

September 2017 FLEET UTILIZATION AND CONCERNS

SUMMARY

In September 2017, an estimated 522,169 taxi trips were delivered in Calgary, down from 575,116 in September of 2016. Of the 522,169 trips, an estimated 1,630 were for on-demand wheelchair accessible taxi trip requests.

In September 2017, Livery Transport Services (LTS) handled 97 concerns resulting in 33 warnings, 6 summons and 5 license suspensions/ revocations. In comparison, LTS handled 84 concerns in September 2016.

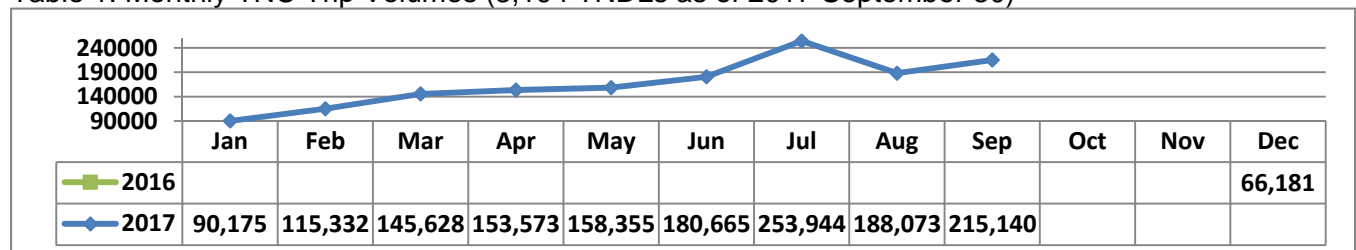
BACKGROUND INFORMATION

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

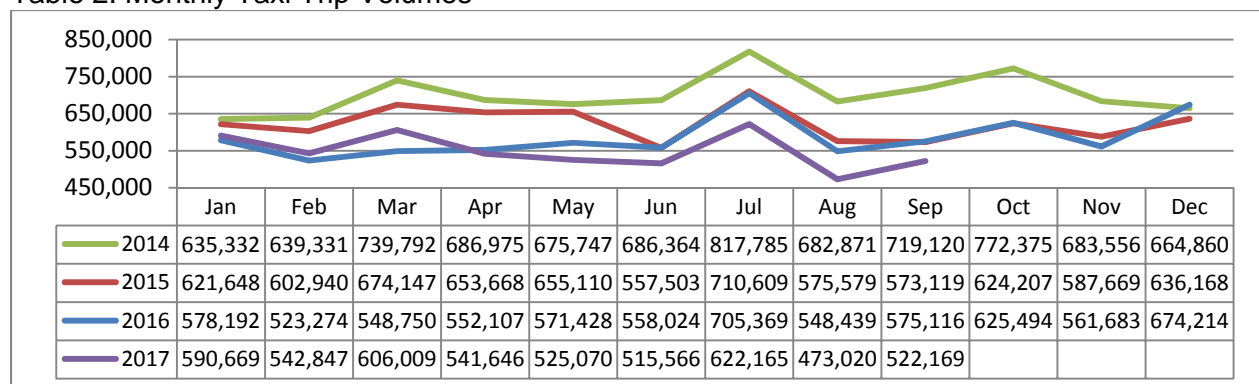
- Table 1: Monthly TNC Trip Volumes
- Table 2: Monthly Taxi Trip Volumes
- Table 3: Monthly On-demand Wheelchair Accessible Taxi Trip Volumes
- Table 4: 2014-2017 Estimated Revenues
- Table 5: Dispatch Response Times
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- Table 7: Estimated trips/driver 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
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Table 1: Monthly TNC Trip Volumes (3,194 TNDLs as of 2017 September 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

