

JULY 2017 FLEET UTILIZATION AND CONCERNS

SUMMARY

In July 2017, an estimated 622,165 taxi trips were delivered in Calgary, down from 705,369 in July of 2016. Of the 622,165 trips, an estimated 1,651 were for on-demand wheelchair accessible taxi trip requests.

In July 2017, Livery Transport Services (LTS) handled 103 concerns resulting in 41 warnings, 11 summons and 7 licence suspensions/ revocations. In comparison, LTS handled 123 concerns in July 2016.

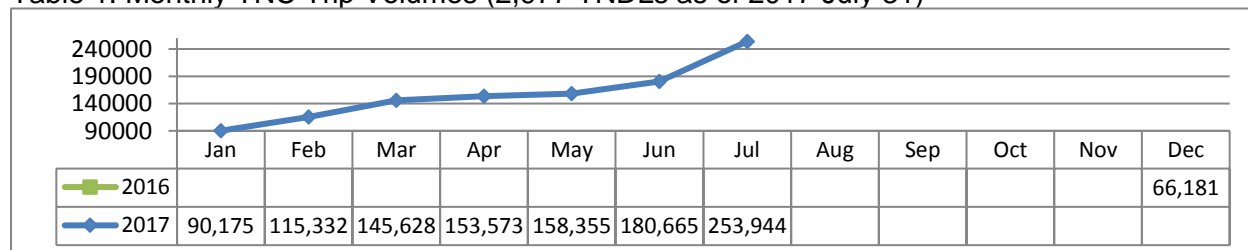
BACKGROUND INFORMATION

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

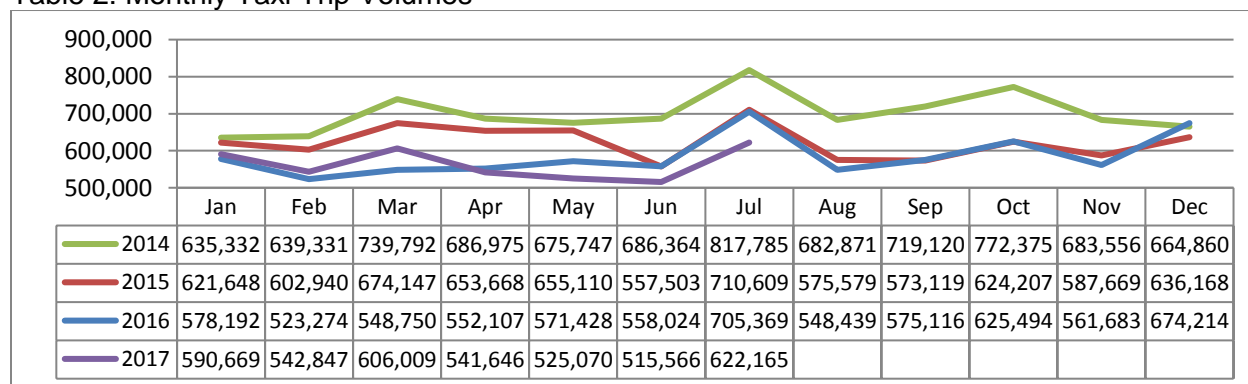
- Table 1: Monthly TNC Trip Volumes
- Table 2: Monthly Taxi Trip Volumes
- Table 3: Monthly On-demand Wheelchair Accessible Taxi Trip Volumes
- Table 4: 2014-2017 Estimated Revenues
- Table 5: Dispatch Response Times
- Table 6: Estimated Wheelchair Accessible Dispatch Response Times
- Table 7: Estimated 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
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Table 1: Monthly TNC Trip Volumes (2,977 TNDLs as of 2017 July 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



