

October 2017 FLEET UTILIZATION AND CONCERNS

SUMMARY

In October 2017, an estimated 554,787 taxi trips were delivered in Calgary, down from 625,494 in October of 2016. Of the 554,787 trips, an estimated 1,706 were for on-demand wheelchair accessible taxi trip requests.

In October 2017, Livery Transport Services (LTS) handled 99 concerns resulting in 32 warnings, 7 summons and 4 license suspensions/ revocations. In comparison, LTS handled 105 concerns in October 2016.

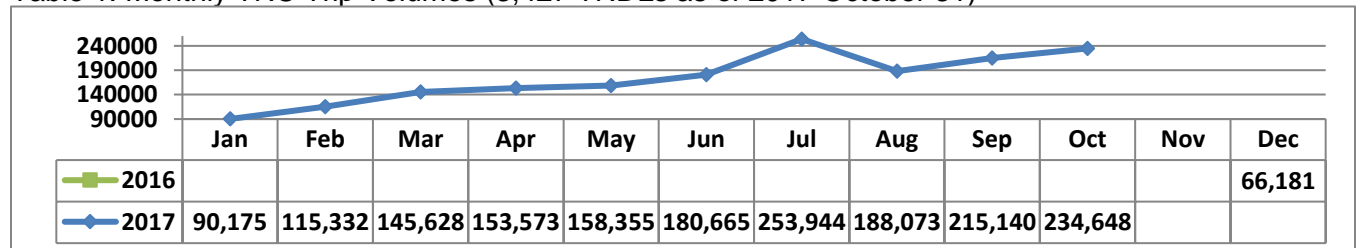
BACKGROUND INFORMATION

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

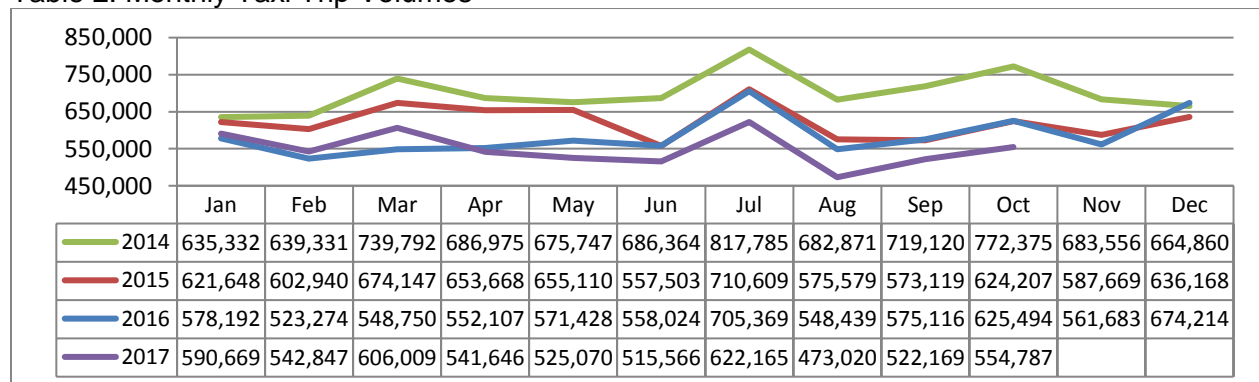
- Table 1: Monthly TNC Trip Volumes
- Table 2: Monthly Taxi Trip Volumes
- Table 3: Monthly On-demand Wheelchair Accessible Taxi Trip Volumes
- Table 4: 2014-2017 Estimated Revenues
- Table 5: Dispatch Response Times
- Table 6: Estimated Wheelchair Accessible Dispatch Response Times
- Table 7: Estimated trips/driver overall and by ATPL license class
- Table 8: ATPL Trip Start Locations – Total and Wheelchair Accessible – by Ward
- Table 9: Taxi Trips by Hour of Day and Day of Week
- Table 10: Vehicle Count by Hour of Day and Day of Week
- Table 11: Concerns by Issue
- Table 12: Concerns by Disposition

Table 1: Monthly TNC Trip Volumes (3,427 TNDLs as of 2017 October 31)