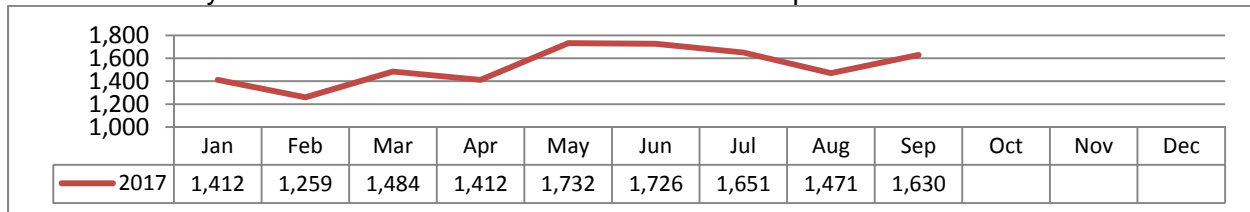


Table 4:

Estimated Taxi Revenues (Distance-only)*				
	September 2014	September 2015	September 2016	September 2017
Supply (in total hours worked)	752,629	638,040	624,749	589,077
Demand (in trips)	719,120	573,119	575,116	522,169
Avg distance (kms)	6.8	8.8	8.2	8.0
Total estimated distance-only revenue	\$9,995,768	\$10,488,078	\$10,007,018	\$8,876,873
Avg hourly distance-only revenue	\$13.28	\$16.44	\$16.02	\$15.07

*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 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
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

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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

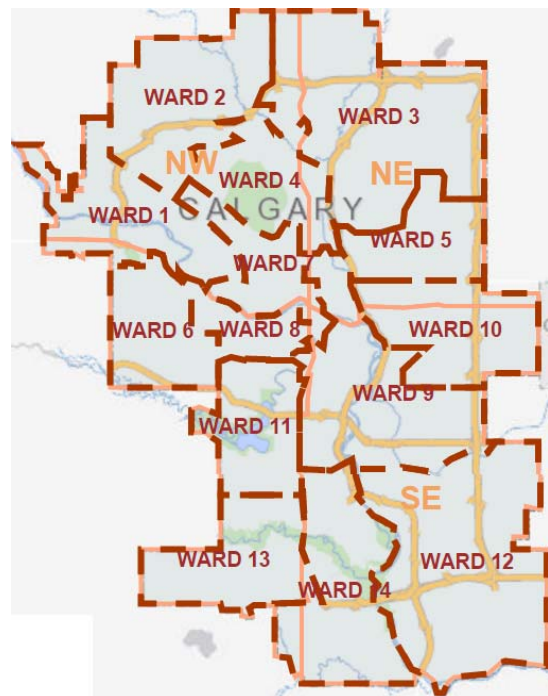
*% within 20 min is comparable to Table 5 % within 15 min to allow for average 5 minute-loading time.

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

September 2017	ALL	ATPL only
Number of Trips	522,169	30,347
Active Vehicles	1721	134
Active Drivers	2462	165
Trips Per Driver	212	184

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

Trip Start Ward	Total Trips		Accessible Trips	
	Sept 2016	Sept 2017	Sept 2016	Sept 2017
1.	1,507	944	132	96
2.	796	578	71	38
3.	7,533*	5,419**	47	44
4.	1,402	874	56	33
5.	3,072	2,359	203	172
6.	1,005	980	58	48
7.	8,512	5,345	295	320
8.	9,351	6,342	211	215
9.	3,470	2,332	245	222
10	2,076	1,387	139	117
11	2,125	1,610	225	214
12	804	870	36	30
13	606	308	34	18
14	736	429	78	44
Beyond city limits	476	570	25	19
TOTALS	43,471	30,347	1,855	1,630



