

Verbatim Comments

This report contains the verbatim input received from the industry online survey and in-person sessions that included taxi, limousine and rideshare drivers, industry representatives, brokers and plateholders. Two in-person sessions were held on November 19, 2019 for taxi, limousine and rideshare drivers. Two in-person sessions were held for industry non-driver stakeholders, such as plateholder, brokers, TNC company representatives and mechanics, on November 21, 2019.

The verbatim comments presented below include all of the suggestions, comments and messages that were received during the online and in-person engagement sessions. .

Offensive words and personally identifying information have been removed and replaced with either, [removed] or [personal information removed]; otherwise, comments here are completely un-edited.

Click on the links below to go directly to a topic of interest.

- Municipal Licence and Driver Requirements for [taxi drivers](#), [limousine drivers](#) and [rideshare drivers](#)
- Driver customer relationship [problems](#) and [solutions](#)
- Fleet size
 - Open system impact on [taxis](#), [limousines](#), [rideshares](#) and [customers](#)
 - Closed system impact on [taxis](#), [limousines](#), [rideshares](#) and [customers](#)
- [Rates](#)
- Safety for [drivers](#) and [customers](#)
- Vehicle Requirements
 - [Keep the same](#)
 - [Should be different](#)

1. Considering the chart above (Municipal Licence and Driver Requirements chart was provided), what changes do you think The City should make to the requirements to obtain a licence for taxi drivers?

- None
- any class should do
- Should include English speaking test.
- Nothing
- None
- Everyone should have an on-road driving test with the vehicle that will be used prior to getting a city-issued drivers license. These tests should be administered by a qualified livery

driving instructor/inspector. There should also be a minimal English proficiency requirement for all drivers provided by the government with qualified language instructors.
<ul style="list-style-type: none"> • Language proficiency
<ul style="list-style-type: none"> • Taxi drivers should be competent in English
<ul style="list-style-type: none"> • It should stay the way it is
<ul style="list-style-type: none"> • Licence should be a requirement, but cost should be nominal (\$20-\$30) or free
<ul style="list-style-type: none"> • All good
<ul style="list-style-type: none"> • English language proficiency requirements should be introduced for many reasons
<ul style="list-style-type: none"> • English proficiency would be better desired to make sure the trips are done properly. City provided training will clean up bylaw violations.
<ul style="list-style-type: none"> • English proficiency is required for most other jobs...should be mandatory for non english first language speakers. city provided training should not be required for any category Class 4 license is sufficient
<ul style="list-style-type: none"> • As is fine.
<ul style="list-style-type: none"> • All
<ul style="list-style-type: none"> • None
<ul style="list-style-type: none"> • The costs should be the same as other ride providers.
<ul style="list-style-type: none"> • Licence expiry should be for 2 years. For new licence holders fees should be charged on pro rated basis. For example If licence fees is \$200 and some one is getting licence on July 1st and his/her date of birth is December 31, he/she should be charge \$100. Most important, all regulations including method of obtaining police clearance and associated fees should be same for all three categories. Age limit must be 60 years for getting licence of all three categories.
<ul style="list-style-type: none"> • Language proficiency Mechanical yearly if its every 6 monthd should be same for rideshare took ,expenses are more than ride share should be equal as ride share as income less for drivers now work is shared now but expenses more
<ul style="list-style-type: none"> • No changes, it is good
<ul style="list-style-type: none"> • at lest 2 days class should be mandatory to obtain license
<ul style="list-style-type: none"> • None
<ul style="list-style-type: none"> • English proficiency should be a must with all livery service providers, and as for driver training this should also be a must but be a combined by online and class room testing and training should also have the following components, customer service, disability awareness and City Knowledge.
<ul style="list-style-type: none"> • English proficiency
<ul style="list-style-type: none"> • English proficient
<ul style="list-style-type: none"> • There should be proficiency in English
<ul style="list-style-type: none"> • A class 4 should be enough like ride share companies
<ul style="list-style-type: none"> • Rate not good
<ul style="list-style-type: none"> • Good

<ul style="list-style-type: none"> • Mandatory Driver Training and Road Testing English proficiency in the reading road, signs, traffic devices, and traffic warning systems for the safety of other drivers and passengers.
<ul style="list-style-type: none"> • Same
<ul style="list-style-type: none"> • None
<ul style="list-style-type: none"> • None
<ul style="list-style-type: none"> • I believe that the city shouldn't make any new requirements or changes to obtain a licence for a taxi driver because, what we have now is easy to understand and helpful too.
<ul style="list-style-type: none"> • No changes, for the safety of everyone, current system should remain
<ul style="list-style-type: none"> • Short the in class training
<ul style="list-style-type: none"> • English test
<ul style="list-style-type: none"> • Looks good to me
<ul style="list-style-type: none"> • English speaking and knowledge mandatory.
<ul style="list-style-type: none"> • Nothing
<ul style="list-style-type: none"> • Yes
<ul style="list-style-type: none"> • Driving test should be mandatory. English test.
<ul style="list-style-type: none"> • No
<ul style="list-style-type: none"> • Nothing
<ul style="list-style-type: none"> • None
<ul style="list-style-type: none"> • No changes
<ul style="list-style-type: none"> • TDL should be ok for 2 years, and police check to.
<ul style="list-style-type: none"> • English proficiency must be added back to all categories.
<ul style="list-style-type: none"> • MANDATORY ONLINE CUSTOMER HELP GOOD ATTITUDE CLASS FROM CITY.
<ul style="list-style-type: none"> • Do not need changes for the taxi drivers.
<ul style="list-style-type: none"> • The driving record demerits could be up to 12 demerits, particularly for Uber because of our need to park in specific places (e.g. by a hydrant) to pick up passengers, Currently, we get a ticket which is not fair.
<ul style="list-style-type: none"> • Another person had an opposite message as he said to reduce to 5 demerits for safety. This would put pressure on driver to not get tickets.
<ul style="list-style-type: none"> • Uber and limo are different issues. Rules exist for taxis but uber is open. We, taxi drivers, have no protection. Uber has different insurance; the drivers have their own. Taxi insurance is through a broker.
<ul style="list-style-type: none"> • The taxi company should do driver training and customer service training. They have specific rules which are good to have in place. They give us AMA driver training.
<ul style="list-style-type: none"> • Taxi has higher fees around insurance and inspections than uber. Taxi companies payment system is expensive for taxi drivers. Cost is a big pain. Uber does not have right to flags or stands; if uber gets this; then it is not fair. The taxi company has high standards.
<ul style="list-style-type: none"> • Customer service is good for us and I want my company to deliver it.
<ul style="list-style-type: none"> • Police check: extend it from one to two years.

<ul style="list-style-type: none"> • Surcharge for accessible plates for taxi and uber: one person want it to go down; another person says the City gives taxi discount on the plate and wants to keep it. Note from table host: this was not clear. Person summarized that the drivers pay a 10 cent surcharge that is supposed to be paid by the customer. Company is not adding it, so driver is absorbing it.
<ul style="list-style-type: none"> • License fee: Broker is charging the drivers an administrative fee for the license fee and charging more than the fee from The City. This is not fair. As well, the broker charges driver GST and the City does not charge the broker.
<ul style="list-style-type: none"> • Should not have to start the process all over again if you miss the license renewal. It is unfair to penalize long-term drivers who may have been away on vacation and missed their renewal date.
<ul style="list-style-type: none"> • Age vehicle out after 10 years; Vehicle inspections eliminated except for initial one; Medical exam every 3 years; Mandatory dash cams; Driver abstract annually; Company responsibility to train drivers; Eliminate City training requirements; Background checks changed to every 5 years.
<ul style="list-style-type: none"> • Require English proficiency across the board; Taxi drivers have to go through a lot of hoops - all three need consistent training across the board. Keep class either 1, 2, 4 for all. Keep background checks for all, as drivers can be dealing with vulnerable people.
<ul style="list-style-type: none"> • Requirements should be the same for all three categories; if hauling passengers; should be the same
<ul style="list-style-type: none"> • Taxi drivers have to get a taxi license and TNC drivers should have to get a taxi badge.
<ul style="list-style-type: none"> • I was grandfathered when requiring drivers to do new training program came in;
<ul style="list-style-type: none"> • all should have the skills to know to deal with people under the influence (ProServe);
<ul style="list-style-type: none"> • Inactive drivers or people with lots of experience should be exempt from high cost of renewal .
<ul style="list-style-type: none"> • Police checks should be done for all three groups.
<ul style="list-style-type: none"> • Level playing field for all 3 - something to be said for people who are invested in the industry (vs those who drive infrequently).
<ul style="list-style-type: none"> • put the drivers at the centre of the regulations.
<ul style="list-style-type: none"> • TNC drivers should also have to do the 3 day training course that taxi drivers
<ul style="list-style-type: none"> • Taxi Commission should have the latitude to adjust criteria when looking at appeals.
<ul style="list-style-type: none"> • English proficiency should be a requirement for all 3 types - but the proficiency level needs to be appropriate for the role.
<ul style="list-style-type: none"> • There needs to be equity - Taxi driver's show each other courtesy; I don't show TNC drivers any courtesy.
<ul style="list-style-type: none"> • We are only allowed to have the plate "on holiday" for one month ... and have to pay for it during that time period.
<ul style="list-style-type: none"> • Keep same as now 1, 2, 4, don't reduce.
<ul style="list-style-type: none"> • Most of these comments apply to taxi, limo and rideshare drivers:
<ul style="list-style-type: none"> • English is very important to become a driver and this should be required in the bylaw for all drivers; taxi, limo, rideshare. A Grade 3 proficiency used to be required. When rideshare came in, The City "dumbed down" the industry to no proficiency. All four participants strongly agreed with the English proficiency applied across all drivers.

- Training should be the same for all drivers and should include geographic street knowledge of Calgary. It should be an in-person and online and should include a test or exam in-person. LTS should be the provider. All 4 participants agreed.
- Licensing put into #1. Defensive driving DDC class should be required.
- Suggested that there could be the same training and one livery license for all streams. This would allow drivers to have flexibility in what they drive. It is cost prohibitive for those that want to work in all three industries to get three separate licenses.
- No relevant experience to base comments on taxis - experience is entirely with limo services which are is completely different business.
- Many taxi drivers also drive TNCs in the evening which jeopardizes their health and safety. For this reason, drivers should only be permitted to have one licence. Long work hour jeopardize health of driver and safety of passengers
- Every company is different, and so to have one City-approved license. Other companies don't force drivers to log off the system after 12 hour shift (uber does this).

Considering the chart above (Municipal Licence and Driver Requirements chart was provided), what changes do you think The City should make to the requirements to obtain a licence for limousine drivers?

- None
- none
- Nothing
- Work ethics and professionalism
- Everyone should have an on-road driving test with the vehicle that will be used prior to getting a city-issued drivers license. These tests should be administered by a qualified livery driving instructor/inspector. There should also be a minimal English proficiency requirement for all drivers provided by the government with qualified language instructors.
- Language Proficiency
- AB class 1,2,4 is suffice
- It would be good to add some city knowledge questions in the exam
- Licence should be a requirement, but cost should be nominal (\$20-\$30) or free
- No change
- English language proficiency requirements should be introduced for many reasons
- English proficiency would be better desired to make sure the trips are done properly. City provided training will clean up bylaw violations.
- English proficiency is required for most other jobs...should be mandatory for non english first language speakers
city provided training should not be required for any category Class 4 license is sufficient
- As is fine.
- None

• The costs should be the same as other ride providers.
• Training language
• No change
• None
• English proficiency should be a must with all livery service providers, and as for driver training this should also be a must but be a combined by online and class room testing and training should also have the following components, customer service, disability awareness and City Knowledge.
• English proficiency
• I believe in proficiency in English
• Just class 4 and online instructions
• Mandatory Driver Training and Road Testing English proficiency in the reading road, signs, traffic devices, and traffic warning systems for the safety of other drivers and passengers.
• Same
• None
• Na
• Current system is fair
• No changes be necessary
• English test
• Nothing
• Nothing
• Yes
• Driving test should be mandatory. English test.
• no
• Nothing
• None
• N/a
• Same requirements for limo drivers i.e in-class training as some of them have poor customer service and they are dealing with people
• MANDATORY ONLINE CUSTOMER HELP GOOD ATTITUDE CLASS FROM CITY.
• Changes to taxi and limos: fewer vans being used because of expense of the van. If vans are allowed to charge extra with 5 or more passengers, you will see more vans being used. Want this to happen; more vans on the road. People and cargo should be the same price.
• More could be done to support ESL drivers in writing exams. All groups could move to a 2 year licence instead of a one year license, unless annual renewal is needed for another reason (e.g. health check). Background checks and drivers abstract checks could follow this as well. They do this in Edmonton.

<ul style="list-style-type: none"> There should also be a more efficient process for the background check so that you do not have to wait weeks for it. There could be someone available to provide the check as you are renewing your license.
<ul style="list-style-type: none"> City-required training is a nice idea but what will the capacity be? There is a concern that people will be waiting a long time to get in for training no matter what the industry is. Many limo companies do their own training of drivers as well.
<ul style="list-style-type: none"> None.
<ul style="list-style-type: none"> Age vehicle out after 10 years; Vehicle inspections eliminated except for initial one; Medical exam every 3 years; Mandatory dash cams; Driver abstract annually; Eliminate City training requirements; Background checks changed to every 5 years.
<ul style="list-style-type: none"> Some limo drivers used to be TNC. They come with no training, and need training. English proficiency across the board. This limo driver / owner would hire a taxi driver over an Uber driver based on the professionalism and training. Taxi drivers have had a boss and someone to report to, where Uber drivers have not. Uber drivers have developed bad habits, and can be difficult to manage. Keep class either 1, 2, 4 for all. Keep background checks for all, as drivers can be dealing with vulnerable people.
<ul style="list-style-type: none"> Keep same as now 1, 2, 4, don't reduce.
<ul style="list-style-type: none"> The participants discussed whether limos should be different. Their opinion was that limo drivers should have the same training. If driving for hire, the driver is responsible for the safety of the passengers and need the same training and requirements.
<ul style="list-style-type: none"> Currently, the limo drivers only need City location knowledge as they only drive to and from specific locations.
<ul style="list-style-type: none"> LTS provides basic minimum training; driver starts from it and then each company provides additional training. A license should include minimum requirements.
<ul style="list-style-type: none"> Current requirements are good
<ul style="list-style-type: none"> Highland chauffeurs get hired based on ability to provide desired service quality - targeted chauffeur requirements are beyond regulatory licensing requirements.
<ul style="list-style-type: none"> No comments provided.
<ul style="list-style-type: none"> Purpose of bylaws is to ensure safety of driver and passenger. Typically, municipalities issue a license so they can take it away, primarily for safety reasons. City rushed the process of regulating TNCs. Bylaws should be focused on safety and quality of service, and so the requirements should be all the same. Everything in every page should be the same, unless they each have their own independent bylaw. Perhaps should have a business bylaw.
<p>Considering the chart above (Municipal Licence and Driver Requirements chart was provided), what changes do you think The City should make to the requirements to obtain a licence for rideshare drivers?</p>
<ul style="list-style-type: none"> Should be the exact same as Taxi and Limousine. Equal playing field.
<ul style="list-style-type: none"> none

