

STATUS UPDATE ON THE IMPLEMENTATION OF BYLAW 12M2016

SUMMARY

This report provides a status update on the implementation of Bylaw 12M2016, which is due to be reported to the Standing Policy Committee on Community and Protective Services on 2017 May 03 and to Council on 2017 May 29.

BACKGROUND INFORMATION

On 2016 February 22, Council gave three readings to bylaw 12M2016, which amended the Livery Transport Bylaw 6M2007. These amendments allowed TNCs to operate in Calgary, while protecting the safety of citizens and giving taxis more flexibility in the evolving livery industry.

INVESTIGATION

Bylaw 12M2016 came into effect on 2016 April 04 and TNCs initiated operations within the following weeks. In addition to establishing rules for TNC operations, the bylaw also allowed taxi brokerages and operators to set their own rates up to a maximum set by Council for street hail service or dispatch service. All taxi brokerages chose to reduce their meter rates.

In 2016 July, the Provincial government introduced new regulations mandating that TNC drivers have a Class 1, 2 or 4 driver's licence and an acceptable police check, including a vulnerable sector check. They also approved a new insurance product available to qualifying TNCs.

By the fall of 2016, areas of improvement to the Livery Transport Bylaw were identified which would offer additional flexibility for TNCs. On 2016 November 28, Council approved a one-year pilot project for a Combined Licence Fee option for TNCs through Bylaw 42M2016.

There are currently 7 licensed TNCs and 1500 issued TNDLs.

Administration will be reporting back to Council in 2018 Q1 on the results of the one-year pilot regarding the Combined Licence Fee option.

STAKEHOLDER ENGAGEMENT OR RESEARCH CONDUCTED

Since 2014, LTAC and Administration have performed several research and engagement initiatives in order to understand how Calgarians feel about the existing livery industry. These initiatives included: online and telephone surveys, focus groups and open houses. In addition, we received feedback through LTAC and calls to 311. We have also been using taxi trip data to inform bylaw recommendations and decisions.

What we have heard from Calgarians is that they want more transportation choices, lower prices and better service during peak periods. At the same time, citizens expect that any policy changes should keep customer safety at the forefront.

RECOMMENDATIONS FOR LTAC TO CONSIDER

That LTAC support Administration's recommendation on 2017 May 03 that the SPC on Community and Protective Services recommend that Council receive the status update on bylaw 12M2016 for information

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ATTACHMENTS

None

SUBMISSIONS PRESENTED BY: Carmen Hindson, Senior Business Strategist, Calgary
Community Standards