



Accessible Taxi Review

Verbal Report to the Livery Transport Advisory
Committee

2017 September 20





Purpose of this Report

In response to Council direction to conduct a scoping review of the accessible taxi industry:

- I. Provide LTAC with an update on work to date
- II. Review a spectrum of options that have been identified as a means of providing accessible taxi service in Calgary
- III. Discuss next steps



Work to Date

- I. Calgary Transit Access (CTA) & Livery Transport Services (LTS) collaboration on developing spectrum of options
- II. Engagement with Advisory Committee on Accessibility



Goals of Accessible Taxi Review

The spectrum of options have been evaluated based on their alignment to the goals of the Accessible Taxi

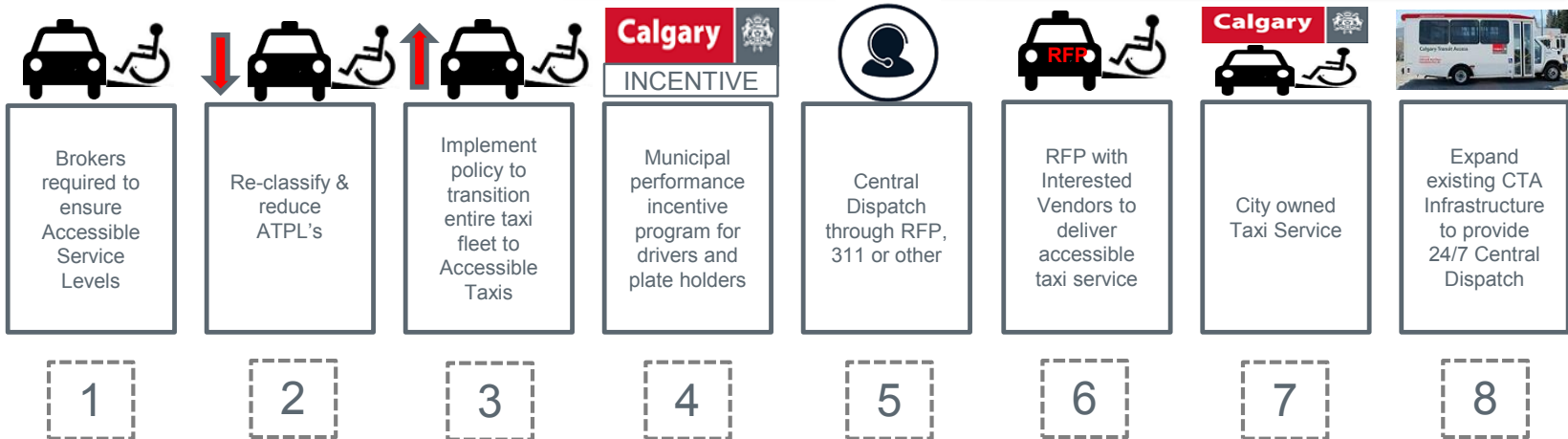
Review:

1. Increase customer service levels for accessible taxi users
2. Reduce the financial burden for ATPL holders and drivers
3. Respond to the evolving livery industry, ensuring that TNC operations do not erode accessible taxi service



Spectrum of Options

Cost to The City to Implement





1. Brokers Required to Ensure Accessible Service Levels

Rationale: Brokers would ensure that accessible plate holders and drivers affiliated with their businesses are meeting the required service standards. Brokers could incentivize this service through a partial refund on the stand rate (approximate \$6000 savings/year).

Cost to The City to Implement: Low (incentives provided by industry, to industry).

Goal 1 – ↑ Customer Service	Goal 2 – ↓ Financial Burden on Drivers	Goal 3 – Respond to TNC Operations
Yes, if incentive based on service levels	Yes, if incentive is substantial enough	Yes, if goal 2 is achieved



2. Re-Classify and/or Reduce ATPLs

Rationale: ATPL holders and drivers have indicated they are challenged to make a reasonable living compared to a regular TPL given the retrofit and higher operating costs associated with accessible vehicles. Accordingly, it has been suggested that the existing 189 ATPL fleet may be too large.

Cost to The City to Implement: Low

Goal 1 – ↑ Customer Service	Goal 2 – ↓ Financial Burden on Drivers	Goal 3 – Respond to TNC Operations
No (unlikely)	Yes (to the few ATPL holders who switch to TPL)	No



3. Implement Policy to Transition Entire Fleet to Accessible

Rationale: Ensures all customers have equal access to all taxis. The expectation would be that existing regular taxi vehicles nearing the end of their lifecycle would be replaced with accessible vehicles.

Cost to The City to Implement: Low

Goal 1 – ↑ Customer Service	Goal 2 – ↓ Financial Burden on Drivers	Goal 3 – Respond to TNC Operations
Yes	No	No



4. Performance Incentives for Drivers and Plate Holders

Rationale: Providing drivers and plate holders with annual financial incentives tied to meeting an acceptable number of accessible trips could improve customer service.

Cost to The City to Implement: Medium

Goal 1 – ↑ Customer Service	Goal 2 – ↓ Financial Burden on Drivers	Goal 3 – Respond to TNC Operations
Yes, if incentive is based on service levels	Yes, if incentive is substantial enough	Yes, if Goal 2 is achieved



5. Central Dispatch (Through RFP, 311 or Other)

Rationale: Contacting multiple taxi brokers to dispatch an available accessible taxi was identified by customers as a challenge to accessing on-demand service. Establishing a central dispatch (i.e. through RFP, 311) for all ATPLs could improve customer service.

Cost to The City to Implement: Medium-High

Goal 1 – ↑ Customer Service	Goal 2 – ↓ Financial Burden on Drivers	Goal 3 – Respond to TNC Operations
Yes	No	No



6. RFP With Vendor to Deliver Accessible Taxi Service

Rationale: To improve customer service, a contract could be awarded to a vendor interested in providing 24/7 on demand accessible taxi service with its own fleet of accessible vehicles and drivers.

Cost to The City to Implement: High

Goal 1 – ↑ Customer Service	Goal 2 – ↓ Financial Burden on Drivers	Goal 3 – Respond to TNC Operations
Yes	No	Yes



7. City-Owned Taxi Service

Rationale: The City of Calgary could operate an on-demand accessible taxi service to ensure alignment with Council priorities and values for providing accessible taxi services. Drivers would be employees and vehicles would be owned by The City.

Cost to The City to Implement: High

Goal 1 – ↑ Customer Service	Goal 2 – ↓ Financial Burden on Drivers	Goal 3 – Respond to TNC Operations
Yes	No	Yes



8. Expand CTA Infrastructure to Provide 24/7 Central Dispatch

Rationale: Calgary Transit Access (CTA) provides pre-booked transit service to its clients. The City could leverage CTA’s existing infrastructure to provide 24/7 central dispatch for on-demand accessible taxi service.

Cost to The City to Implement: High

Goal 1 – ↑ Customer Service	Goal 2 – ↓ Financial Burden on Drivers	Goal 3 – Respond to TNC Operations
Yes	No	No



Next Steps

- I. Complete a comprehensive evaluation of the options deemed most feasible and identify associated costs of implementation
- II. Return to LTAC in early 2018 Q1
- III. Report to Council with recommendations by the end of 2018 Q1.