• English speaking and listening test.
• Kind off
• Better city knowledge. Driving test by city officials
• Everyone should have an on-road driving test with the vehicle that will be used prior to getting a city-issued drivers license. These tests should be administered by a qualified livery driving instructor/inspector. There should also be a minimal English proficiency requirement for all drivers provided by the government with qualified language instructors.
• Drivers Turning, and language proficiency
• AB class 1,2,4 is suffice
• They should go for training as same as taxi drivers because there is no difference between them and taxi drivers thanks
• Licence should be a requirement, but cost should be nominal (\$20-\$30) or free
• City knowledge test
• English language proficiency requirements should be introduced for many reasons
• Rideshare is generally a part time job so I believe the procedure which is already in place, is quite enough.
• Rideshare and taxi driver do same job. So both need same type of training.
• English proficiency would be better desired to make sure the trips are done properly. City provided training will clean up bylaw violations.
• English proficiency is required for most other jobs...should be mandatory for non english first language speakers city provided training should not be required for any category Class 4 license is sufficient
• As is fine.
• Pass city knowledge test
• The costs should be the same as other ride providers.
• Training exam mechanical every 6 months , should be limit on number of rideshares in city ,expenses should b same as taxi
• Exam for city knowledge, customer service
• 2 days classes to obtain licenses and knowledge about calgary streets
• The requirements are fine for now.
• None
• Driver should be proficient in English.
• English proficiency should be a must with all livery service providers, and as for driver training this should also be a must but be a combined by online and class room testing and training should also have the following components, customer service, disability awareness and City Knowledge.
• English proficiency
• English proficiency
• Eliminate the requirement for Class 4 Operator's License
• Non

• No
• Mandatory Driver Training and Road Testing English proficiency in the reading road, signs, traffic devices, and traffic warning systems for the safety of other drivers and passengers.
• Same like taxi
• None
• None
• No change
• Current system is fair and should be enforced.
• Inspection should be good for one year regardless of kilometres
• Security camera is a must
• Should be identical as of taxi drivers
• There should to cap on rideshare and more background check for everyone safety.
• Nothing
• Driver education exam conducted by the city but there should be no requirement for class 4
• No
• Driving test should be mandatory. English test.
• yes
• Same classroom training
• None
• At city knowledge and a driving test from the city inspectors
• In Class cours
• TDL
• It seems ok
• In-class training is a must for rideshare, they have no clue how to be on the road, where to pick up and drop-off the customers, finding addresses.
• MANDATORY ONLINE CUSTOMER HELP GOOD ATTITUDE CLASS FROM CITY.
• 1.) - TNC Drivers' are picking up under age drivers? Insurance issues are not the only issue in this instance.2.) - TNC Drivers' are giving personal info to Uber Riders & taking trips [not recorded in the system] outside of the limits for cash. Are they not licensed as 'Ride for Hire'? Both of these issues do more to hurt my Uber Business.
• Allow Uber drivers to park by fire hydrants, as long as we are in the car, since we have not place to park downtown.
• Other drivers greed
• Another driver said that picking up passengers in certain locations on streets, e.g. one-way streets, requires illegal parking. Changes as to where an Uber drive can park is required; when they are on duty and in the car. They should be able to park. One driver said that drivers must advise the passenger to ask to be picked up in the right place.
• One driver said that drivers must advise the passenger to ask to be picked up in the right place.

<ul style="list-style-type: none"> • Uber drivers should have a local address for a year or two in order to be a driver, i.e. proof of residence in Calgary. This increases knowledge of the streets and safety.
<ul style="list-style-type: none"> • Another driver said that picking up passengers in certain locations on streets, e.g. one-way streets, requires illegal parking. Changes as to where an Uber drive can park is required; when they are on duty and in the car. They should be able to park. One driver said that drivers must advise the passenger to ask to be picked up in the right place.
<ul style="list-style-type: none"> • Uber drivers should have a local address for a year or two in order to be a driver, i.e. proof of residence in Calgary. This increases knowledge of the streets and safety.
<ul style="list-style-type: none"> • Driver trainer (in class and online) for all drivers should be consistent, such as basic driver trainer, (use of 4 way flashers, don't cross solid line, etc.). He thinks that taxi and limo have training.
<ul style="list-style-type: none"> • Uber can charge extra money for road conditions and taxi cannot. This is unfair; rules should be the same fare structure
<ul style="list-style-type: none"> • Another person said that customers don't want to pay more money in bad weather, so they may come to taxi. Taxi and uber should follow the same rules; decide which ones. if regular fare is \$5, then the increase in bad weather should only be one time increase, not multiple. think of fairness to the customer. Note: drivers talked about these issues at this question even though some relate to other questions.
<ul style="list-style-type: none"> • Feel that many rideshare drivers are not qualified to drive and would like to see greater requirements
<ul style="list-style-type: none"> • There needs to be training for safety for drivers. As a driver some have had issues with passengers, and we need to know. Inspections for the drivers who are driving full-time needs to be more frequent. there should be mandatory training. One driver went to training for the taxi driver (under his own initiative) training to learn more about being a good driver and good for customers. found that the information learned at the Taxi training was relevant for number drivers too.
<ul style="list-style-type: none"> • The process to obtain a licence should not be simple. There should be various requirements involved.
<ul style="list-style-type: none"> • Driver requirements should be the same for all groups.
<ul style="list-style-type: none"> • Only one police check should be required (i.e. the police check for the province and the city should be the same so only one needs to be done).
<ul style="list-style-type: none"> • Feel that training for rideshares is a good idea so drivers get to know the City. This is especially important for new drivers who are new to this city.
<ul style="list-style-type: none"> • If the rideshare app is down, the driver may not know where to go if they are not familiar with the city.
<ul style="list-style-type: none"> • Uber drivers are not aware of where they can stop and not stop to pick up and drop off customers. Taxi drivers get that awareness through their training.
<ul style="list-style-type: none"> • Why are Uber's not allowed to stop at a taxi stand? They do the same job.
<ul style="list-style-type: none"> • There are safety concerns with where some taxi stands are located. One participant believes there shouldn't be any taxi stands on certain areas of 10th Ave and 17th Ave as it becomes hectic with other drop offs in the area.

<ul style="list-style-type: none"> • Uber drivers might not need extensive training but do need awareness of the roads and rules. A challenge test could also be put in place to ensure knowledge of drivers is there.
<ul style="list-style-type: none"> • The drivers have riders ask: " Why can't people speak English?" The drivers feel there needs to be some level of understanding of English to communicate with customers (i.e. there should be some level or benchmark in place).
<ul style="list-style-type: none"> • There should be one license across the different streams.
<ul style="list-style-type: none"> • There should be a probationary period for Uber drivers to review their performance.
<ul style="list-style-type: none"> • Rideshare drivers should have the same requirements as taxi drivers. Otherwise, it is unfair. There should be a level playing field for all methods. The security check for TNCs should be done by The City. Also, there used to be a requirement for an English proficiency test before TNCs came along. This should be brought back. English language skills are helpful when it comes to conflict resolution.
<ul style="list-style-type: none"> • Age vehicle out after 10 years; Vehicle inspections eliminated except for initial on
<ul style="list-style-type: none"> • Medical exam every 3 years
<ul style="list-style-type: none"> • Driver abstract annually
<ul style="list-style-type: none"> • Abstract and licensing every 3 years
<ul style="list-style-type: none"> • Mandatory dash cams
<ul style="list-style-type: none"> • Eliminate City training requirements
<ul style="list-style-type: none"> • Background checks changed to every 5 years
<ul style="list-style-type: none"> • eliminate training altogether
<ul style="list-style-type: none"> • less than 500 trips annually - class 5 license, greater than 500 trips annually, then commercial license 1, 2, or 4. No training for Uber drivers
<ul style="list-style-type: none"> • Independent third party driver training; Mandatory dash cam - Uber should accept the driver's dash cam as evidence in disputes. Livery should investigate complaints.
<ul style="list-style-type: none"> • Need training across the board, same as all other.
<ul style="list-style-type: none"> • This limo company's experience is that most rideshare drivers come with no training and are ill equipped to deal appropriately with customers and the company.
<ul style="list-style-type: none"> • English proficiency across the board. Keep class either 1, 2, 4 for all.
<ul style="list-style-type: none"> • Keep background checks for all, as drivers can be dealing with vulnerable people.
<ul style="list-style-type: none"> • Some Uber drivers share their car and phone with others, but that person has not completed background checks and there is no way of knowing it.
<ul style="list-style-type: none"> • Customers need to be diligent by using their phone to ensure the driver is the same as the photo on their app. This Limo owner advises her customers that if they need to take an Uber to put their GPS tracking on for safety, and watch to ensure the driver is going the shortest possible way to their destination. Also advises customers when using Uber to have someone on the phone, ensure driver knows someone is on the phone, until they get to their destination.
<ul style="list-style-type: none"> • Keep same as now 1, 2, 4, don't reduce.
<ul style="list-style-type: none"> • Same answer as under taxis: English proficiency, training the same for all; geographic street knowledge of Calgary.

<ul style="list-style-type: none"> The participants recommended that The City put out a livery license which applies to all 3 drivers: taxi, limo, rideshare. They recommend that one license is provided rather than one to three different licenses. All drivers need the same training and could have same requirements; therefore, one license. This also means same cost for all licenses. One person said he is in agreement although he would like to hear pros and cons.
<ul style="list-style-type: none"> Pros: Drivers pay the same, and not multiple payments for the separate licenses. Currently, a limo driver may not make enough money and decide to drive a taxi. He then needs to go through all the process again. Rather, he should be able to go directly to another company with a universal license.
<ul style="list-style-type: none"> Pros: the companies are better able to keep the drivers.
<ul style="list-style-type: none"> Pro: The business is ride for hire and there is not reason for separate categories.
<ul style="list-style-type: none"> Participants did not identify any disadvantages for one license when Barb asked about the "cons".
<ul style="list-style-type: none"> Meeting vehicle requirements should be a requirement for TNC drivers to get a licence. The worry was that by separating the driver and vehicle costs, TNC drivers are getting an unfair cost advantage as taxi drivers have to pay for both their plate and their licence. It should be similar for a TNC.
<ul style="list-style-type: none"> No relevant experience to base comments on TNC - experience is entirely with limo services which are is completely different business.
<ul style="list-style-type: none"> Need to improve driver/road safety training and make it a requirement across all industries
<ul style="list-style-type: none"> English proficiency should be mandatory. Should be more training for drivers. Also should be same for all drivers. If you want to be a driver and transport people for a fee, you should all have the same requirements. Companies should be developing driver training. Delays are attached to the City training process. City structure is expensive. Edmonton is much less expensive. Most cities don't have individual drivers license anymore. Responsibility of companies to have individual drivers licenses. What is the structure of the City ensuring compliance? Other cities have an audit-based model due to the scale of the operations. Tough to test for English proficiency. City should still be able to have access to all the document and remove the authority of a driver to drive.
<ul style="list-style-type: none"> Difficult to write one bylaw for all methods.
<p>2. We have heard that some drivers experience issues with customers, such as fare disputes, securing payment, passenger conduct, etc. What kind of problem(s) have drivers experienced?</p>
<ul style="list-style-type: none"> I've never had a problem.
<ul style="list-style-type: none"> we do all prepaid services. chauffeurs in the limousine business do not take payment in our vehicles
<ul style="list-style-type: none"> Riders thinking rideshare is like a taxi and can change trips at no extra charge. Once explained riders get violent.
<ul style="list-style-type: none"> payments
<ul style="list-style-type: none"> N/A

<ul style="list-style-type: none"> Most of time is misunderstanding each other like Some customer are not expecting the rules like when order. Small car and they like to get in to the car even if they are more than 6 that is the problem specialty at night time
<ul style="list-style-type: none"> All
<ul style="list-style-type: none"> Payment on taxi
<ul style="list-style-type: none"> Right now taxi drivers are facing problems why u guys don't have same as Uber payment .
<ul style="list-style-type: none"> Attitudes
<ul style="list-style-type: none"> No problems
<ul style="list-style-type: none"> Since I am limo driver I seldom face these issues mostly when the costumer doesn't have enough money for the fare and I think it's because the bad economy thanks
<ul style="list-style-type: none"> I personally have not experience many problems. Just one of a false accusation of mistreatment and a few of fare evasion and rude/offensive behavior. On the other hand, I have heard many drivers complain of many conflicts and concerns including physical violence, racial abuse and fare evasion.
<ul style="list-style-type: none"> Racism. fare .abuse treat to taxi driver like slaves if complete no cops and taxi companies care for driver if custmore lie then driver lose the job
<ul style="list-style-type: none"> customers taking the driver to the closest of their destination but not their home and run away
<ul style="list-style-type: none"> Some time customer's behavior
<ul style="list-style-type: none"> Lot of time in taxi customer call more than one taxi company when driver reach at pickup point customer is already goan . Driver waste his time and gas
<ul style="list-style-type: none"> Puking passengers, I had a drunk person open the rear passenger side door at 5 km/h and toss out onto the payment. I stopped the vehicle safely, got out (muttered to myself 'Why do I get these people?') moved around the back of the car to him and he drunkly jumped up and ran the remaining 500 metres to his house never to be seen again. I completed the trip on the app to get paid and then told Uber. Uber apologized telling me i have this passenger on a black list and I will never deal with him again. I have had teenagers that I had to question their minimum age (18 for Uber or older) and I had a set of young guys drumming with drumsticks on my seats.
<ul style="list-style-type: none"> none...i conduct myself respectfully and therefore so do the passengers
<ul style="list-style-type: none"> Rude Passengers, Vomiting in car, Shutting the car door with a bang.
<ul style="list-style-type: none"> Too much expenses ex insurance
<ul style="list-style-type: none"> Customers don't have money. Pre payment should be mandatory.
<ul style="list-style-type: none"> I've completed nearly 10,000 Uber trips and I haven't experienced many problems at all. 99% of riders are courteous and cause no problems at all. I have never been concerned.
<ul style="list-style-type: none"> Not getting reimbursed for their service sometimes. No control or regulation over ride provider companies fees and costs for individuals such as taxi drivers or plate owners.
<ul style="list-style-type: none"> Above mentioned issues are not more than 3%
<ul style="list-style-type: none"> When no trip there should b cancellation fee and driver waste time waiting for customers Just lime ride shre companies
<ul style="list-style-type: none"> End of trip customer has no money

• advance payment if the driver asked for advance payments customer get angry
• no conduct issues so far, that i have had. More issues come up from app directions.
• Mostly dispatchers give lower prices which misleads customers too
• Customer call many taxi company witch one come first the take this is un fair taxi.
• Limo chauffeurs - none
• harassment on rides
• Rudeness, food spills, vomiting.
• Rude customers
• Short trip rate very low
• Biohazardous waste in the vehicle from passenger vomit far exceed costs for cleanup and downtime. Professional services cost for bio-hazardous vomit exceeds \$350 on average. The \$150 rideshare, and \$250 taxi fee are not enough.
• Mostly it's fare issues like payment
• Demanding
• Customers don't respect drivers
• Drunk riders abusive behaviour putting everyone in danger
• When a customer doesn't respect me and my vehicle
• 4500\$\$ in fault accident deductible is not fair for the drivers. There is always cab shortages during bad weather the reason is high deductibles.
• High rated tickets from the levry inspectors and there is no appeal against ticket, there should be review against the inspectors act.
• Drunk people and some people run away so deposit is a must
• Fare disputes are big
• Some disrespectful with customers. Try to cheat with the fare.
• Waiting
• Passenger conduct with temporary stops. They expect you to wait for them forever.
• Run away when get to the destination.
• 1. Riders using racially discriminating language against the driver because of surveys approach and being unruly while taking them to destination.
• 2. Riders requesting driver to speed up (going above speed limit) because rider wants to get to airport or point of destination quickly to avoid lateness but most of the time rider requested for pick up late.
• Being considered as slaves.
• Customers arguing with the driver.
• Payment disputes sometimes
• none
• Abusing by riders and ride sharing drivers abused by Taxi Drivers
• They always stop on road
• Harassment and disrespecting the ride and the driver.