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

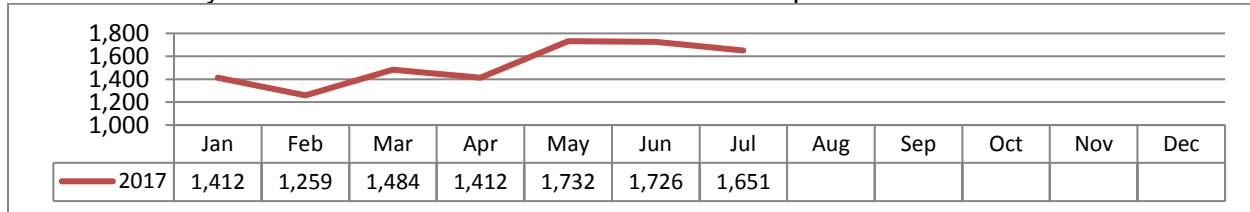


Table 4:

Estimated Taxi Revenues (Distance-only)*				
	July 2014	July 2015	July 2016	July 2017
Supply (in total hours worked)	684,584	679,191	678,575	633,130
Demand (in trips)	817,785	710,609	705,369	622,165
Avg distance (kms)	7.6	8.3	7.9	7.9
Total estimated distance-only revenue	\$12,348,554	\$12,506,718	\$11,779,662	\$10,390,156
Avg hourly distance-only revenue	\$18.04	\$18.41	\$17.36	\$16.41

*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 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
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

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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

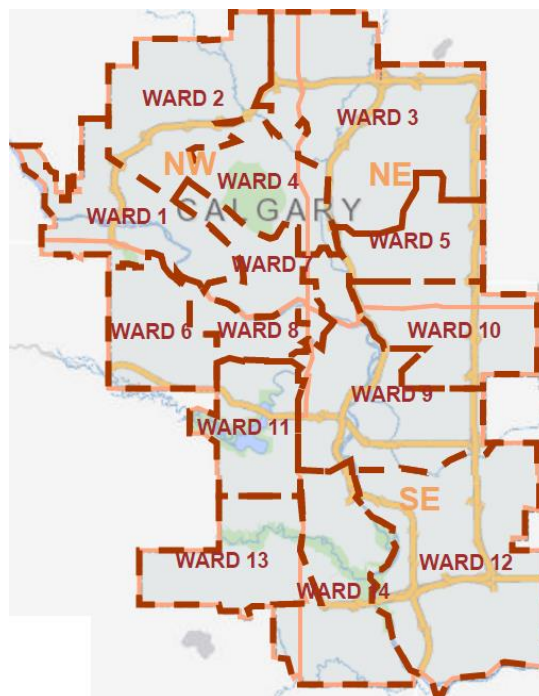
*% within 20 min is comparable to Table 5 % within 15 min to allow for average 5 minute-loading time.

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

July 2017	ALL	ATPL only
Number of Trips	622,165	38,701
Active Vehicles	1691	148
Active Drivers	2541	182
Trips Per Driver	245	213

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

Trip Start Ward	Total Trips		Accessible Trips	
	July 2016	July 2017	July 2016	July 2017
1.	1,451	1,056	91	87
2.	956	587	45	27
3.	7,804*	5,922**	30	41
4.	1435	1,048	45	50
5.	3,695	2,500	165	169
6.	1,161	971	40	48
7.	10,057	7,052	266	315
8.	15,454	9,891	169	251
9.	4,780	3,353	194	222
10	2,830	1,806	119	98
11	2,716	1,829	251	220
12	1,122	1,054	46	28
13	766	416	33	20
14	879	480	58	59
Beyond city limits	618	736	21	16
TOTALS	55,724	38,701	1,573	1,651