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



October 2017 FLEET UTILIZATION AND CONCERNS

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

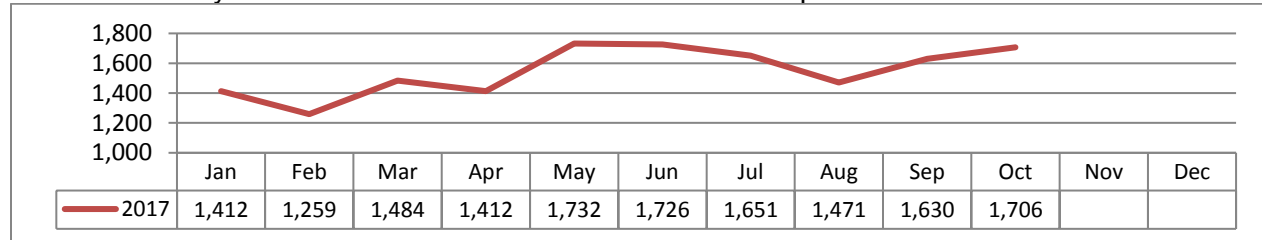


Table 4:

Estimated Taxi Revenues (Distance-only)*				
	October 2014	October 2015	October 2016	October 2017
Supply (in total hours worked)	725,701	710,620	644,446	633,986
Demand (in trips)	772,375	624,207	625,494	554,787
Avg distance (kms)	7.3	8.1	8.0	7.9
Total estimated distance-only revenue	\$12,203,525	\$10,736,360	\$10,570,849	\$9,375,900
Avg hourly distance-only revenue	\$16.82	\$15.11	\$16.40	\$14.79

*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 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
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

October 2017 FLEET UTILIZATION AND CONCERNS

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

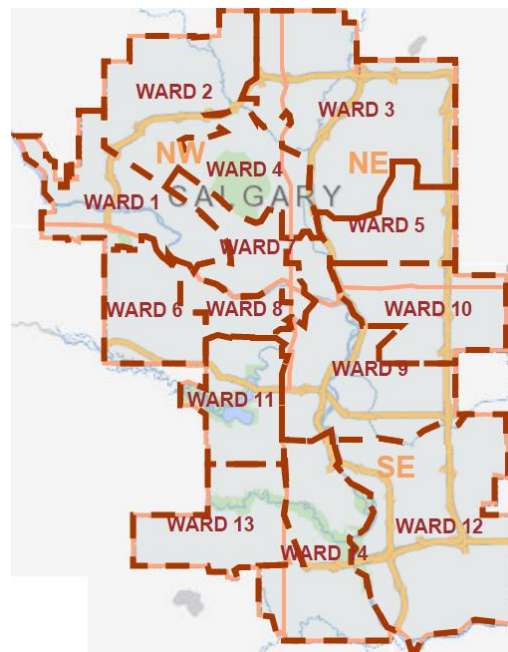
*% within 20 min is comparable to Table 5 % within 15 min to allow for average 5 minute-loading time.

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

October 2017	ALL	ATPL only
Number of Trips	554,787	31,901
Active Vehicles	1757	136
Active Drivers	2488	162
Trips Per Driver	223	197

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

Trip Start Ward	Total Trips		Accessible Trips	
	Oct 2016	Oct 2017	Oct 2016	Oct 2017
1.	1,365	1,027	112	126
2.	800	560	61	30
3.	8,027*	5,493**	61	35
4.	1,450	875	69	42
5.	3,053	2,362	196	166
6.	1,044	1,040	63	65
7.	8,326	5,636	295	326
8.	11,128	6,787	200	209
9.	3,313	2,358	213	232
10	1,898	1,703	148	128
11	2,477	1,719	245	219
12	912	986	37	36
13	577	288	36	25
14	668	449	71	42
Beyond city limits	445	618	27	25
TOTALS	45,483	31,901	1,834	1,706