<ul style="list-style-type: none"> Sometimes when the rider ask for alternate fast route (due traffic on given route etc)but with more km, later on they do not agree to extra mileage
<ul style="list-style-type: none"> Payment issues and verbal harassment
<ul style="list-style-type: none"> Passengers are too quiet. Driver would like more conversation. (not a problem; just a preference).
<ul style="list-style-type: none"> Uber has rules; driver has right to charge after 3 minutes and passengers will complain about it.
<ul style="list-style-type: none"> Very little issues; one issue of a passenger in the back, wanted to beat up passenger in the front. Not too bad. Passengers at night will throw up if drunk.
<ul style="list-style-type: none"> I drive a big car rated XL and passengers don't understand the rates for an X or XL car. Passengers will yell if they can't put 5 people in the car, even though driver is only insured for 4 people. Also, people at airport don't like being charged extra for baggage. The driver calls Uber to solve and all they say is to cancel. the ride.
<ul style="list-style-type: none"> I drive daytime only; night time is different.
<ul style="list-style-type: none"> Daytime and nighttime customers are very different.
<ul style="list-style-type: none"> Young people are a concern at night.
<ul style="list-style-type: none"> Two types: some are rude, fighting, may not pay a fare. If we pick up a flag at night, [removed]
<ul style="list-style-type: none"> Delayed response from police if we call them about customers damaging the car.
<ul style="list-style-type: none"> Daytime flags are typically safe.
<ul style="list-style-type: none"> Depends on the nature of the customer.
<ul style="list-style-type: none"> Limo drivers may have less problems than taxi drivers because they generally don't collect or carry money.
<ul style="list-style-type: none"> Problems with alcohol (e.g. under age sneaking alcohol on the limo). Customers still try to flag limos even though that is not permitted. It puts drivers in a difficult position.
<ul style="list-style-type: none"> Trusting the pickup location and GPS - the customer wants you to stop where they drop their pin.
<ul style="list-style-type: none"> Sometimes there is nowhere to park or nowhere to pull over. Especially when working in downtown.
<ul style="list-style-type: none"> Some of the problems are related to the issue with technology, and there could be training for users.
<ul style="list-style-type: none"> From the driver that said "not too many issues": in three years I haven't seen many issues, but the parking and loading is an issue. We don't see many issues because the passenger shares their information is with the company. "When I drove taxi for 1.5 year I had many issues with pay and aggressive behavior" .
<ul style="list-style-type: none"> In taxi they have cameras so you don't see as many intoxicated people acting out. Sometimes the pickup zone for events are hard to get into so having more throughout the city would help to spread the capacity.
<ul style="list-style-type: none"> Issues are very rare. When events are busy (e.g. stampede), people will get in the wrong Uber either on purpose to get a ride or by accident. Most drivers commented that the biggest problem is dealing with drunk people - e.g. throwing up in vehicle; needing you to pull over so they can go to the washroom.

<ul style="list-style-type: none"> • People sometimes want to direct which way to go which creates problems
<ul style="list-style-type: none"> • Annoying tourists.
<ul style="list-style-type: none"> • Often get children riding alone - Is that okay or legal? Also babies may be in the vehicle with parents but a car seat is not available - Is this okay?
<ul style="list-style-type: none"> • Fare evasion - happens a few times a year. No way to really deal with this. Could call police, but they don't do anything.
<ul style="list-style-type: none"> • Passengers are rude or obnoxious.
<ul style="list-style-type: none"> • Customers are unwilling to wait for the taxi they ordered, so will just take any taxi that comes along even after one has been sent to pick them up. Uber charges a \$5 "no-show" fee, which helps the drivers.
<ul style="list-style-type: none"> • Passengers make messes and sometimes there is no way to recoup the costs of cleaning.
<ul style="list-style-type: none"> • Some passengers try to smoke.
<ul style="list-style-type: none"> • Sometimes the drivers feel unsafe at night.
<ul style="list-style-type: none"> • Uber rating system is flawed; Can refuse 6 passengers if car is only 5 - driver has been suspended one day for this. No opportunity for drivers to address issues. Uber will suspend for small complaint - driver doesn't get opportunity to address concern or give their side of what might have happened
<ul style="list-style-type: none"> • Change Uber rating to two categories - good / bad experience - force customer to explain rating - eliminate anonymity
<ul style="list-style-type: none"> • Need to eliminate the star rating system on Uber, can cause Uber to stop working with a driver. If Livery regulated, then Uber would be more accountable for suspension decisions
<ul style="list-style-type: none"> • Drivers have no fare dispute resolution process
<ul style="list-style-type: none"> • Airport fees are charged when in the area - customers are being charged an extra \$7 for an airport ride. All commercial places around the airport (outside the terminal such as hotels) are considered to be in this area. North Caribou, Canadian North, Sunwing (for example) - Uber charges airport fees for this but taxis don't. Long distance pick up - if decline these then goes against them on Uber
<ul style="list-style-type: none"> • Drivers need to be flexible. Customers verbally give glowing references for Uber experiences - they tell the drivers this, but then the app rating is less. Ubers insist 4.5 - 5 as good driver, less than 4.5 is a downgrade for the drivers.
<ul style="list-style-type: none"> • Limo - have party animals at night, people think they can do whatever they want. Smoking and Vaping. Dope smoking. Excessively drunk young women left in the limo to fend for herself. Limo drivers are taught how to handle this without getting themselves into trouble. Vomiting in car.
<ul style="list-style-type: none"> • Someone soils a vehicle (usually inebriated) - trying to get the to pay the fine is almost impossible - need help with this.
<ul style="list-style-type: none"> • Customer asks for the price of fare to a location and frustrated that Taxi driver can't give a specific response (why can't you do this when rideshare can?).
<ul style="list-style-type: none"> • At some times of the night - Uber changes their rates - I have driven some routes enough that I can give a good estimate; and I download Uber app and compare the Uber pricing for the customer.
<ul style="list-style-type: none"> • Our company [removed] can offer a flat rate using an app - so I can offer a flat rate.

<ul style="list-style-type: none"> • A flat rate fare is problematic because we have always competed on service - if I have to bid to get a trip, then it comes out of my pocket.
<ul style="list-style-type: none"> • TNC can charge a premium, all we can do is give a discount.
<ul style="list-style-type: none"> • Dispatch system is a challenge is very inefficient and impacts the customer's experience.
<ul style="list-style-type: none"> • Customer is wasting the driver's time; not answering the phone; cancel on short notice; customer's keep cab waiting; customer's don't pay
<ul style="list-style-type: none"> • Incident in cab - time spent waiting for police to response.
<ul style="list-style-type: none"> • Limo owner does not make the driver deal with problem customers; will call the customer herself.
<ul style="list-style-type: none"> • inappropriate behaviour in vehicle;
<ul style="list-style-type: none"> • Some more seasoned drivers know how to deal with customers
<ul style="list-style-type: none"> • Fare collection can be a problem
<ul style="list-style-type: none"> • extended trip time requests
<ul style="list-style-type: none"> • returns - if customer wants them for return trip but has not booked this
<ul style="list-style-type: none"> • smoking is an issue (more often with younger passengers)
<ul style="list-style-type: none"> • clients think vaping is acceptable
<ul style="list-style-type: none"> • clients think smoking marijuana is acceptable now that it is legal
<ul style="list-style-type: none"> • fighting in the vehicle - driver does try to deescalate but can result in kicking passenger out
<ul style="list-style-type: none"> • verbal abuse
<ul style="list-style-type: none"> • setting boundaries
<ul style="list-style-type: none"> • trying to get extra time without paying - arguing with drivers
<ul style="list-style-type: none"> • damage to vehicle - radio or glass, etc.
<ul style="list-style-type: none"> • Upsizing a vehicle - if available; booking for another day or time - asking for same driver for another trip
<ul style="list-style-type: none"> • We have a very small percentage of customer/driver issues. The state of the economy is a significant factor. When people don't have money, they tend to skip out on payments to the driver.
<ul style="list-style-type: none"> • Common problems: bank cards don't work; people never planned to pay. Driver rarely call police because response is too slow.
<ul style="list-style-type: none"> • One participant said that his is not a concern for a limo drivers since customers pay in advance to the company; no transactions in our cars. One person said that a limo driver can be paid in cash and still get the same problem of credit cards not working. Two participants stated that limos experience different problems with collecting fares based on their different operating models of the companies for payment. Some collect fees in the car and may have difficulties with payment; others collect through the company before the drive event.
<ul style="list-style-type: none"> • Uber: their business model is different as they want credit card only. They don't want drivers to accept cash as Uber won't get their percentage. Uber App is used for payment.
<ul style="list-style-type: none"> • Not many issues are experienced.
<ul style="list-style-type: none"> • Some companies have a customer service system in place to address issues so issues are infrequent.

<ul style="list-style-type: none"> Fare disputes do happen.
<ul style="list-style-type: none"> Payment issues are the most common - cards don't work or passengers need to go to a machine to get money and that costs extra.
<ul style="list-style-type: none"> Taxis by their nature have the potential for friction because they are a cash-based system.
<ul style="list-style-type: none"> Taxi drivers get shorted on payment all the time and there is limited support from CPS for this situation.
<ul style="list-style-type: none"> Getting a fare deposit is not the solution as it often results in harassment of the driver or having cars damaged.
<ul style="list-style-type: none"> What it comes down to is how the driver handles the situation. Those who are new to the business may panic or also get aggressive in response and that makes things work.
<ul style="list-style-type: none"> [Other notes not related to question]
<ul style="list-style-type: none"> Feel that the CPS do not support taxi drivers (e.g. provided examples of getting tickets from police officers for sitting in fire lane to pick up passengers. Often this happens when the public are not getting tickets for the same thing). They are not parked in these locations, they are just waiting to pick someone up and therefore should not get a ticket
<ul style="list-style-type: none"> Problems only if driver makes mistake / Road hazards (e.g., wildlife) in mountains and at speed. (highway)
<ul style="list-style-type: none"> Current problems in the industry are causing strain between drivers and customers (e.g. limited trips means less income; increased costs for stand fees, maintenance, licence/plate renewal; oversupply of taxis and TNCs). These issues cause frustration and increased stress with drivers and cause tension with customers.
<ul style="list-style-type: none"> The relationship between drivers and customers is dependent on the time of day. Night drivers have more challenges with passengers.
<ul style="list-style-type: none"> The problem between customers and drivers is based on customer service. Lower customer service increases problems.
<ul style="list-style-type: none"> Allowing prepayment of fare helps with challenges around fair payment.
<ul style="list-style-type: none"> Sometimes passengers leave items in the car. In other cities, there is a fee for the driver to return item to rider. In Calgary, it is not like that. Should not be a problem to accept cash for rideshares. Taxi drivers more vulnerable than uber drivers. Uber drivers don't have to worry about money and never have to worry about driver safety. Fare payment can be an issue for limo drivers, but gets resolved by company. Cleaning fees are never enough. Have to take photograph of mess for uber to reimburse you. For limos, passenger throws up in car and puts car out of service for a while due to a need to steam clean and disinfect car. Far fewer issue with taxi drivers - few challenges with LTS bylaw. Need clarification around credit card requirement for TNC versus "electronic payment."
<p>Based on the problem(s) identified in the previous question, what do you think could improve the customer/driver relationship?</p>
<ul style="list-style-type: none"> Apps for payment, no cash, interior dashcams.
<ul style="list-style-type: none"> n/a

• Better education
• technology
• N/A
• As I mentioned on the other question
• More strict regulations on rideshare
• Pay in advance solution like uber
• Same system for all 3
• Ability to track and rate riders
• No problems
• Patience and tolerance of the drivers If the costumer is short couple of dollars drivers should let it go. Thanks
• The code of conduct card and camera are great tools, additionally, if drivers can be trained in situational management, customers educated in proper, acceptable behaviors in a public vehicle (should also cover Transit) and a mechanism setup that enables really bad behavior customers to be held responsible. Both by paying compensation or be banned from the platform temporarily or permanently.
• Don't know fix it use your brains
• upfront payment law
• Customers suppose to be more educated
• In rideshare customer have to pay up front . So customer will wait for rideshare. In taxi customer don't care of driver living
• Better rating systems that don't pigeon-hole drivers without eliminating odd ratings like Lyft's Russian Judge theory. Passenger checks to make sure we don't have unsecure situations. No tolerance for violence or violation of National Laws.
• Customers regulation and drivers authority to refuse rude passengers or messy passengers those do not respect the property of Driver/Taxi Companies.
• Payment should be received by credit card or debt card taxi companies before taxi drivers pickup the trip.
• Having more control over taxi companies or ride provider companies to plain the field. Forming some association or union for drivers/owners.
• Need to focus more in training sessions to deal with these kind of problems.
• Should be cancelfee same as ride share companies
• Prepayment before getting ride
• to teach both drivers and customers to handle or companies can arrange new app like ride share company
• Better route choice, although is really very minor and easily fixed.
• Proper dispatch system with proper information
• n/a
• remove cash payment from taxis, and revert only to online or debit payments
• No idea

<ul style="list-style-type: none"> • Better communication
<ul style="list-style-type: none"> • Yes
<ul style="list-style-type: none"> • Provide additional cost recovery methods ie. offer registered livery passengers discounts on transportation services for being registered to facilitate cost recovery for passenger conduct violations.
<ul style="list-style-type: none"> • Proper system
<ul style="list-style-type: none"> • Not sure
<ul style="list-style-type: none"> • Customers should understand that drivers are their friend
<ul style="list-style-type: none"> • Make it clear to riders that bad behavior will not be tolerated.
<ul style="list-style-type: none"> • Good customer service
<ul style="list-style-type: none"> • Improve driver and company relationships.
<ul style="list-style-type: none"> • Deposit as security and food explanation
<ul style="list-style-type: none"> • should use social media for awareness
<ul style="list-style-type: none"> • Customer always know the driver's id and the car number and check the meter as well
<ul style="list-style-type: none"> • Add more
<ul style="list-style-type: none"> • There should be a max of 2 minute stop rule. Uber should be do Ed to pay tnc drivers for wait times. Currently they do not do that at all
<ul style="list-style-type: none"> • Uber should be baned
<ul style="list-style-type: none"> • There should be option to lodge complaints by the driver through Uber app and if survey reflects that from the rider, it should be nullified
<ul style="list-style-type: none"> • Inform rider that drivers a re human being.
<ul style="list-style-type: none"> • Advance payment
<ul style="list-style-type: none"> • Some media advertisements for the customers and some for the drivers example customer don't need to ask...personal questions.. just like WHERE YOU FROM...ARE U MUSLIM...HINDU ETC.
<ul style="list-style-type: none"> • There should be a camera in all ride share drivers car
<ul style="list-style-type: none"> • They need to be learn
<ul style="list-style-type: none"> • The customers ought to acknowledge that driver is a valuable individual in the society.
<ul style="list-style-type: none"> • common sense
<ul style="list-style-type: none"> • Generally most customers are ok, its very few that are a bit too stingy.
<ul style="list-style-type: none"> • Not sure
<ul style="list-style-type: none"> • Bad customer
<p>Uber should try to fix the way they allow drivers to charge for extra luggage. Uber needs to develop and enforce customer expectation guidelines.</p>
<ul style="list-style-type: none"> • We are allowed to charge \$30 cash deposit before starting to drive. We need a change to allow us to collect full fare at the start and settle at the end. This would refer to cash and credit card.
<ul style="list-style-type: none"> • Put a clear sign about payment system, respect and courtesy, good behaviour in the taxis.