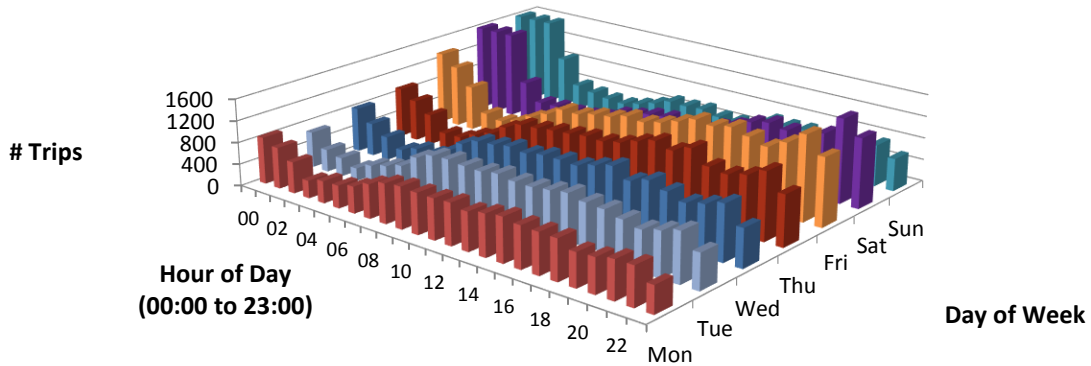
*For 2016, 5,669 of 7,804 Ward 3 trips originated at the main passenger terminal of the Calgary International Airport.

**For 2017, 4,245 of 5,922 Ward 3 trips originated at the main passenger terminal of the Calgary International Airport.

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Table 9:

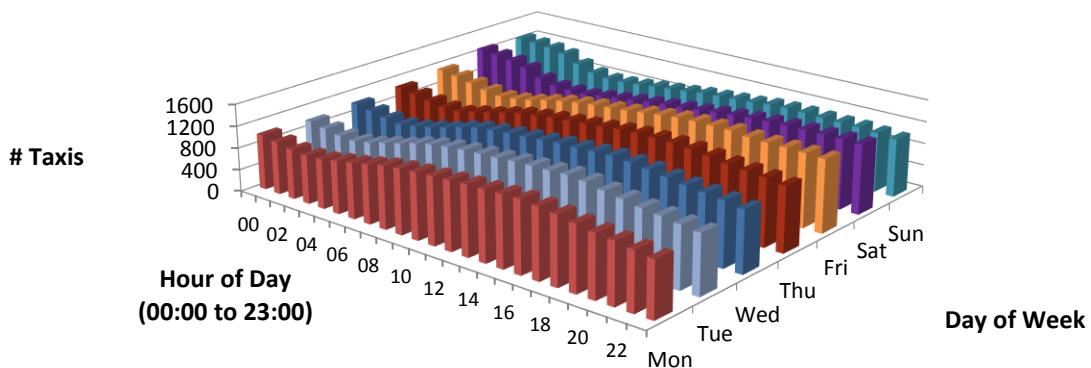
2017 July Trip Counts by Hour of Day and Day of Week



	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	855	753	574	323	405	415	489	623	728	767	750	746	763	704	765	809	762	748	741	612	630	698	704	489
Tue	652	407	338	233	370	449	544	782	902	927	898	890	936	891	886	924	969	902	879	802	727	807	905	647
Wed	812	602	430	269	371	371	507	726	858	883	934	899	953	958	940	1030	1114	940	1042	943	837	910	1018	701
Thu	916	757	563	287	293	422	529	732	865	886	927	951	989	981	1039	1148	1244	1158	1287	1048	1002	1081	1241	933
Fri	1340	1144	826	380	316	396	560	696	860	854	930	969	1060	1033	1104	1209	1328	1291	1358	1270	1174	1335	1564	1257
Sat	1859	1868	1659	714	395	405	383	403	451	582	642	722	752	710	711	838	940	1067	1137	1084	1028	1193	1545	1280
Sun	2371	2231	2056	930	466	396	350	329	399	493	606	598	618	547	539	601	718	696	709	655	557	621	761	594

Table 10:

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



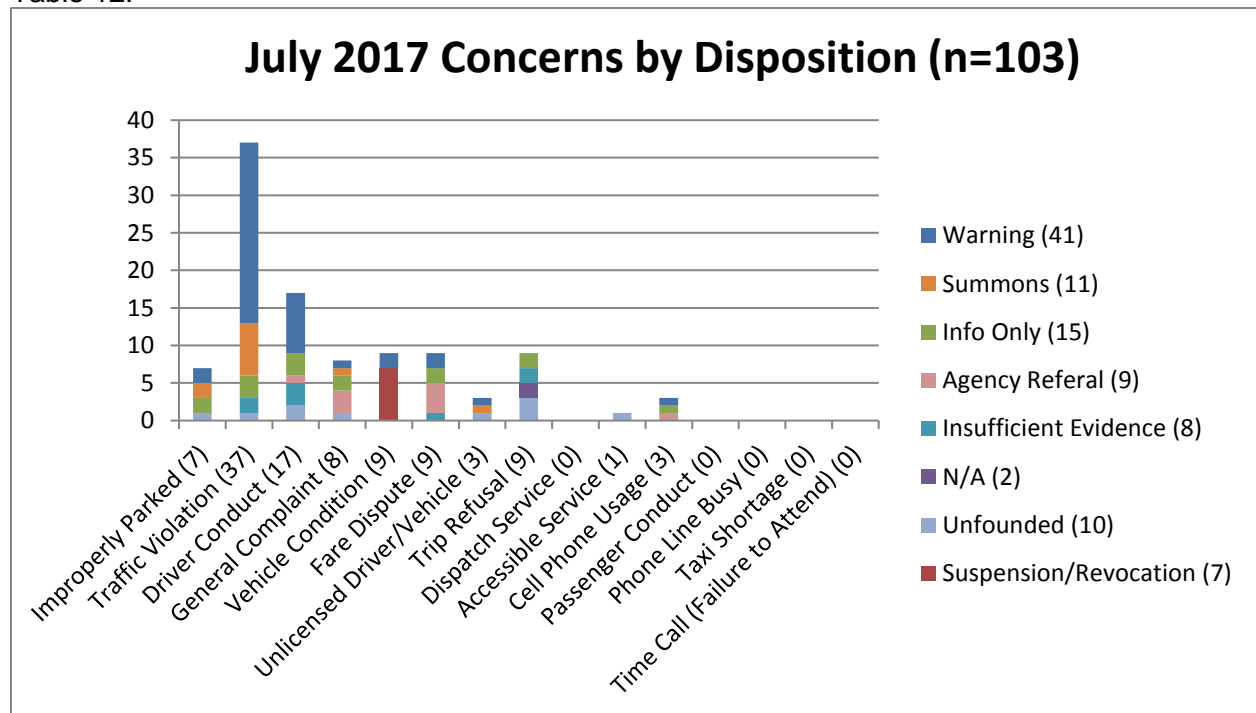
	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon	1000	955	902	879	898	955	1006	1067	1134	1174	1203	1219	1241	1261	1269	1280	1291	1263	1227	1173	1120	1089	1047	995
Tue	962	908	858	842	889	970	1039	1129	1196	1242	1273	1293	1309	1336	1348	1354	1374	1345	1285	1238	1182	1149	1104	1064
Wed	1006	948	899	862	895	964	1036	1126	1201	1240	1265	1288	1316	1341	1351	1367	1379	1357	1325	1277	1231	1195	1161	1106
Thu	1046	996	940	898	890	963	1024	1104	1176	1218	1256	1283	1312	1337	1370	1387	1390	1386	1370	1327	1279	1250	1217	1172
Fri	1126	1075	1016	950	904	934	986	1061	1123	1170	1210	1234	1265	1306	1342	1378	1390	1389	1390	1355	1341	1339	1332	1314
Sat	1275	1243	1199	1130	989	915	899	904	945	982	1021	1058	1093	1118	1147	1187	1213	1240	1258	1271	1273	1275	1275	1265
Sun	1252	1233	1204	1150	1014	905	860	867	895	931	963	995	1032	1052	1076	1093	1127	1139	1137	1124	1115	1110	1085	1053

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Table 11:

CONCERNS	July 2017	July 2016
Accessible Service	1	2
Dispatch Service	0	0
Driver Conduct	17	30
Fare Dispute	9	4
Phone Line Busy	0	0
Improper Parked	7	22
Passenger Conduct	0	0
Trip Refusal	9	4
Time Call	0	0
Unlicensed Driver/Vehicle	3	13
Cell Phone Usage	3	4
Traffic Violation	37	30
Vehicle Condition	9	6
Taxi Shortage	0	2
General	8	6
TOTAL	103	123

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, Issues Strategist