882	877	855	872	1034	1145	1055	939	945	780	657	716	720	466
Thu	488	372	288	193	289	426	547	883	1070	801	841	808	833	864	1026	1084	960	890	932	776	728	791	848	584
Fri	666	560	425	256	278	406	504	810	981	812	894	887	933	915	1038	1091	1042	1015	1089	957	980	1067	1229	1035
Sat	1655	1657	1442	528	341	406	367	377	459	524	592	562	610	611	621	692	701	805	892	793	792	975	1254	1146
Sun	1986	1983	1730	618	355	371	334	318	380	435	518	490	497	503	511	525	545	495	535	493	415	525	533	389

Table 10:

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



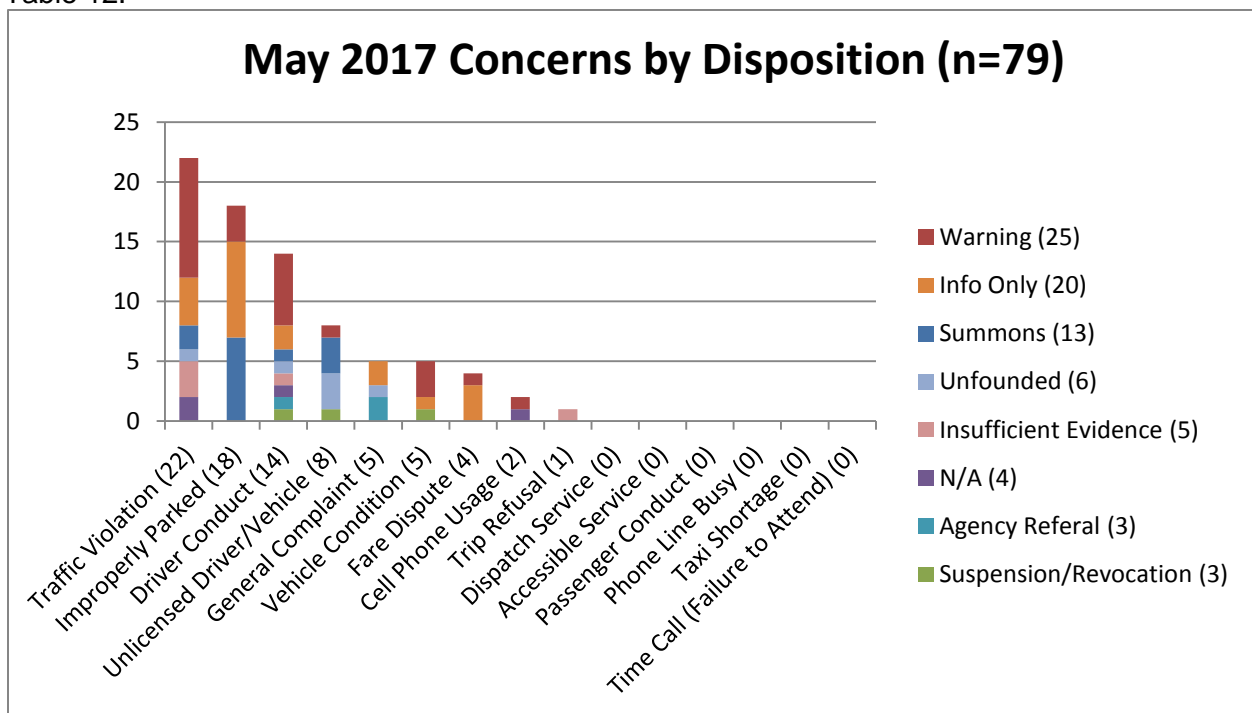
	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon	900	859	823	833	888	960	1039	1146	1202	1235	1255	1265	1273	1285	1297	1305	1293	1266	1225	1155	1096	1061	1013	960
Tue	916	864	815	825	898	997	1087	1207	1285	1304	1324	1325	1340	1344	1358	1376	1369	1331	1286	1210	1136	1100	1052	998
Wed	927	874	829	826	901	994	1082	1211	1291	1302	1325	1337	1348	1360	1373	1383	1386	1360	1312	1245	1178	1132	1087	1028
Thu	968	909	854	838	886	986	1076	1198	1270	1278	1303	1311	1330	1355	1364	1385	1382	1359	1326	1269	1216	1174	1124	1076
Fri	1016	948	897	856	876	942	1024	1135	1203	1227	1253	1265	1286	1296	1325	1354	1361	1352	1338	1301	1269	1263	1244	1217
Sat	1194	1171	1125	1052	928	891	875	889	931	962	986	1008	1027	1046	1067	1088	1117	1153	1173	1172	1180	1185	1186	1181
Sun	1161	1138	1116	1061	926	865	845	858	891	929	961	986	1008	1017	1022	1035	1044	1049	1050	1026	1002	992	963	936

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Table 11:

CONCERNS	May 2017	May 2016
Accessible Service	0	0
Dispatch Service	0	0
Driver Conduct	15	30
Fare Dispute	4	4
Phone Line Busy	0	0
Improper Parked	17	35
Passenger Conduct	0	0
Trip Refusal	1	4
Time Call	0	0
Unlicensed Driver/Vehicle	8	1
Cell Phone Usage	2	4
Traffic Violation	22	31
Vehicle Condition	5	8
Taxi Shortage	0	1
General	5	3
TOTAL	79	121

Table 12:



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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).

CURRENT AND FUTURE FINANCIAL IMPACTS

None.

<h3>RECOMMENDATIONS FOR LTAC TO CONSIDER</h3>
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To receive this report for information.

SUBMISSIONS PRESENTED BY: Marcia Andreychuk, LTAC Business Analyst