<ul style="list-style-type: none"> Cameras have improved the relationship, however, if a customer wants to fight or abuse verbally, police do not readily come. We as drivers can deny a customer based on our impression of them (appearance, behaviour, etc.). This right must be retained.
<ul style="list-style-type: none"> Camera is very good deterrent for bad behaviours. If a person is drunk and sleeps in the car, the driver charges them for this time. Camera shows that the person was in the vehicle.
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<ul style="list-style-type: none"> Camera is very good deterrent for bad behaviours. If a person is drunk and sleeps in the car, the driver charges them for this time. Camera shows that the person was in the vehicle.
<ul style="list-style-type: none"> Mostly the relationship between limo drivers and customers is good.
<ul style="list-style-type: none"> Some customers feel entitled and want more (feel they own the driver and the vehicle and can go/do what they want). Not sure what could be done about this.
<ul style="list-style-type: none"> There could be a spot that Uber can pickup in, like a loading zone or pickup zone. Uber waiting space -similar to the Airport but downtown.
<ul style="list-style-type: none"> The city map training for Taxis is important even for the number drivers - showing value to the
<ul style="list-style-type: none"> when people are intoxicated, the compensation is not enough.
<ul style="list-style-type: none"> Cameras in the car could be mandatory for number to support both the driver and passenger.
<ul style="list-style-type: none"> fare surge doesn't help the drivers - there should be a mandate for surge pricing to 2x the price. (agreed by the whole group!)
<ul style="list-style-type: none"> There should be a 311 type service for TNC's to have comments and questions both ways (customer and driver). Sometimes the issues arise even if the driver "knows" the person based on the number profile.
<ul style="list-style-type: none"> Having a camera in each vehicle is very helpful.
<ul style="list-style-type: none"> More public education could help.
<ul style="list-style-type: none"> Could be financial repercussions for bad passengers.
<ul style="list-style-type: none"> Could chase down passengers for damages if they provided their credit card upon booking the taxi.
<ul style="list-style-type: none"> Could be more vandalism and violence if a divider was put up between the front and back seats.
<ul style="list-style-type: none"> Cab companies should take a cut of the driver's profit rather than charging a fixed fee to the driver.
<ul style="list-style-type: none"> Cab companies could take passenger credit card information.
<ul style="list-style-type: none"> Drivers encouraged to use MileIQ - will give driver a report
<ul style="list-style-type: none"> Down check the customer before taking ride
<ul style="list-style-type: none"> drivers rate everyone a 5 regardless of their behaviour

<ul style="list-style-type: none"> customers shouldn't get to judge drivers, they have been approved by Uber. Make Uber justify a 1 or 2. No explanation given to drivers
<ul style="list-style-type: none"> Encourage passengers to contact 311 with Kudo or complaint.
<ul style="list-style-type: none"> Driver training, as well as training for owners of companies - how to deal with behaviours, and to deescalate situations.
<ul style="list-style-type: none"> How to address issues without inflaming them and still getting a tip
<ul style="list-style-type: none"> There are ways to gain customers' respect, even when saying no.
<ul style="list-style-type: none"> Excessive drinking - how to explain to customers that if the driver takes an intoxicated customer to a bar, that the bar will refuse them and send them home, thereby taking the blame off the limo driver - and that they can't do it for free.
<ul style="list-style-type: none"> Can say things like they have another fare, to manage expectations and so the customer does not think the fare to get them to the bar includes getting them home on top of that.
<ul style="list-style-type: none"> Limo company has credit card info in office, ensures damages are covered, and the company knows where the customer lives if something happens. Ensures cc holder knows their card will be charged for their guests as well.
<ul style="list-style-type: none"> For intoxicated passed out guests, drivers can make their hands cold (with snow or ice) and put them on the client's face to bring them around to get them home.
<ul style="list-style-type: none"> Sometimes the driver has to go into a purse to get a drivers licence.
<ul style="list-style-type: none"> Vomiting - multiple layers of flooring that can be taken up and put in trunk.
<ul style="list-style-type: none"> Charge their credit card \$250 for the damage and cleaning.
<ul style="list-style-type: none"> Company having a signed contract with the customer
<ul style="list-style-type: none"> conflict management training
<ul style="list-style-type: none"> de-escalation training
<ul style="list-style-type: none"> ensuring drivers know the bylaws
<ul style="list-style-type: none"> training
<ul style="list-style-type: none"> limo drivers need to pass a test now - mostly related to bylaws - to get their chauffeur's licence
<ul style="list-style-type: none"> orientation to vehicle for customers - how to operate stereo, heat, A/C, lights, seat belts, car seats, etc.
<ul style="list-style-type: none"> Driver training is essential. A driver needs to watch a video of a situation between a driver and customer, and learn how the driver could defuse the situation. Either the driver does not know or want to use the appropriate techniques. Training needs to include customer relations, communication, how to defuse a situation.
<ul style="list-style-type: none"> A driver can ask for \$30 upfront. Sometimes, the driver does not know how to communicate properly with a customer to ask for a deposit mandated in the bylaw. The driver needs to know how to ask for it. Again, this relates to the need for English proficiency.
<ul style="list-style-type: none"> The economy is the biggest problem that causes the customer not paying fares. It needs to improve.

- Would like to be able to arrange prepayments/preauthorization but this is challenging because of the charge back (i.e. payment disputes, etc.). Taxis can ask for prepayment of up to \$30 currently but that upsets customers so this is not the solution.
- Could put payment through an app which would help secure it. Somebody needs to liaise between LTS and CPS and lobby on behalf of this payment issue.
- [Other notes not related to question]
- Why can bus zones not be taxi zones after a certain hour.
- Drivers are sometimes capable of providing additional tour services - need to distinguish safety consideration as limo service that can offer limited tour experience opportunities. Not wanting to cross into formal tour service offering - different safety considerations.

3. There is currently no limit to the number of rideshare vehicles and no plate limit on the number of limousine/sedan vehicles in Calgary. Opening the current taxi plate system means that The City would also not control the number of taxi vehicles in operation. If the taxi plate system is opened, how would this impact taxis?

- I cannot answer this as I am not familiar with the taxi industry enough
- More the merrier
- Less income, extra time to work
- It's not a good idea. It will bring the Taxi Driver income to below the minimum wages. It will bring down the quality of the service.
- It will destroy the taxi industry in the city. There would not be enough money to make ends meet and folks would drive inconsistently, not on the regular basis.
- Great deal
- I think if taxi plates are limited than ride sharing should also be limited.
- It should be same system for taxi and rideshare vehicles, either there should be a limit on both or no limit for both, I think there should be a limit on both.
- There will be too many taxis and driver earning will become unsustainable
- It would flood the market it will bring disorganization and it would make it really difficult for the regular drivers to make living. Keep in mind that Calgary is role model right now in Canada and a lot of US cities by controlling and monitoring transportation industry. Please DO NOT follow other cities in eliminating the bylaws because of the TNCs suggestions. TNCs particularly Uber really want to eliminate all the bylaws, provincial laws and federal laws for transportation industry so they can work free in wild west.
Thanks
- In my opinion, the taxi system in Calgary was a 'controlled' system prior to the arrival of TNC's. With their arrival the Taxi industry is basically dead in the city. I don't think opening or not opening the plates will change the current situation. Market forces are already affecting the industry and many drivers are leaving. But in equality Taxi's and TNC's should have the same rules applied to both, either open for limited numbers for both

<ul style="list-style-type: none"> • So much
<ul style="list-style-type: none"> • Yes
<ul style="list-style-type: none"> • It impact very badly to taxi driver. There is only 30% business for taxi. Where as it good for brokers and city to make more money from driver for stand rent and plate renewal fee.
<ul style="list-style-type: none"> • Over saturation leads to less/zero work for all drivers.
<ul style="list-style-type: none"> • It won't impact Taxis, it will be better for customers.
<ul style="list-style-type: none"> • it means poor customer service. Every driver will start driving with ride share companies as part time job
<ul style="list-style-type: none"> • Price will go down for taxi plates
<ul style="list-style-type: none"> • It would even damage the taxi industry more. As a result, more taxi plates would be returned or not used and more drivers would leave the taxi industry and work in other areas,
<ul style="list-style-type: none"> • Instead of opening current taxi plate system, there must be a limit TNC and PHFV vehicles. No taxi driver can survive or make living by working 40 hours a week. Taxi drives work 12 hours everyday and 7 days a week. after working 84 hours taxi driver make around 1500\$ per month. If taxi plate system is opened survival of taxi drives can be difficult in presence of unlimited TNC, PHFV and limousines.
<ul style="list-style-type: none"> • Less business for existing drivers
<ul style="list-style-type: none"> • Taxi brokers will not make money from taxi plates
<ul style="list-style-type: none"> • if taxi plate open not really impacts on taxi
<ul style="list-style-type: none"> • Taxis, limos and rideshare; all should have a limit.
<ul style="list-style-type: none"> • Now 2000 taxi work this city but taxi business very slow only 1000 taxi 70 % uber take business
<ul style="list-style-type: none"> • Less work
<ul style="list-style-type: none"> • Do not allow taxis and rideshare to over saturate market. Keep a required amount not unlimited
<ul style="list-style-type: none"> • It would effectively eliminate the subleasing and sales of taxi plates on the 'black market'.
<ul style="list-style-type: none"> • over saturate the market for drivers, and reduce income.
<ul style="list-style-type: none"> • Be more fair for the cabs
<ul style="list-style-type: none"> • This would negatively impact taxis and rideshares, as it is already negatively impacting rideshare drivers. There are too many drivers taking a portion of the economic pie, preventing drivers from making a decent living in a 12 hour period.
<ul style="list-style-type: none"> • It
<ul style="list-style-type: none"> • Not applicable
<ul style="list-style-type: none"> • It will be good impact on customers and taxis both but if city just make a law that its not mandatory for taxi to stay with broker they can just drive without broker and allowed to flag anywhere in Calgary this will reduce burden of 400 dollars on taxi driver. They just have to commercial insurance and city can introduce new color of those taxis who just operate on by themselves
<ul style="list-style-type: none"> • Taxi market would be done.

<ul style="list-style-type: none"> There should be chance for every one to get taxi plate, open taxi plate for everyone will be highly appreciated
<ul style="list-style-type: none"> It should be fare with everyone then
<ul style="list-style-type: none"> There should be limit on taxi plates.
<ul style="list-style-type: none"> There should be a lot of taxis and less work
<ul style="list-style-type: none"> A lot
<ul style="list-style-type: none"> Tnc licenses should be capped. Or at least the number of online drivers in each area should be capped. We are not making money because of the unlimited number of drivers
<ul style="list-style-type: none"> N/A
<ul style="list-style-type: none"> It will help them to get more fares due to lower response time.
<ul style="list-style-type: none"> No need to open the taxi plate. Not to many fares.work is very slow.
<ul style="list-style-type: none"> It will destroy taxi industry because there will be more supply of cars than its demand
<ul style="list-style-type: none"> Too much taxis in the city of Calgary and uncounted number of UBER so please stop issuing more taxi plats and number of UBER'S coz we don't have a room to park and if we Park some than police issues the parking ticket. We are working to serve the people and to drive them safe home and not working to stop somewhere to pickup the customers ans get a traffic ticket.
<ul style="list-style-type: none"> This will make the earning less since the customers are not on the rise
<ul style="list-style-type: none"> So bad
<ul style="list-style-type: none"> The city should not limit The Taxi Plates, and Limousines Plstes. Drivers should be allowed to own them.
<ul style="list-style-type: none"> It's all ready a disaster, after the city and company opens it for Uber and car to go and government contracts
<ul style="list-style-type: none"> There is enough taxi in the city right now and city should control the ride share vehicle
<ul style="list-style-type: none"> They should not open the taxi plate system because there is already too many vehicles in the industry. So a cap on taxis is good for the current taxi drivers.
<ul style="list-style-type: none"> No one will make money; taxis, uber, limo. Everything should be controlled.
<ul style="list-style-type: none"> Another person said that if it is open, those that want to work, will make money.
<ul style="list-style-type: none"> If the plates are opened, then drivers who have been working for a while, say 10 years, then they should have first right.
<ul style="list-style-type: none"> It will kill the taxi drivers who are already suffering financially. There are a set number of taxis and no limit with ride shares, limos, busses, shuttles. There are too many cars. City would need to limit ubers, limos, etc., and then they could open the taxi plate system.
<ul style="list-style-type: none"> I now wait 2.5 hours for a trip because there are too many cars. Opening would increase the waiting time and limit our income.
<ul style="list-style-type: none"> If the City wants to issue more plates, they should issue on seniority basis.
<ul style="list-style-type: none"> If you go downtown at night, you will see 10 cars, of which 8 are taxi or uber, waiting on certain streets. Most uber drivers are part-time and as well, they make personal relationships with the customers and are contacted regularly for rides. Uber drivers make money driving and at another job. Taxi drivers are making less and this is often their only income.
<ul style="list-style-type: none"> Eventually there would be fewer taxi drivers because they couldn't compete.

<ul style="list-style-type: none"> There is an opportunity to issue more licenses but if it is opened up, there would be too many taxis and they wouldn't be able to afford to be in business.
<ul style="list-style-type: none"> It also wouldn't be safe on the road as drivers would need to put in more hours to make up the money they are losing from having so many drivers on the road.
<ul style="list-style-type: none"> No impact to drivers because they already have plates available.
<ul style="list-style-type: none"> Some drivers might drive for both if there is incentive to do so.
<ul style="list-style-type: none"> The group felt that it is not fair to have one open and the other closed.
<ul style="list-style-type: none"> But feel it is too late because Uber is already open and there are more drivers for Uber and there is no need for more plates because the gap has been made up for with TNC drivers.
<ul style="list-style-type: none"> It would cut the pie up and decrease business.
<ul style="list-style-type: none"> It is too late to open the system up
<ul style="list-style-type: none"> No real impact.
<ul style="list-style-type: none"> Could be less demand for taxis.
<ul style="list-style-type: none"> Taxi drivers are already leaving to work for uber or for other jobs.
<ul style="list-style-type: none"> Opening the taxi plate system would only benefit brokers.
<ul style="list-style-type: none"> The best thing to do would be to set the number of plates properly.
<ul style="list-style-type: none"> Great idea - let the strong survive, will get rid of black market for plates
<ul style="list-style-type: none"> brokers contribute to councillor's political campaigns to influence the plate decisions by council
<ul style="list-style-type: none"> gives more freedom
<ul style="list-style-type: none"> could save drivers money on stand rates
<ul style="list-style-type: none"> Create different standards such as one for a driver who drives less than 500 trips a year, better service to customers.
<ul style="list-style-type: none"> More selection and choice.
<ul style="list-style-type: none"> Would impact business. Some customers will never use a taxi because of poor service - dispatching is slow, can't get through to order cab. Parking an is issue.
<ul style="list-style-type: none"> That would ruin the industry; should be limited; the way taxi's are limited is fine, but TNC's have to be limited as well.
<ul style="list-style-type: none"> Chaos at drop off points because flood of TNCs (eg. at a Flames game)
<ul style="list-style-type: none"> Touchy subject: goes right to the heart of the industry--> people invested (heavily) in the industry with a set of rules (e.g. mortgage house) - the value of the taxi plate (their investment) disappears and individual taxi driver pays that price.
<ul style="list-style-type: none"> There is a business model around the rules; once changed, the business model is debased - we can't operate the way we used to. We still have overheads but can't make enough money to make a decent wage.
<ul style="list-style-type: none"> One of the ways we used to complement our income was by renting cars to other drivers - loose this opportunity to earn incremental funds. (2 of 5 at table own plates)
<ul style="list-style-type: none"> Size of plate investment (\$100k) vs size of a car (\$30K).
<ul style="list-style-type: none"> If open the plate system - then more taxis - only the taxi companies make money (not the drivers).