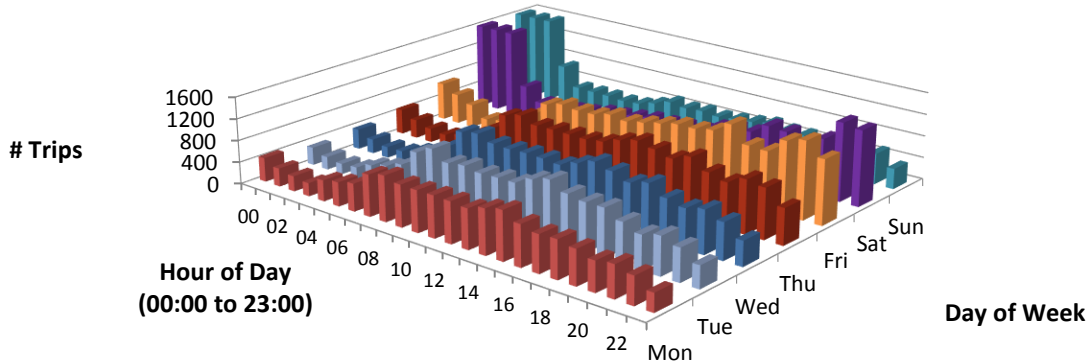
*For 2016, 6,003 of 8,027 Ward 3 trips originated at the main passenger terminal of the Calgary International Airport.

**For 2017, 3,929 of 5,493 Ward 3 trips originated at the main passenger terminal of the Calgary International Airport.

October 2017 FLEET UTILIZATION AND CONCERNS

Table 9:

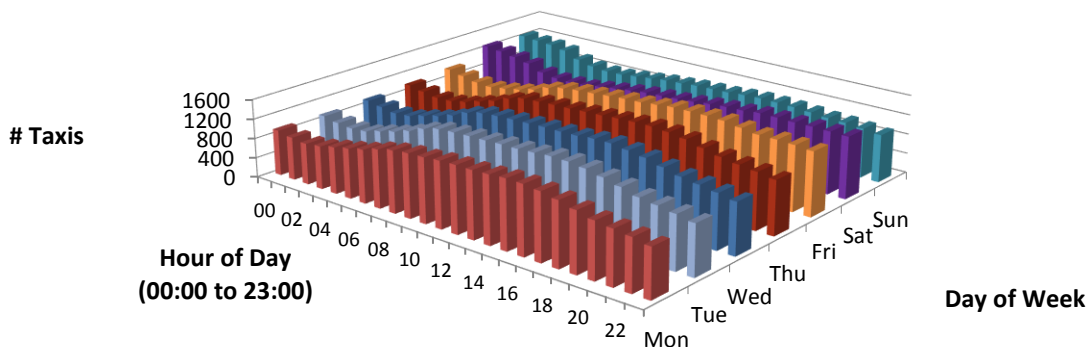
2017 October Trip Counts by Hour of Day and Day of Week



	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	440	334	280	242	384	439	505	761	835	766	760	763	755	725	819	890	749	678	692	633	541	585	505	331
Tue	325	235	192	213	340	419	533	842	993	824	867	819	832	837	984	1074	923	872	874	729	611	691	596	404
Wed	371	262	202	208	302	413	555	909	963	866	852	867	859	832	945	1064	987	874	959	791	713	786	669	453
Thu	467	343	256	221	292	409	586	922	1006	899	907	903	897	936	1048	1126	1061	979	1098	915	830	974	922	664
Fri	703	561	434	232	271	367	574	847	925	892	898	973	930	985	1053	1122	1124	1180	1372	1078	1063	1331	1423	1185
Sat	1735	1814	1626	600	356	359	394	432	502	530	568	614	618	636	655	780	846	853	1043	1019	898	1060	1437	1385
Sun	2252	2123	1882	738	378	372	368	346	367	452	557	520	542	512	541	575	622	576	566	542	504	585	567	375

Table 10:

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



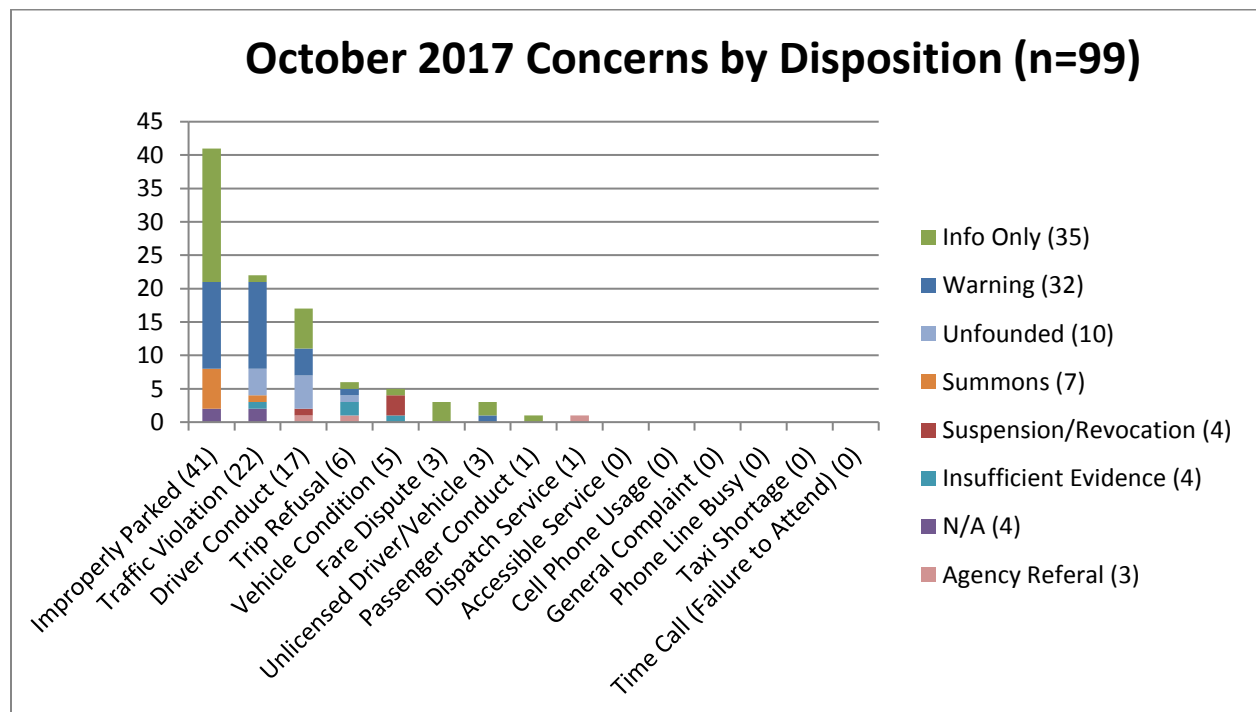
	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon	924	869	835	872	945	1010	1083	1182	1255	1295	1312	1341	1356	1356	1369	1393	1389	1355	1291	1210	1127	1083	1040	976
Tue	911	855	827	853	942	1025	1130	1262	1349	1377	1393	1401	1417	1420	1439	1463	1461	1424	1354	1274	1178	1132	1079	1015
Wed	934	884	834	860	948	1032	1136	1276	1356	1386	1405	1416	1431	1431	1440	1470	1475	1434	1382	1297	1210	1160	1106	1042
Thu	971	915	866	876	937	1033	1131	1265	1350	1375	1393	1404	1423	1438	1462	1478	1483	1458	1411	1327	1250	1196	1155	1097
Fri	1031	967	907	884	930	990	1074	1194	1268	1307	1329	1357	1384	1398	1430	1464	1470	1468	1453	1401	1352	1351	1337	1307
Sat	1279	1244	1192	1126	1000	950	942	954	1003	1049	1093	1129	1148	1166	1190	1226	1251	1263	1294	1294	1283	1286	1279	1265
Sun	1246	1220	1198	1144	1008	933	903	908	943	978	1018	1037	1064	1077	1086	1113	1129	1124	1113	1089	1060	1047	1015	973

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Table 11:

CONCERNS	October 2017	October 2016
Accessible Service	0	3
Dispatch Service	1	0
Driver Conduct	17	15
Fare Dispute	3	3
Phone Line Busy	0	0
Improper Parked	41	25
Passenger Conduct	1	1
Trip Refusal	6	5
Time Call	0	0
Unlicensed Driver/Vehicle	3	2
Cell Phone Usage	0	8
Traffic Violation	22	30
Vehicle Condition	5	10
Taxi Shortage	0	1
General	0	2
TOTAL	99	105

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.

RECOMMENDATIONS FOR LTAC TO CONSIDER

To receive this report for information.

SUBMISSIONS PRESENTED BY: Jodi Hughes, Issue Strategist