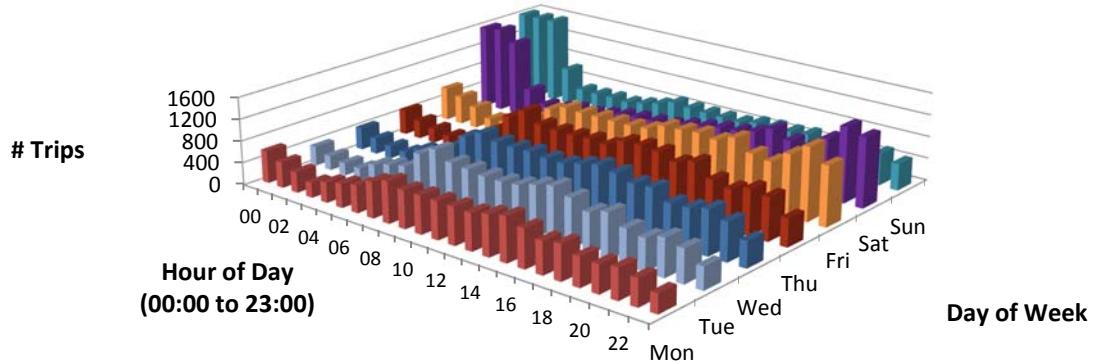
*For 2016, 5,586 of 7,533 Ward 3 trips originated at the main passenger terminal of the Calgary International Airport.

**For 2017, 4,025 of 5,419 Ward 3 trips originated at the main passenger terminal of the Calgary International Airport.

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Table 9:

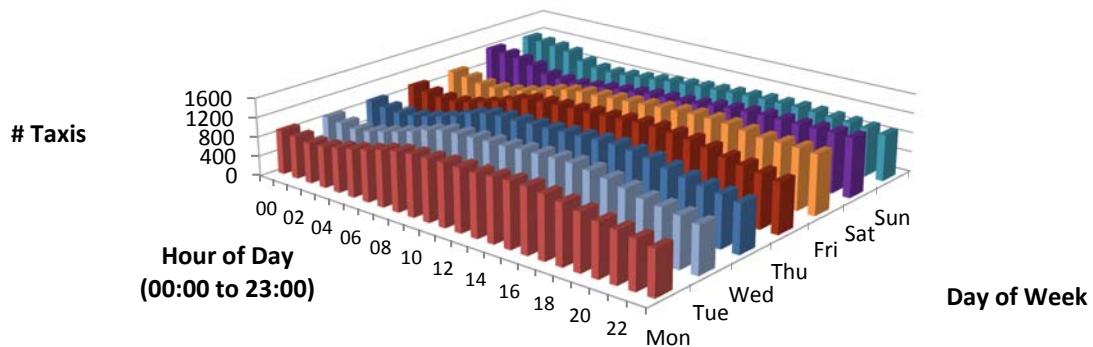
2017 September Trip Counts by Hour of Day and Day of Week



	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	579	457	371	271	365	435	494	655	751	689	693	691	686	673	743	808	704	593	639	533	508	553	489	345
Tue	355	262	215	206	357	447	507	823	988	840	815	789	784	817	906	982	879	723	819	645	581	687	610	412
Wed	408	289	225	199	335	417	565	825	977	904	890	901	865	863	941	1011	972	878	900	729	739	816	703	473
Thu	464	334	262	205	274	406	582	908	1097	923	896	893	911	890	1031	1049	1024	917	1016	807	732	830	784	511
Fri	616	526	395	243	259	378	516	759	868	851	859	857	886	1013	1026	1055	1013	1132	936	882	1103	1321	1084	
Sat	1571	1649	1407	537	325	349	415	408	470	529	561	568	595	662	715	770	796	863	993	866	851	1074	1369	1272
Sun	2072	1932	1760	685	346	337	344	328	379	451	555	526	511	507	499	563	576	568	596	510	490	597	574	478

Table 10:

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



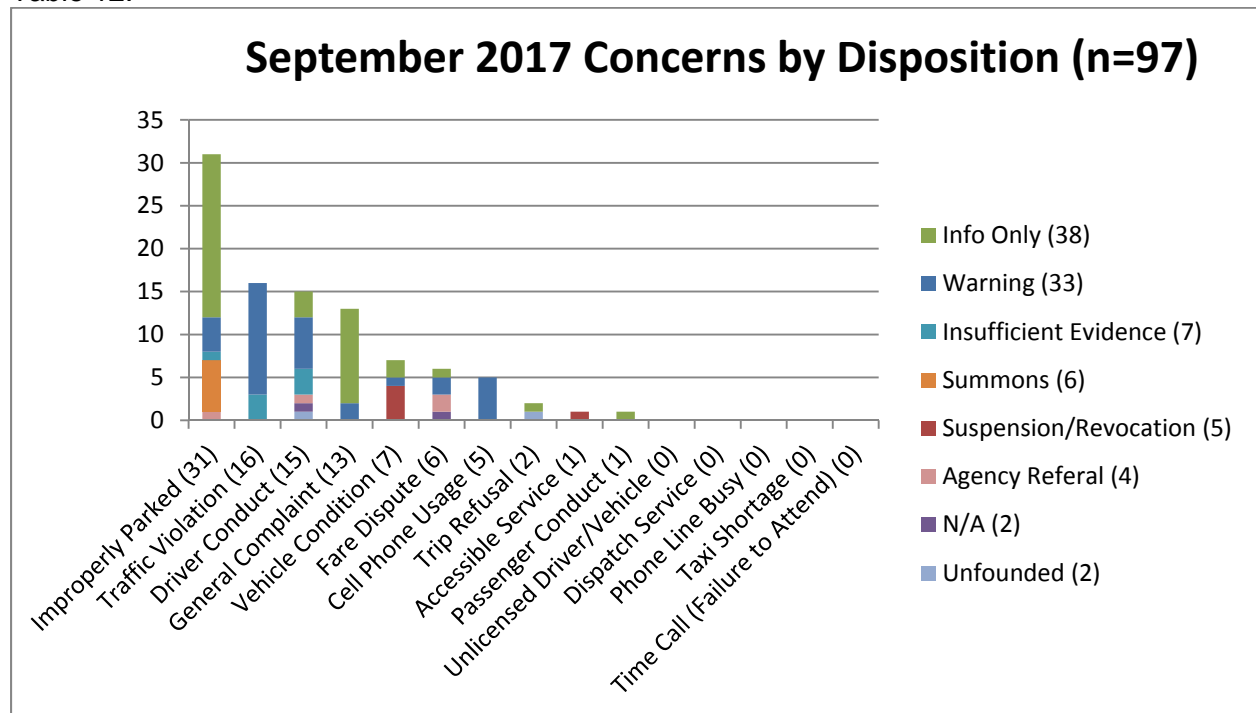
	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon	890	850	811	833	895	963	1037	1133	1203	1238	1255	1269	1279	1276	1298	1318	1320	1276	1222	1156	1074	1033	979	920
Tue	861	813	777	813	898	986	1078	1201	1290	1317	1331	1343	1346	1370	1383	1394	1394	1358	1301	1222	1125	1078	1024	960
Wed	894	838	806	831	896	985	1086	1226	1313	1341	1350	1358	1362	1376	1388	1412	1414	1378	1330	1249	1168	1105	1053	988
Thu	927	865	828	831	888	976	1080	1212	1310	1333	1348	1360	1378	1386	1410	1429	1426	1397	1359	1291	1198	1142	1094	1033
Fri	952	901	843	830	860	928	1012	1120	1194	1239	1251	1274	1293	1315	1340	1362	1377	1370	1351	1304	1251	1252	1240	1217
Sat	1195	1158	1117	1045	921	892	882	908	955	994	1026	1059	1076	1090	1115	1157	1184	1206	1218	1216	1204	1216	1218	1207
Sun	1185	1161	1131	1078	933	863	842	863	891	923	963	987	1015	1030	1047	1063	1077	1073	1074	1057	1031	1013	983	940

September 2017 FLEET UTILIZATION AND CONCERNS

Table 11:

CONCERNS	September 2017	September 2016
Accessible Service	1	2
Dispatch Service	0	0
Driver Conduct	15	15
Fare Dispute	6	2
Phone Line Busy	0	1
Improper Parked	31	24
Passenger Conduct	1	1
Trip Refusal	2	1
Time Call	0	0
Unlicensed Driver/Vehicle	0	0
Cell Phone Usage	5	1
Traffic Violation	16	25
Vehicle Condition	7	11
Taxi Shortage	0	0
General	13	1
TOTAL	97	84

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.

<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, Issues Strategist