<ul style="list-style-type: none"> There are more than enough taxis to serve the city now.
<ul style="list-style-type: none"> Taxi plate owners are very hard to deal with ... so I would like plates open to level the playing field... drivers have to figure out how to make money in a level playing field. I would like to be able to get a plate if I need it ... I should not be subject to the whims of a plate owner.
<ul style="list-style-type: none"> If everyone can drive, the quality of service will diminish.
<ul style="list-style-type: none"> Seniority should come into play in terms of who gets plates.
<ul style="list-style-type: none"> Will be too many on the road, that would create taxi drivers doing unlawful drives - cut corners - e.g. Telling customers they can only take cash - that their credit card machines don't work.
<ul style="list-style-type: none"> The participants talked about the meaning of closed and controlled. The City is saying closed. This might be misleading. The participants about their request over years to The City for more taxi plates but City refused. Instead, they allowed Uber to come in.
<ul style="list-style-type: none"> This would have a very negative affect on taxis. We have long approached the City for changes. We believe that there are too many TNC vehicles on the road at any time. We are not opposed to the number of TNC licenses, just number of vehicles. There is an imbalance in the moment for competition between TNC and taxi. They have a competitive advantage because of 3X the vehicles on the road. Competition affects revenue and stability of the industry.
<ul style="list-style-type: none"> The problem is that the City is not respecting it bylaw. Participants said that they are referring to the purpose of the bylaw to establish a system of licensing for and then under D & E to provide a regulatory method to ... The City is not enforcing its bylaw since the bylaw says it is a closed entry system and, then, the City does not apply this section of the bylaw to TNCs and limos. The City is in violation of its own bylaw. The question is whether the City is going to honour its bylaw.
<ul style="list-style-type: none"> The participants talked about the request for more taxis - see side notes.
<ul style="list-style-type: none"> With rideshares currently on the road, opening the taxi system would make it impossible to make money. Drivers would not be able to make a living.
<ul style="list-style-type: none"> Customer service would go down and the quality of cars would go down. Drivers wouldn't be able to afford vehicle upkeep costs. There would also be a preference for buying used vehicles to keep costs low - Some of this is already happening.
<ul style="list-style-type: none"> Would not be sustainable.
<ul style="list-style-type: none"> Plates used to have a value and they no longer would have a value which impacts the driver's financial position.
<ul style="list-style-type: none"> Drivers are already leaving the industry for other jobs (e.g. long haul truck driving) and this would continue.
<ul style="list-style-type: none"> Hard to get ATPL drivers because of the cost of accessible vehicle purchase and upkeep. This would become even harder.
<ul style="list-style-type: none"> There needs to be a cap on the number of taxis to support driver income - not necessarily on the number of plates, but on the number of taxis allowed on the road at any given time.
<ul style="list-style-type: none"> Market and capability (competitiveness) will drive viability of taxis - more licenses will affect revenue per license in the short term, but should have no long-term impact on market viability.

- If system is opened, service fees must be eliminated. Alternatively, service fees would need to be equal across the industries. Also, taxi drivers should be able to own the plate just as TNC drivers own their cars.
- If you open the system, the taxi industry will suffer and possibly even die because it will make people want to get out of the industry.
- A centralized dispatch for all taxi drivers could provide some support to the industry so customers don't have to call multiple cab companies to see who is available.
- Most agreed that more taxi plates are not needed.
- It would help if taxi drivers could also use the TNC app with their vehicles (i.e. the same licence and vehicle could be used for both TNC and taxi).
- Will be one car per driver.
- Would be much easier for taxi companies to start up, because currently it is very hard to open a taxi company when there are limited plates.
- Drivers prefer driving their own cars.
- Taxis had a monopoly because the bylaws favoured taxis over all else. Uber opened the door for competition.
- Simplest way is to take the cap off the taxis and see what happens.
- Closed plate system ensures that every shift is full. Was for supply management. No one has opened a plate system yet, so no one knows what would happen.

If the taxi plate system is opened, how would this impact limousines?

- should not affect our business at all
- More the merrier
- Less income, extra time to work
- It will not impact the Limousines
- I do not know
- Not much
- Same like Uber did to taxi
- I don't know
- Limousines may be out of business
- Limousine business is very unique totally different clientele but again it will affect limo business as considering our economy if limo business gets affected 10 to 20% more it will be difficult for limo drivers to survive.
I have been in limo business for the last 15 years in Edmonton but because of the elimination of rules and regulations and no enforcement at all for the VFH I decided to move to Calgary and drive sedan limousine in Calgary thanks
- I really do not have any idea about the limousine industry. I suppose it will have a negative impact, on the other hand I think the limousine customer is separate and will always take a limousine, no matter how many taxis are plying the city

• Nothing
• No
• There should be a cap on number of vehicles allowed.
• no impact
• No impact
• No impact on limousines
• no
• It would also damage the limousine industry by providing too many ride providers with no riders available for taxi and limousine.
• More cars on road
• No impact
• it not show any impact on limousine
• If taxi plate open no one drive 1000 taxi extra on rode now broker make many taxi driver lost driver buy car 30000 plus pay stand rent 410 every week
• Not a big impact
• Every body would be working for 2\$ an hour if there were to much drivers
• It would not impact the limousine industry.
• no change, limo and taxi interactions are different
• More competition
• This would minimally impact limousines, as the type of passengers is different.
• Not applicable
• None
• It will not even effect limousine as you think uber did not affected taxis
• Ask the limo owners
• Not at all, limo and taxi customers are different calss
• As same as limousine open plate system impact taxis
• Too much
• I don't think so it's gonna impact on limousines
• None
• N/A
• No impact
• Na
• it wont, two different services
• Taxi plate doesn't hurt the limousine but it hurts the taxi drivers coz for 1 trip drivers are waiting for two hours.
• Not good
• No impact
• The city should increase plats passed on city growth
• If taxi plate opened means no balance with work

- No effect
- No one would make money.
- no effect on limos
- Limos are currently economical for long trips but if they opened taxi licenses, taxis may become more cost effective and reduce the number of limo bookings.
- No impact.
- No effect.
- No impact.
- Wouldn't impact limos - if people want limo they want limo, different clientele.
- Would impact business, but there are customers who want a certain level of service regardless and would always phone
- Parking is an issue.
- Would impact revenue; too many cab drivers - some get aggressive with limo drivers.
- One participation said to leave the limos open; they will not ask for more. Others disagreed, saying that they could apply for more plates.
- No impact.
- Market will drive demand for licenses; As long as playing field is equal to enter market (insurance, driver license class, etc.) then service quality will dictate viability / competitiveness, not a license issuing.
- Would balance itself.

If the taxi plate system is opened, how would this impact rideshares?

- they are in direct competition so this would affect rideshare a lot
- The city should not regulate the amount of taxis or ride shares. Let the free market determine how many drivers are needed and this will reduce costs to customers.
- Rideshare would get a boost as it's the most economical option
- Less income, extra time to work
- There is will abandon of taxies all over the city. People will take fewer rideshares. It will bring down the quality to service
- Probably less work for rideshares
- Its not going to affect ride-share as their fares are discounted and way less than regular cab fare which is unfair for the poor ride-share drivers. They make next to nothing and the their rating system is more frustrating. folks take a cheap ride and at the same time rated them down because of their appearance or some other reasons. when I reported mess after the rider left, the rider rated me one, obviously, because ride-share company might have charged cleaning fee. in brief, please watch the interest of Uber drivers to facilitate the smooth functioning of taxi industry.
- Not at all
- Will b same like what we as taxi driver experiencing now

• It provides a level playing field for both.
• Stiff competition
• There are way too many TNC drivers
• First of all the rideshare is not the proper name anymore for TNCS because mostly drivers work more than 12 hours a day they full time like taxi drivers do by opening taxi plates I don't think they will be affected because there's no limit for them anyway. Thanks
• I don't think there will be much change as the `market` is already forcing taxi drivers to leave for other work, and the TNC customer is different and will use TNC's - especially as they ARE NOT following, and are not being required to follow their original, stated mandate. On the other hand, it may give the taxi industry a slim chance to compete fairly with TNC's
• Nothing
• Yes
• There should be a cap on number of vehicles allowed.
• no impact
• Will boost the ride share companies because every driver will start driving with ride share companies. Ther is no logic giving Uber the privilege of price fluctuation
• None
• It would damage the taxi industry and may damage the ride-share industry in short term as well. In long term, there would be too many taxis, returned plates, and drivers who would transfer job to ride-share industry. Therefore, the ride-share industry would benefit in long term from the damage to the taxi industry.
• More cars less business
• Decrease number of ride shares
• not really impact on ride share
• None
• No impact rideshares because 70 % people take rideshares every day
• Less work
• Control the number of rideshare drivers as well.
• I believe it would not negatively impact the rideshare industry.
• lower availabel rides for everyone
• Improve driver's proficiency
• More competition
• This would negatively impact taxis and rideshares, as it is already negatively impacting rideshare drivers. There are too many drivers taking a portion of the economic pie, preventing drivers from making a decent living in a 12 hour period.
• Less passengers
• None
• None
• Good for competition
• With the current economy i will move to Toronto. If this happens

• As per my experience, class of customers is totally different, no impact on each other
• Then it will be fare
• No impact
• No impact
• None
• Not sure
• It will decrease the number of trips for rideshare driver
• It will not impact them much
• Its hard enough for TAXIS to compete with ride share , there are as many as 5 times the number of ride share drivers to Taxis
• It doesn't impact the rideshare.
• No impact
• Don't know
• Rideshares are already to much and it's distroy the taxi industry it should be controlled
• Waiting period is much longer to get the next ride.
• NO NEED NUMBER PALATE
• No affect
• No one will make money if taxi plates are opened. If opened, assess for a few years, such as 3, to gauge the need.
• Opening plates would cause regulatory system problems. Opening up plates will not work. Private companies would put more vehicles into their fleets, The City would charge more. It would cost more to all of the livery system.
• Not sure about the impact to rideshares
• It is too open right now, there is no incentive to drive taxi. The Table noted: closing the TNC market could cause the black-market for TNC "plates" similar to that of taxi plates.
• Quality of service would go up.
• Surge pricing would be more common.
• Price could go up.
• Would attract more professional drivers to drive for uber as there would be less room for occasional or unprofessional drivers.
• Would help Uber drivers - too many drivers; negative impact on drivers; better customer service; too many part time drivers on the heavy demand times.
• Still have choices as to type of ride as well as price choice.
• Only the best would be out there; companies could insist on a specific level of professionalism and training; drivers would be more accountable, attentive, and strive for excellent customer service.
• All 3 vehicles provide the same service, that is, a vehicle to give a ride.
• Add to the bylaw: under E - add: "and fair competition".
• Will limit the number of rideshare drivers but will allow those drivers to make more money through less competition.

- Rideshares are also struggling to make money because of the number of drivers and therefore closing the system could also help them.
- This is a question for the taxi industries. Fairness is important. Either we have all regulated, or all not regulated.

If the taxi plate system is opened, how would this impact customers?

- more cars easier to get one
- Less waiting more options
- Worse service
- The taxi service will be cheaper. The wait time will be less.
- Now with the introduction of ride-share companies, there is no waiting time for the customers. I can not open a liquor store in the proximity of another running liquor store, then why would poor taxi owners suffer by making the system open.
- Not much
- No idea
- It will be good for customers
- Customers will have endless choices
- Customers have minimal waiting time on PFHV
- City of Calgary has enough taxi to serve the city by flooding the market it will bring costumer service down, and will be more problems between drivers and costumers thanks
- I don't think it will have a large impact on customers. There may be a few TNC customers who may use a taxi if there are more taxis available at that particular time
- Nothing
- Good for customers
- There should be a cap on number of vehicles allowed. Too much choice. Needs to be regulated and excellent drivers should be available for hire.
- Limit and monitor the rideshare market to minimize surge pricing and let the market figure itself out.
- Customers will benefits
- Poor customer service
- None
- Overtime, the number of taxis may go down for not being cost-efficient for drivers and owners. Ride-share would fill the void over time, but not capable of providing the same services which taxis provide; such as accessible, access, taxi accounts, and other programs.
- Availability
- Customer service will decrease
- good for customers easy access to taxi
- Customers will benefit but the drivers would be hurt.

• Nothing the don't care taxi now not many people call taxi because so many alternate in calgary transit rideshares
• Nothing
• Allow for more customer accessibility
• I would like to say that it would not impact customers negatively.
• would increase availability, but also create chaos and confusion when hailing a cab
• More options
• They wouldn't care
• Not applicable
• Good for customers
• Very very positive effect and will boom local businesses
• More choice and faster service
• Customer multiples choices
• Customer will get more choice
• They will get more convenient rides
• They will be happy
• No impact
• A lot
• Probably more options
• They will have more options.
• More cabs for them
• more taxi plates means more options for customers
• Customers just need a ride if he don't have the option to take the uber than he take the so customers don't care if there are ten cabs are sitting he wait for his uber.
• No
• Don't know
• It's not too good for demand and supplies
• No affect
• No effect; customers has lots of choice if open or controlled
• Not sure - could impact availability.
• Impact to customers on their waiting time for people to come and get a taxi or ride.
• More people will go to the TNC and wait less.
• Customers would have a harder time accessing rideshare vehicles. Also see comments above.
• Would be good for customers because would attract more professional drivers.
• The broker system negatively impacts customers because brokers purposely do not use fare surcharges.
• The core issue here is the broker business model.
• It puts all of the onus on the driver for costs.
• The process of getting insurance for taxis through brokers is also unfair.

- Will have negative impact on customer.
- Still have choices as to type of ride as well as price choice.
- Safer, more professional drivers; consistent experiences; reliability; competing companies would strive for higher standard of customer experience; customers would have more trust in service.
- Capping everything would improve customer service across all sectors. Drivers will also be happier as they will be making money.
- The table reiterated the option to control number of taxis/TNCs on road wrath.
- With current number of vehicles, there should be no issues for customers. However, this would depend on what the rule looks like
- Good for customers.

If the taxi plate system remains closed, and The City also controlled the number of rideshare and limousine vehicles on the road, how would this impact taxis?

- should be fair playing field but the limousine business is not the taxi business.
- More competitive
- More income, less time to work
- The quality of service will be improved. The drivers for both rideshare and vehicles make decent money. They will not rush to catch the next trip. Sometimes it is the main cause of accidents. Rideshare driver runs into busy areas to catch the trips. If they make decent money like taxi drivers now they will not rush to get the next trips.
- It would be a good idea, and please also make the equalization of the fare they charge. Uber drivers are exploited because of joblessness in the city and whatsoever little they are taking home, its their own portion of the asset of the car. Please Please sit with the ride share companies and tell them to play the fare game.
- Best
- Through a proper process if everyone drive in this industry
On same rule and regulations will make this industry better
- This is the best way of moving forward
- Then taxis can be able to rely or predict earning
- Customers prefer using app for PFHV
- This will be fantastic for taxis and it will be fair play field
- This option, especially if applied in logical numbers will probably provide the BEST solution for all three (Taxi, TNC & Limousine) industries.
- May b drive make money
- More business for drivers
- Trying to be fair to every environment.
- Customers will get hard and tough time to find a ride.

<ul style="list-style-type: none"> No need t control the number of rideshare vehicle just ride rates should be equall in taxi and Uber
<ul style="list-style-type: none"> Taxi driver can make decent money
<ul style="list-style-type: none"> It would benefit the taxi industry as it would make the industry more competitive. It would also make it an income worthier industry and attract owners, drivers, and other stake holders.
<ul style="list-style-type: none"> This will definitely impact positively to all. By controlling number of ride shares and limousines, number of taxi plates can be increased according to the need of population. These should be equal share. All three categories should be controlled
<ul style="list-style-type: none"> Better business for everyone
<ul style="list-style-type: none"> Taxi industry will survive
<ul style="list-style-type: none"> if city wants control the number then it should be same number of taxi and ride share in
<ul style="list-style-type: none"> This would be best for every one working in the taxis, limos, and rideshare
<ul style="list-style-type: none"> Control rideshares and taxi plate otherwise taxi no feutuher driver returned plate find other job or welfare now hand to mouth taxi driver
<ul style="list-style-type: none"> More work
<ul style="list-style-type: none"> It will make it fair
<ul style="list-style-type: none"> Improve wages for taxis.
<ul style="list-style-type: none"> I believe it would bring more business to the taxi industry as there are more rideshare on the roads compared to taxi.
<ul style="list-style-type: none"> would make for fair competition
<ul style="list-style-type: none"> This should not be about the government controlling, this should be about having options to keep drunk drivers off the road!
<ul style="list-style-type: none"> This would positively impact them, as this would allow both taxis and rideshare drivers to make a living and take home a fair piece of the economic pie in an already slow economy.
<ul style="list-style-type: none"> Not sure
<ul style="list-style-type: none"> No impact
<ul style="list-style-type: none"> Yes it will make good impact on everyone
<ul style="list-style-type: none"> Not fair, especially since rideshare is already a self-correcting situation.
<ul style="list-style-type: none"> The raxi industry would be save
<ul style="list-style-type: none"> No impact,
<ul style="list-style-type: none"> It should be fare too
<ul style="list-style-type: none"> Right now enough
<ul style="list-style-type: none"> Too much impact taxis start getting busy again
<ul style="list-style-type: none"> None
<ul style="list-style-type: none"> Less drivers and less options to riders and more wait time for riders
<ul style="list-style-type: none"> It will be a slight increase in number of fares.
<ul style="list-style-type: none"> It will improve business
<ul style="list-style-type: none"> Drivers end up paying more money on Texi Rent and services. By making the Taxi Plates, and The Limousines Plates more affordable for drivers, the drivers will be able make the ends meet.

- Taxi not making money
- It will improve and balanced in industries otherwise the turnover of drivers is too much now
- It would improve the taxis revenue in a whole

If the taxi plate system remains closed, and The City also controlled the number of rideshare and limousine vehicles on the road, how would this impact limousines?

- if we cannot get vehicles to handle clients then the city loses out on possible future business. We are directly affected by conference business so if demand is there but inventory is not then the clients lose
- More competitive
- More income
- It should not impact the limousines. Limousines have it's the fixed customers.
- I do not know this business.
- Good
- No impact it's customer choice
Same one wearing suit and one wearing pj but making same money
Will be customers choice
- I don't know
- Limousines will maintain their market share
- City should have enough limousines then it will be fine
- This option, especially if applied in logical numbers will probably provide the BEST solution for all three (Taxi, TNC & Limousine) industries
- Nothing
- Limos have better ability to provide services.
- no impact
- No impact
- None
- It would make the field more competitive for limousines industry and attract more investors, drivers, and owners to the industry.
- Better business
- None
- Limousine work airport take same rate taxi to customers
- Nothing
- It will make it fair
- None
- minimal impact as it is a completely different clientele
- no change limo service is a specialty sector, limo users would not be using a taxi or rideshare service.

• As above
• Limousines are only affected by rideshare services offering luxury/limo car services and would impact it minimally.
• Not applicable
• I don't know.
• None
• No impact
• Not much
• No impact
• No impact
• None
• I am not sure
• It will be the same.
• Na
• It wont, people using a car service or limousine want the preferred car and driver
• Wownt be accessible for everyone.
• There is good amount out there ., shouldn't be a problem
• Not too much but according to the city growth city can take decisions
• Would keep revenues stable for limousines instead of decline

If the taxi plate system remains closed, and The City also controlled the number of rideshare and limousine vehicles on the road, how would this impact rideshares?

• same
• The city should not regulate he amount of ride shares. Let the free market determine this; and it will keep costs low for customers and the availability of rides high.
• Less drivers. Should eliminate lower ranked drivers
• More income, less time to work
• It will benefit rideshares. They will have less waiting time. They will make enough income to provide a quality service. It includes but not limited to the cleanliness of vehicles, no rush to get the next trip, or they can live on this income. Also, they can work less than 12 hours to make the day. Right now they have to work 12+ hours a day to make the day. They can not have rideshares as primary job as some times the average is less than minimum wages.
• Why to allow ride share companies to operate in the first place when you already have well organized taxi industry in place. city can release more plates depending upon the need, but at least the system was fare. OR let ride share companies to operate making sure the consistency in the availability of the rides and close down the livery transport department.

• Not much
• If they all come through same procedure like taking pepper training proper classes I think it will b individual choice Now one just leave his work in coverhaul starts driving
• It will provide a level playing field for both taxi and rideshares
• Rideshare will gain market share due to lower fares
• Less congestion on roads and more earnings for rideshare drivers
• It would be good for TNCs drivers not companies
• This option, especially if applied in logical numbers will probably provide the BEST solution for all three (Taxi, TNC & Limousine) industries. The multitude of TNC drivers who are not making a living wage or are casually flooding the (TNC) `system` to the detriment of others will also get a break.
• Nothing nothing
• Rideshares are in a less saturated environment and have ability to make a fair wage.
• Less rideshares means customers without ride. or longer wait times.
• Better customer service
• None
• It would make the industry more competitive. It would also increase the quality of service and drivers. This is as more people would get attracted to this industry and the income would be more stable and higher.
• Business better
• Ride shares will make less money
• This would make it fair for ridesharing drivers across the board
• City control to rideshares numbers
• More eork and competition meand good service
• Best idea for all the drivera
• more trips diverted to taxi....'even the playing field'.
• would not affect it at all.
• As above
• This would positively impact them, as this would allow both taxis and rideshare drivers to make a living and take home a fair piece of the economic pie in an already slow economy. there are too many rideshare drivers in excess of 9000 plus registered TNDL licences which is causing rideshare drivers to be online in excess of 16 hours plus, as their apps only count 12 hours of GPS driving, and the driver is sleeping between rides in which they wait for 1 to 3 hours for trips. If they could make a living in a 12 hour driving period, that would be reasonable. perhaps a floating daliy limt of drivers allowed to be online would be possible based on demand. Rideshare drivers are not getting a proper 8 hours sleep.
• More passenger
• I don't know.
• Good impact

- Positive for ride share and taxi drivers
- It should be done , every second car is uber
- No impact
- None
- It will remain the same
- No impact on them
- It wont, there are too many already
- Drivers hardship continue, and unable to pay bills or rise families.
- Won't hart them
- Ride share will have better business
- Too much rideshares incity no effort
- I BELIEVE EVERY ONE LIKE
- Keep revenues of drivers stable

If the taxi plate system remains closed, and The City also controlled the number of rideshare and limousine vehicles on the road, how would this impact customers?

- not sure until you make this happen. Calgary is going into bad times right now and we need to take this into account as to what you do to control everything.
- It will remain what it is now. Taxis are still the monopoly
- Better service.
- There should not be a big impact. Riders may have to wait for little longer. Some times they may have to pay a surge but still, it's cheaper than a taxi.
- not in anyway because there are enough taxis and rideshare drivers. Go to the airport and see how many taxi drivers and Uber drivers wait for hours and hours to get a \$10-20 trip from there. But again make the fare competitive between the taxi and ride-share.
- Not much
- Customer will not get any impact they will get thee choice of ride as of the current situation.
- It will be good for customers
- Fares may remain stable
- Customers are extremely well served
- Costumers will get quality costumer service which is good for them
- I again believe - if logically proceeded - this restriction will NOT have any negative (quantity, availability) impact on customers. It may improve the quality of service from TNC as only the professional drivers will remain
- Nothing its already so much texi and limo
- Longer wait times
- Hopefully all rideshare, taxi and limo can support customer demand during this procedure.

<ul style="list-style-type: none"> Limit and monitor the rideshare market to minimize surge pricing and let the market figure itself out.
<ul style="list-style-type: none"> Most impacted. Longer wait and expensive rides.
<ul style="list-style-type: none"> Better customer service
<ul style="list-style-type: none"> None
<ul style="list-style-type: none"> The field would be competitive and fair to all industries and customers. The customers would benefit from having more options to choose from when needing rides. The service provided by drivers would be of a higher quality as the job would be paying better and attract more professional drivers.
<ul style="list-style-type: none"> Better customer service
<ul style="list-style-type: none"> in my personal experience the taxi plate system should be open as limousine and ride share it is really good for driver and customers drivers have more options to switch the company or they want to drive independently. hundreds of drivers still bound to drive with one company and they have to pay too much on the name of insurance. some companies charge very high stand rents. there is also different attitude of companies with plate holders and non plate holders.
<ul style="list-style-type: none"> It would not affect customer at all. There are too many rideshare drivers
<ul style="list-style-type: none"> Customers have no problem now they have many options
<ul style="list-style-type: none"> Great service
<ul style="list-style-type: none"> No impact, there are enough drivers
<ul style="list-style-type: none"> None because the market is way too saturated. I can barely get any customers in rush hour
<ul style="list-style-type: none"> there currently appears to be more than enough supply to meet the demand of Calgarians, by having the city control all plates, rideshare and limousine it could negatively impact the customers during peak times, however leaving an abundance of livery vehicles during off hours.
<ul style="list-style-type: none"> there would be a slight decrease to availability, but ride share customers never complain about the lack of availability
<ul style="list-style-type: none"> Less rides, less options
<ul style="list-style-type: none"> Customers would not care as long as a floating daily limit of vehicles allowed in service online was able to handle the demand.
<ul style="list-style-type: none"> Long waiting hours
<ul style="list-style-type: none"> Customers might wait a lot.
<ul style="list-style-type: none"> No impact
<ul style="list-style-type: none"> If there is enough number of taxi, ride share and limo, I think closed option will not impact on customers
<ul style="list-style-type: none"> Fare price deal for them
<ul style="list-style-type: none"> No impact
<ul style="list-style-type: none"> No impact
<ul style="list-style-type: none"> None
<ul style="list-style-type: none"> Longer wait time

- They will pick the fastest and cheaper fare.
- No impact as there are sufficient supply of cabs in city
- I believe there are enough options for the consumer
- Customer are picky, no matter what city do they complain too much
- Customer gets enough supplies like taxi limousine rideshares
- No effect

4. There are currently different regulations in place that affect the rates that can be charged to customers for taxi, limo and rideshare trips. Rates are the prices people pay for a ride. For example, The City sets a taxi meter maximum rate, however taxi brokers can lower the rate at any time. Limousine rates are not regulated and any trip (taxi/limo/rideshare) booked through approved Apps, may set their own prices. What do you think would improve fairness across the industries?

- As an Uber driver I am satisfied with the current regulations
- Same pricing.
- No
- Yes. city should control their rates as well
- Same rules for everyone
Same license procedure
Before getting on to the road all must follow same procedure
Driver training, rules, fees etc
- Let the competition set the price
- Brokers must provide APP services in the taxi with the same kind of flex rate for peak hours.
- Bringing in the Uber to equal terms and conditions of the taxi industry.
- There should not be any surcharges at all to any kind of transportation
- Leave as it is. Or city can set up rate that would be suitable for both driver and customers.
Surge price is important in order to encourage driving during bad weather climate
- No you guys taxi r live your step son put taxi and rideshare price same
- Regulated rates for all. Both a minimum & Maximum.
- Rideshare and taxi should have same price.
- Make sure over charging does not take place. Fair handling of prices so the customer has choice at all times.
- Remove regulation of rates...free market will fix it.
- Customers should know what they will be paying at least Approximately within +-5% range.
Rest everything is fine.
- Taxi and Uber rates should be same and limousines rates should be 40% more
- rideshare trips should be the same with taxi rates. because it is not fare for rideshare drives.

<ul style="list-style-type: none"> There should be a minimum rate for all industries. There also could be a cap on the fare rate charged to customers. The charged rates from different industries should be as close as possible to each other specially, the taxi and ride-share industries.
<ul style="list-style-type: none"> Limos use flat rates. I think there must be same rates for all taxi companies and must be controlled by city instead of setting by taxi brokers.
<ul style="list-style-type: none"> In winters taxi rate should increase as per shifts as ride share companies doing
<ul style="list-style-type: none"> Yes
<ul style="list-style-type: none"> rate should be fix by city
<ul style="list-style-type: none"> I want fair taxi and rideshares same by law
<ul style="list-style-type: none"> Same fare rideshare and taxi
<ul style="list-style-type: none"> Who said that anything was unfair?
<ul style="list-style-type: none"> To not allow rideshare and taxi to oversaturate drivers. ALSO there is no where to stop in rush hour to pick up customers so stupid law enforcement is always giving tickets eating into our living wages
<ul style="list-style-type: none"> leaving it the way it is would be best as a rideshare may cost less for a customers but a rideshare driver gets paid less by the rideshare company. A taxi driver pays more for stand rent etc, but typically makes more from the metered rate.
<ul style="list-style-type: none"> same price for all
<ul style="list-style-type: none"> The government should stay out of it, let the company Set rates for competition
<ul style="list-style-type: none"> There should be minimal regulation of rates. The current systems are great, however, the Taxi's really should move to the rideshare business model for safety, financial, better tracking and monitoring of passengers, and better cost recovery options.
<ul style="list-style-type: none"> The industry should be allowed to set their own rates, as long as it is reasonable
<ul style="list-style-type: none"> Let industry set the their own rates, but ensure those rates were reasonable.
<ul style="list-style-type: none"> Every company needs to set there on rates.
<ul style="list-style-type: none"> Drivers manipulate rate And customers not left out on their pranks All affect the industry name
<ul style="list-style-type: none"> Cut the surge pricing on Uber.
<ul style="list-style-type: none"> The maximum rat is good
<ul style="list-style-type: none"> Regulation
<ul style="list-style-type: none"> Yes
<ul style="list-style-type: none"> City should set rates
<ul style="list-style-type: none"> Should be equal price for taxi and rideshare
<ul style="list-style-type: none"> Regulate fare charges for every one
<ul style="list-style-type: none"> There should be only one standard / Regulation for all commercial vehicles
<ul style="list-style-type: none"> Only one regulation will work
<ul style="list-style-type: none"> Control volume

<ul style="list-style-type: none"> Minimum rates should be set by the city to make the competition fair. Both tnc and taxi drivers are miserable because Uber is undercutting taxis and no one is able to make money.
<ul style="list-style-type: none"> Every form of transportation - taxi, limousine or rideshare has specific reason and outcome based on policy. It will make a lot of sense if the rates are controlled by the original originator to avoid complications.
<ul style="list-style-type: none"> I think that this is great the way it is right now.
<ul style="list-style-type: none"> Stop the ride share company or stop the taxi. Only 1 industry work.
<ul style="list-style-type: none"> The rates should be set for taxis and ride share to allow for a competitive market,
<ul style="list-style-type: none"> yes right now ride sharing drivers are getting unfair rate
<ul style="list-style-type: none"> a fair competition
<ul style="list-style-type: none"> Wheelchair Access van had the hardest hit and lost a lot of money ,. How should be responsible.,
<ul style="list-style-type: none"> Ride sharing rates are pretty straight and there is no dispute on fares
<ul style="list-style-type: none"> It's no fair city should control
<ul style="list-style-type: none"> SHOULD BE
<ul style="list-style-type: none"> Everyone's rates should be not tracked
<ul style="list-style-type: none"> Same rate for all Uber X and XL vehicles
<ul style="list-style-type: none"> Taxis and ride shares should have a regulated fare. Limos can have a different rate because of the service they provide. Taxis should also have the right to do a street haul, and the right to charge a minimum.
<ul style="list-style-type: none"> When using a taxi App, the rates for an X and XL should be the same for taxis, and rideshare.
<ul style="list-style-type: none"> I agree with above statement.
<ul style="list-style-type: none"> Across taxi, limo and rideshare, i think that customers should be prepared to pay more at certain peak times such as early morning, rush hours. This will also encourage more drivers.
<ul style="list-style-type: none"> The rates that Uber allows for drivers is terrible.
<ul style="list-style-type: none"> One taxi driver request that brokers should not be allowed to reduce their rates. They have reduced for 2.5 years and cost us about \$10,000/year. Rates should be fixed by the City: taxi, limo, rideshare. Limo and rideshare are taking advantage of bad weather and charging more. The City should fix all rates and brokers not allowed to lower.
<ul style="list-style-type: none"> One participant pointed out that maximum regulated rate is \$3.80 for the first 120 meters; not \$3.90 as in Drivers Questions sheet.
<ul style="list-style-type: none"> The other driver agreed that the City must set rates and not allow brokers to lower them. Brokers are doing well financially; drivers are not.
<ul style="list-style-type: none"> ACE cards: this is a special program for customers who would normally take public accessible transport service but City has contracted to Checker Cabs. Driver takes the card as payment but it is discounted and not fair to the taxi driver. He want all taxi companies to have to take the ACE cards. The City may need to look at the enforcement of the contract by the Checker company. The intent is that the driver does not take a discount on these rides.
<ul style="list-style-type: none"> Regulated rates for trips arranged through an approved App: City thinks that the driver can charge flexible costs on the app; the driver says we still use a meter. This is another area for

City to examine. The City should change No to Yes under Table 4 first line (regulated rates/fares for trips arranged through an approved App)
<ul style="list-style-type: none"> • Thinks they are already fair. Customers are aware of the rates prior to taking the ride and agree to them in advance. Taxis do have the option to charge less to be competitive.
<ul style="list-style-type: none"> • Equity for the rate would help to improve fairness. There should be a set limit for price for surge. It does not improve the number of rides for drivers and negatively impacts customers. hey should not lower the rate for taxis either because the driver is still paying to the broker
<ul style="list-style-type: none"> • The surge pricing needs to be limited to keep customer service and driver safety (ie. overworking or rushing to get as many rides as possible)
<ul style="list-style-type: none"> • Base fair for taxis so there should be a base fair for TNC. If the TNC driver is going a short distance there should be a base fare to the ride that helps to incentives TNC drivers to take rides less than 3km there is a regulation on this for Taxis so it should be the same for TNC.
<ul style="list-style-type: none"> • There is a guarantee from a taxi perspective because the mileage is being counted for Taxis. The minimum is very low for TNC (ie. 10 cent waiting fee)
<ul style="list-style-type: none"> • The base fair could be same or similar to taxi and the customer won't be impacted by increase in price
<ul style="list-style-type: none"> • TNC drivers are refusing trips based on distance so if there was a base, there would be more incentive
<ul style="list-style-type: none"> • There should be a 311 for TNCs that drivers and customers can provide input to help make the system fair for both.
<ul style="list-style-type: none"> • Customers think taxis cost a lot. This is partly because they don't know what their end fair is.
<ul style="list-style-type: none"> • Some drivers said to leave it the way it is because it is working fine.
<ul style="list-style-type: none"> • City should not control fares. It should be deregulated for all streams.
<ul style="list-style-type: none"> • Set a minimum rate for any trip (e.g. \$5) by any driver to ensure a decent rate for short trips.
<ul style="list-style-type: none"> • No meter in Uber - Customer pays Uber by km, taxi drivers paid by time, this would increase fairness to Uber drivers by paying for their time. Uber drivers should get wait times, they are burning fuel waiting in traffic
<ul style="list-style-type: none"> • Uber should do something for drivers' wait times and stuck in traffic time
<ul style="list-style-type: none"> • Avoiding traffic can free driver up for more trips
<ul style="list-style-type: none"> • ask the customer if they would prefer another route - customers want to save money
<ul style="list-style-type: none"> • Less money for Uber on longer trips. Taxis get \$200 to go to Banff, Uber gets \$100. Higher rates for Uber drivers.
<ul style="list-style-type: none"> • Limos being able to set rates enables them to attract a different niche of customers. If taxis raised their rates, Limos would have to raise theirs, otherwise the customer would choose a limo, and limos would then have different customers than their target client.
<ul style="list-style-type: none"> • Same rates across the sectors
<ul style="list-style-type: none"> • Limo has more opportunity to address the experience (lights, alcohol, etc) and therefore bigger investment - and should be able to charge differently.
<ul style="list-style-type: none"> • Because of the way Uber remunerates, money leaves the country immediately (15 - 25%??)
<ul style="list-style-type: none"> • How do we compete fairly with each other?

<ul style="list-style-type: none"> TNC's have a legislated competitive advantage right now ... when TNC and taxis are competing in the same market and can set different prices.
<ul style="list-style-type: none"> The difference between taxis and limos... we compete in different market segments (limos / sedans compete in luxury market and people are willing to pay more for that luxury).
<ul style="list-style-type: none"> TNC's can leverage surge price because demand is high and cab drivers can not.
<ul style="list-style-type: none"> Should be the same rule for all taxis; we have 2 different sets of licenses (some have minimum hours / some do not) - this should be the same for all plates - keeps all plates on the road
<ul style="list-style-type: none"> In some markets - TNC drivers are being paid nothing and revolting... in a closed system it is difficult for a driver to find an alternative way to make a living.
<ul style="list-style-type: none"> TNC should be regulated to avoid price surging - price can change before fare gets in the car and their cc just gets charged; The opposite is also true - Rideshare offers extremely reduced rates during low times, undercutting cabs; make a more level playing field; Levelling the playing field will eliminate price gouging by Rideshare.
<ul style="list-style-type: none"> Participants stated that what isn't in here are the fees charged From LTS to the industry participants. City staff person at the table (SME) said that the fees will be looked at later in the engagement process. One person says that the fee charge should be part of this consultation. The facilitator advised the group that she would record their comments on the topic, holding one round table comment from each person. Participants agreed and commented as follows: We, meaning taxis, are still paying and how long will we, the taxis, still need to continue? Another person said that there would be one badge, one fee for all participants and one vehicle fee registration and all the same across the board. The four participants agreed.
<ul style="list-style-type: none"> Talking about rates as per the question: leave the meter rates and rates where they are. If a closed system, the City should control it. The rates are not a major problem
<ul style="list-style-type: none"> The four participants reiterated that three major problems exist: 1) The City is not enforcing its livery bylaw. 2) by doing so, it creates an advantage for one provider, namely, the TNCs. 3. the fee structure discriminates and taxis end up subsidizing the TNCs.
<ul style="list-style-type: none"> One person said that there is confusing about fees and rates.
<ul style="list-style-type: none"> Suggested the potential for a minimum rate to make it more fair across the industries.
<ul style="list-style-type: none"> Its important for taxi companies to offer both app-based booking and meter rates to support both kinds of customer (e.g. the ones who want to know the final cost and those who hail a cab and are okay with the metered rate).
<ul style="list-style-type: none"> There is potential to look at raising the maximum rate for taxis
<ul style="list-style-type: none"> Right now, people sometimes choose to take taxis only when rideshares have surge pricing. It needs to be more fair so that taxis are always considered as an option.
<ul style="list-style-type: none"> While taxi brokers can lower rates, this isn't really possible because of the additional costs of operating a taxi company - There is a disparity between what the company makes and what the driver makes.
<ul style="list-style-type: none"> Rideshare can do whatever they want to meet supply and demand (lower or increase rates based on availability of vehicles).
<ul style="list-style-type: none"> Being paid a guaranteed rate per trip (even for no shows) through a centralized dispatch would allow the taxi industry to compete on a more competitive basis with rideshare.

- From a customer perspective, there are no issues with the current rate system. The disparity is on what the drivers make in different industry. There are additional costs to driving a taxi through a brokerage.
- Ubers can charge more at surge times but taxis can't because their meters are set. Everyone struggles during the day but during surge times (late at night), rideshare drivers can make money that is not available to taxi drivers. This is not fair.
- Customers should know the fare beforehand.
- Taxi drivers have never had any control over changing the rates. Only the taxi companies can change rates.
- Surge pricing works well for uber, but not well for taxis. Taxi companies should have the option of charging at any given time.
- Limo drivers should be able to charge whatever they want.
- Uber drivers do not really get paid for their time, only by the number of km they drive.

5. What would improve safety for drivers?

- Taxi drivers are the worst
- Drivers shouldn't have to worry about getting 1star because they refused a trip because of safety.
- Get the police to take the driving career seriously and respond better
- Better road tests
- Child car seat is need to improve big time for Uber
- Proper training
Good mode of payments
- Rideshare drivers are safer due to prepaid trips and no money being exchanged. Not to mention customer and driver rating system. If taxis use this model, they would be safer as well
- pre-authorized payment
- Glass barrier separating backseats in taxis. NA for rideshares
- Install a pre-collision device, HUD on Taxi, ridesharing vehicle and limo, that could improve safety.
- Compulsory Winter tires with good grip should be added to existing safety rules.
- All drivers should have safety cameras
- Taxi shield and put cameras on uber and big uber sing on both side door so people cab see its uber
- Separate cabins. Pre pay system
- Driver safety for InOrbs drivers has been a non-issue. Compliance with Uber passengers has been a bit of an issue. Talking more with TNCs regarding passengers who misbehave (I personally had a passenger threaten to beat me up in a late-night trip when he and another

passenger refused to act in a safe manner in my vehicle) would be a good way of working to ensure driver safety.
<ul style="list-style-type: none"> • Stricter requirements for safe driving records for all professional drivers regardless of type of service.
<ul style="list-style-type: none"> • Camera
<ul style="list-style-type: none"> • Proper street servicing during winter. A handbook on where and when to drive. Passengers/customers need to know how to act safely. Zero tolerance for violence.
<ul style="list-style-type: none"> • Proper knowledge and guidance. Plus training to handle tough situations.
<ul style="list-style-type: none"> • City should pay for taxi frauds
<ul style="list-style-type: none"> • Always follow the rules
<ul style="list-style-type: none"> • more training
<ul style="list-style-type: none"> • Quick response from Police when taxi drivers require assistance. For instance, CPS can establish a special help line for drivers. Having GPS, radio, and dash camera in all ride provider vehicles.
<ul style="list-style-type: none"> • Proper training is required and there must be a refresher course in every two years in this regard (online and in class). should be free or at nominal cost
<ul style="list-style-type: none"> • Shield in cars between customers and drivers
<ul style="list-style-type: none"> • Shields
<ul style="list-style-type: none"> • camera should be mandatory in taxi and ride share
<ul style="list-style-type: none"> • Camera need every taxi and rideshares
<ul style="list-style-type: none"> • Pre-arranged limo chauffeurs - this is not a problem.
<ul style="list-style-type: none"> • Same background checks for every passenger as drivers
<ul style="list-style-type: none"> • The ability to reject any customers. Right now we are being coerced by Checkers to accept all rides, not taking on account the violence, harassment or lack of payment we could get. We are the ones on the route taking the risks, exposing ourselves to risky customers. Sometimes we have already taken customers that have behaved badly and checkers doesn't have a system to veto them.
<ul style="list-style-type: none"> • Camaras
<ul style="list-style-type: none"> • Mandatory Driver training and road testing for all drivers. Mandatory all-weather - winter rated tires or winter tires. NOT ALL-SEASON that are only rated to -7 degrees.
<ul style="list-style-type: none"> • Mandatory front and rear camera recorders in rideshare, taxis, and limousine vehicles. Mandatory Driver training and road testing in rideshare, taxis, and limousine vehicles. Mandatory All Weather (Winter rated) or Winter Tires on in rideshare, taxis, and limousine vehicles.
<ul style="list-style-type: none"> • Install safety shield
<ul style="list-style-type: none"> • Ensure to obey regulations
<ul style="list-style-type: none"> • I can't pay for a shield in somebody else's car.
<ul style="list-style-type: none"> • Install safety glasses
<ul style="list-style-type: none"> • Training and proper enforcement
<ul style="list-style-type: none"> • A camera will be helpful in rideshare vehicle

• Safety training and camera should be require in each car
• Cameras
• More strict regulations for drivers
• Communication
• For tnc: riders must be vetted. Also driver information should be removed from rider app one week after taking the trip with the exception of the first name. Currently drivers complete profile stays on riders app forever.
• Better support and rider being punished for breaking the law and vice versa.
• There should be a better way to charge the customer in case of vandalism to the vehicle (vomit, damage to the interior, etc)
• Prepaid trips
• uber drivers not experienced
• Yes
• Tyre changes and scheduled car inspections
• NA
• Camera
• Every complain a driver dose about not doing the right safety driving should be Taking in consideration question the driver ,
• better rules
• Need more secure steps for drivers
• SAFETY FIRST FOR DRIVER AND CUSTOMER
• Nothing
• Uber rating for a driver by the customers can affect my safety, since a lower rate may affect my performance.
• I prefer customers to sit in the back. I assess the behaviour of the customer and connect with her/him in an appropriate way.
• Mandatory winter tires on all taxis, limos and rideshares. This will reduce rates of insurance companies, increase safety. Even if winter tires require a substantial money investment, it is essential when transporting people.
• When picking up someone at midnight who may be drunk, a driver must be patient. Don't escalate the conversation when the passenger says something. Driver training could help us to knew how to deal calmly with the customers. Integrate into driver training.
• Safety of drivers is not bad in Calgary; some incidents but not bad. Customers may fight and swear but rarely attack the drive.
• Sometimes I feel like I need a law to have pepper spray.
• The cameras within the taxis made a big difference to increase safety. To improve safety for drivers, require cameras in rideshare, limos, etc.
• Drug dealers used to use taxis for transport, however, do not now because of the cameras. They now use Uber.
• Getting enough sleep - Some drivers drive long hours and exhaustion is impairment.

• Not sure what can be put in place to avoid assault, etc.
• Have never needed a camera in her limo, but could see the benefit if it was implemented.
• Safety of the driver and customer would be improved by the training. The driver should be able to add to the TNC trips to ensure their safety (ie. adding stops to the trip to ensure tracking of the driver and passenger)
• Training would help to know the bylaws and safety protocol.
• Pickup and drop-off are main safety issues. passengers assume they can just stop in the road when they need to get out and drivers have experienced passengers jumping from the ride when they need to get out or at their convenience.
• Cameras for drivers and passengers, but no regulation or fees for use or cameras. they should not be mandatory but there could be an incentive for drivers to have a camera (reduced fees, support from the bylaw or regulation).
• The rideshare drivers feel safe because they do not deal with money and are not targets for robbery.
• Some of the pick up/ drop off zones are unsafe because they are hectic areas during peak times. People are running in between and in front of cars; there are also a lot of vehicles in the area and the potential for collision increases.
• No parking in busy locations and narrow streets after 8pm on weekends would help (e.g. 10th Ave, 17th Ave).
• App allows drivers to have some comfort with riders before they get in the car.
• There should be a requirement to have winter tires on rideshares.
• There should be a system for reporting "bad" drivers no matter what type of livery service they provide. There should also be a way to report dangerous drivers on the road to the police.
• The cameras are the best. Taxis also need the ability to decline customers when they feel it will be unsafe to drive them. There should also be financial repercussions for bad passengers
• Camera, Uber has customer information; give taxis customer info
• Training in customer service and safety - how to deal with drug or alcohol or domestic situations, conflict resolution
• Develop relationships
• Pull over safely and bail out
• Give everyone the duress button
• Mandatory Cameras - would also improve insurance rates as well as increase safety; training for de-escalation techniques; discourage curbside pickup (is illegal for limos and rideshare but still happens) as no recourse and no knowledge or info on the customer - train drivers on the risk.
• Customers misbehave immensely when they are anonymous.
• Train drivers to let dispatch know where they are at all times.
• Limos get cc info and address info on every trip.
• Driving at night, more safety issues (threats, insults).
• Screening potential customers (where headed, how pay, do you have money?)

<ul style="list-style-type: none"> • Not worth it to call the police - they won't come.
<ul style="list-style-type: none"> • There are people who are just difficult passengers ... it used to be that we, as taxi drivers, could pressure them into being more respectful by threatening to eject or not pick them up... but now, with rideshare business model, you have to have a credit card and this has stratified our customer base ... rideshare takes more of the responsible customers... we are left with more of the irresponsible riders AND coupled with the financial pressures on taxi drivers - much less easy to turn down the customer.
<ul style="list-style-type: none"> • Education (ad campaign): taxis are deserving of respect; people are often more respectful of uber cars because they see it as someone's car; 'bill of right'.
<ul style="list-style-type: none"> • Not sure this is a problem that can be fixed ... this is the nature of the industry
<ul style="list-style-type: none"> • Upfront payment requirements need to be more transparent.
<ul style="list-style-type: none"> • Cameras! Even though it is expensive, can record events, and prevent Break and Enters, customer behaviour. Can also prevent bad customer behaviour - is a very useful prevention tool, as well as an evidence tool; customer service training can help prevent conflicts or disputes.
<ul style="list-style-type: none"> • Training on how to deal with customers; how to defuse a situation. The training needs to start with what it takes to get a license and this requires English proficiency. Improve the requirements for a license. Start with the basics. See the comments under Q1.
<ul style="list-style-type: none"> • Another person says it is all about the training. The driver needs to be trained on what he could run into and how to deal with it. Drivers usually use their emotions rather than knowing how to defuse at the start of a conflict situation.
<ul style="list-style-type: none"> • Most of the incidents happen outside of the vehicle because the driver chases the customer to get a fare. Teach drivers to never chase a customer.
<ul style="list-style-type: none"> • All taxis, limos, TNC should have a camera installed and this helps drivers and customers. City has concerns about citizen privacy but TNC drivers already put them in.
<ul style="list-style-type: none"> • Licensing as per Q1: Defensive driving DDC class should be required.
<ul style="list-style-type: none"> • Cameras made a big difference to safety in taxis and have pretty much curbed everything (calms aggression when passenger knows the camera is there).
<ul style="list-style-type: none"> • Safety shield is an option to improve safety but also impacts customer service and makes customers uneasy.
<ul style="list-style-type: none"> • Driver training is important - Defensive driver training or more intense driver training would be an asset. Situational training for drivers to deal with difficult customers is another option. Need more training to support this situation knowledge so they do not just have to learn this from experience.
<ul style="list-style-type: none"> • Driver fatigue is an issue - need a limit on length of time a driver can be on the road
<ul style="list-style-type: none"> • Requirement for winter tires on all vehicles.
<ul style="list-style-type: none"> • Gave example of taxi training college in Toronto that trains all taxi drivers. The challenge with this would be the cost and who pays for it.
<ul style="list-style-type: none"> • Continue driver training (advanced mountain & inclement weather driving skills); Safety equipment for remote & mountainous areas.

- Drivers are on the road every day/night and they face other drivers that are very dangerous (e.g. drunk drivers) and therefore do not feel very safe on the road. The public needs to be better educated to make for safer roads.
- The cameras have improved safety and resolved some of the safety issues that previously existed. Issues are not within the vehicle but rather outside of the vehicle.
- Learning how to manage unruly or drunk customers.
- A lot of the issues with customers cannot be controlled through city regulations.
- Cameras. No longer "my word against his." But this is not regulated for Rideshares.

What would improve safety for customers?

- Tougher requirements to get their license
- No is no.
- Screen drivers more
- Better drivers
- Cameras in ride share and better monitoring of them
- Proper driver training safety classes
- Customers are safe as is
- Camera in the vehicles
- Non issue for rideshares
- Drivers training and law enforcement
- Distraction of drivers through abusive words should be prohibited.
- Zz
- Encouraging different types of confirmation between customers and drivers (code, name, etc...)
- Same as above, plus yearly abstract reviews for ALL drivers in the industry.
- Camera
- Police checks on drivers and drivers that educated on proper ride share driving. City needs to track down bad cab drivers. Safety is priority one.
- Knowledgeable Drivers and customers rules and regulations.
- Trained drivers
- Focus our driving and follow speed limit
- n\ a
- Cameras in vehicles.
- Responsible customers shields
- Customer is safe
- there should be camera in taxi and all ride share
- Safe enough with all the checks that city has for the drivers
- Ven camera and immediate action

<ul style="list-style-type: none"> • Mandatory driver training and road testing. • Mandatory all-weather -winter rated tires or winter tires. • Mandatory front and rear cameras in all vehicle types. ie taxis, limousines, and rideshare vehicles. • Prohibit publication in social media of camera recordings of passengers without their consent. • Should only be used for safety, accident investigations, or for driver/rider disputes.
<ul style="list-style-type: none"> • Mandatory front and rear camera recorders in rideshare, taxis, and limousine vehicles. • Mandatory Driver training and road testing in rideshare, taxis, and limousine vehicles. • Mandator All Weather (Winter rated) or Winter Tires on in rideshare, taxis, and limousine vehicles.
<ul style="list-style-type: none"> • Safety sheld
<ul style="list-style-type: none"> • Be friendly and polite
<ul style="list-style-type: none"> • Put cameras in users just like we have.
<ul style="list-style-type: none"> • Insist they are aware of child seat rules
<ul style="list-style-type: none"> • Background checks
<ul style="list-style-type: none"> • Again Camera
<ul style="list-style-type: none"> • Same proper training and camera in each car
<ul style="list-style-type: none"> • Cameras
<ul style="list-style-type: none"> • No major concern right now
<ul style="list-style-type: none"> • Ethics
<ul style="list-style-type: none"> • Same. This should not be only by banning driver from driving or banning riders from ridesharing or pooling but something that will be more effective and put every body in the right sense and have respect for the rider and vice versa.
<ul style="list-style-type: none"> • Warranty hold against driver.
<ul style="list-style-type: none"> • Yes
<ul style="list-style-type: none"> • Driver need to have the city knowledge, all traffic obligations, understanding the client's needs and choosing the most convenient rout.
<ul style="list-style-type: none"> • N A
<ul style="list-style-type: none"> • The same is true for Customers which is Camera
<ul style="list-style-type: none"> • uber is doing a better job safety wise for the driver as well for the customers . installing cameras inside and outside the vehicle and make it mandatory can improve lots of problems .
<ul style="list-style-type: none"> • Video survilans pluse reciepts
<ul style="list-style-type: none"> • Protection shield
<ul style="list-style-type: none"> • safe driving
<ul style="list-style-type: none"> • VERY IMPORTANT SAFETY FOR CUSTOMER
<ul style="list-style-type: none"> • Nothing
<ul style="list-style-type: none"> • A driver needs to have winter tires. The City needs to continue vehicle inspections.
<ul style="list-style-type: none"> • A driver needs to understand and respond appropriately to the customer.
<ul style="list-style-type: none"> • Do not have perfumes or scents in the car because some customers have allergies.

<ul style="list-style-type: none"> I drive a 2012 vehicle. I think that the age limit of car should be changed to 8 years for rideshare, headrests should be in place and should be inspected, and vehicle should be equipped with air bags and curtain.
<ul style="list-style-type: none"> Another driver said that the age limit of vehicles for Uber does not need to change.
<ul style="list-style-type: none"> See earlier comments. Cameras help safety for customers.
<ul style="list-style-type: none"> Customers are already safe. They can expect respectful and controlled behaviour from drivers.
<ul style="list-style-type: none"> Taxis are inspected for safety and cleanliness, etc. Customers can expect good condition of the vehicles.
<ul style="list-style-type: none"> i would like the customer training provided by the broker to include how to handle the complicated situations they may encounter with customers (no fare but too cold to not be driven, have a sick child and need to get to her, etc.) Customer service training is important to teach drivers how to help a customer in such situations.
<ul style="list-style-type: none"> sometimes, complaints about a driver to the company are exaggerated. If this is the case, when the complaint is proved to be false, then the driver should be compensated for the time spent at the offices. This should be put in the bylaw. The customer should be told that if the complaint is proved wrong, then he/she will pay. A charge would be placed on the customer's credit card.
<ul style="list-style-type: none"> Encouraging healthy driver behaviour (e.g. rest, getting enough sleep, etc.) will improve safety for customers.
<ul style="list-style-type: none"> Maintaining vehicle inspections and encouraging regular vehicle checks by drivers.
<ul style="list-style-type: none"> Pickup and drop-off locations. While regulating the places that people can be picked up, there should also be places that people can not be picked up. (ie. No stopping zones)
<ul style="list-style-type: none"> Ensuring better marking for rideshares could help customers know they are taking a legitimate ride (e.g. red TNC sticker, beacons).
<ul style="list-style-type: none"> Driver training. More training from The City. Also, limiting the number of plates for rideshares will screen out less professional drivers. Also, rideshares should have cameras for safety.
<ul style="list-style-type: none"> Camera.
<ul style="list-style-type: none"> Mandatory Cameras - increase safety; dispatch knowing where the car is also increases customer safety.
<ul style="list-style-type: none"> Drivers are the ones who are the point of contact with the passenger and when you have frustrated taxi drivers you will have service issues.
<ul style="list-style-type: none"> Responsibility of city because city regulates the industry.
<ul style="list-style-type: none"> [removed] Effective screening is important!
<ul style="list-style-type: none"> Awareness for clients of impacts of their behaviours.
<ul style="list-style-type: none"> Cameras! Drivers will be careful if know they are being recorded.
<ul style="list-style-type: none"> Having more mature drivers - the more life / work experience a driver has the better they handle things; Drivers with children are able to resolve conflict a bit better :); older drivers are more financially secure and aren't desperate - therefore their customer service skills can be better - reduces conflict and gets better tips; Experienced drivers have often had similar life events as customers and therefore can be more empathetic; Background checks need to be

<p>done on an annual basis for everyone; Demerit / Convictions can make or break a good driver - consistent across the board - add convictions to the system.</p>
<ul style="list-style-type: none"> Cameras as above.
<ul style="list-style-type: none"> It is hard to provide customer training as to appropriate behaviour when hiring a taxi, limo or TNC.
<ul style="list-style-type: none"> All of the above also supports customer safety.
<ul style="list-style-type: none"> Practices that prioritize safety (route flexibility offered by premium pricing / team communications / proactive operations); Client safety protocols - adopt benchmark / best-practices across operations for all clients; Premium service offering dictates operating standards above regulation.
<ul style="list-style-type: none"> No comments provided.
<ul style="list-style-type: none"> Cameras. No longer "my word against his." But this is not regulated for Rideshares.
<p>6. The Vehicle Requirements and Safety Considerations (charts provided in engagement) relate to vehicle requirements and safety considerations that support safety for both driver and passengers</p>
<p>Why do you want the rules to be the same?</p>
<ul style="list-style-type: none"> I don't want rules to be the same! I checked the opposite answer.
<ul style="list-style-type: none"> none
<ul style="list-style-type: none"> I drive a few trips a month. I don't need branding or anything else. Don't need inspections as my vehicle is rarely out more than a few hours a month compared to 24/7 with limousines and taxis.
<ul style="list-style-type: none"> It is exactly the same type of service of transporting the public
<ul style="list-style-type: none"> Fairness. Please follow fair business regulation act
<ul style="list-style-type: none"> It will bring transparency
<ul style="list-style-type: none"> to provide level playing field for both taxi and ride-sharing vehicles
<ul style="list-style-type: none"> Because they all are serving the same industry with different terms and conditions. Which benefits the one and cause damage to the other. Airport fee which the ride share company charges from the client should be clearly mentioned on the app, when someone is booking the car.
<ul style="list-style-type: none"> Because we all do the same job we Transport people their safety is so important either they are sitting in a taxi or uber or limousine thanks
<ul style="list-style-type: none"> mechanical inspections, all cars should be inspected by an LTS inspector
<ul style="list-style-type: none"> Same price and rideshare vehicle r also work like taxi
<ul style="list-style-type: none"> For equivalency and transparency no place for the prodigal son everyone has to be treated the same
<ul style="list-style-type: none"> If both providing same services then rule should be same

• They are doing same job
• One rules that we follow
• safety is very important.
• To make the competition field fair and competitive for all stake holders, drivers, and owners.
• Fairness in industry as earning same but taxi expenses more than ride share
• Because both provide same service
• ever six months mechanical camera and there should be signs for ride share just as taxi have couple of signs
• To make a level playing field for everyone
• The pic same customers
• It shows fairness to everyone
• To make level playing field
• Inspection
• Both are doing the same job
• Should be equally opportunist for everyone
• The rules should be the same for both driver, non-livery drivers, and passenger safety for rideshare, taxis, and limousine vehicles. This is 2019., technology has the ability to accomodate and improve safety and monitoring.
• For the vehicle safety
• To maintain simplicity
• Safety is the first important.
• Fairness market
• Fairness
• Most of all the rules come out from the same office the same bylaw why Uber get better treatment then taxi and limousine can someone explain to me pls.
• It's unfair now as taxi driver pay more then anybody else as in inspection, licence and plate too..!
• Because nothing less it's a perfect rule for driver and customer safety,is more good if the licenses for 2 or 3 years, Thank you
• All rules regarding licensing, inspection and license renewal
• Working right
• All these different types of transportation are the same.
• Renewal licence fees the same
• Same rules should be for tnc and taxi
• Not have enough Idea
• so that you can be confident the drivers and vehicle are held responsible for maintaining licence and proper maintenance
• Coz the rules are strict enough

<ul style="list-style-type: none"> • i DONT FIND ANY CONTROVERSY ON THE PRESENT RULES
<ul style="list-style-type: none"> • For safety reason but the rate needs to improve
<ul style="list-style-type: none"> • Vehicles inspection and 57afety regulations should be the same, but the miliges and car age should be unlimited as long as the car is safe to be driven.
<ul style="list-style-type: none"> • It's good same as it is ,.
<ul style="list-style-type: none"> • It should not be two pages for same service it's discrimination in industries
<ul style="list-style-type: none"> • I do not agree that the rules should be different between taxis, limos and rideshares. Inspections should be every 6 months; payment should come out of the City budget for one inspection and driver pays for the second inspection; or Uber cost shares with driver. The reason is for increased safety, pride in Calgary transportation system. Taxi driver should pay for one; the City or company should pay for another inspection.
<ul style="list-style-type: none"> • We are doing the same business. We are all providing a ride service. We are using vehicles. Either all follow rideshare or all follow taxi. Why would rules be different, e.g. cameras, plate or decal, trade marking and colour, vehicle maintenance inspections, age limits.
<ul style="list-style-type: none"> • We plan our vehicle repairs around how long we are keeping the vehicle. Ten years is really good, so taxi needs to change from 8 years to 10 years.
<ul style="list-style-type: none"> • One driver said that the current taxi badge (with the driver's picture on it) is too large now and is hard to display in the vehicle or to carry easily in his pocket when he is away from the taxi. Reduce to a smaller size. Another driver said that the name and picture could be added to the sign in the back. Other driver said that he does not support this because broker will charge the driver. When he is in his cab, the broker and the City knows exactly he is driving and where and when. The badge size changed in 2014 before current technology existed to identify the driver.
<ul style="list-style-type: none"> • See earlier answers from rates, years for inspections, age limits.
<ul style="list-style-type: none"> • Taxi vehicle age limit used to be 10 years and is now 8 years. Go back to 10 years. Do not only extend by a year; actually change to 10 years. Gave example of how he plans to repair and replace his vehicle. Used to buy ex-police cars but changed after 9/11.
<ul style="list-style-type: none"> • Uber has 10 years for vehicle replacement. Taxi and limo should also have 10 years.
<ul style="list-style-type: none"> • Same rules for safety (e.g. vehicle inspections, age limits, etc.)
<ul style="list-style-type: none"> • Leave the cameras in taxis because the don't know the rider and payment is required, but video should be voluntary for TNC.
<ul style="list-style-type: none"> • No change to licence, decal, plate, colours or physical display.
<ul style="list-style-type: none"> • Inspection at 50,000 km or 6 months for all
<ul style="list-style-type: none"> • Cameras should be required in all vehicles to support driver and customer safety (e.g. proving what did or did not happen with a complaint). Some also thought this didn't need to happen.
<ul style="list-style-type: none"> • Copy of licence is available in some way for all systems - no need to change.
<ul style="list-style-type: none"> • Regulations for vehicle inspections should be the same across the board no matter whether it is at a 6 month or 12 month frequency.
<ul style="list-style-type: none"> • Vehicle age limits should be the same across the board.
<ul style="list-style-type: none"> • These regulations impact customer safety across the board. They should be the same regardless of the operator.

- For public safety (#1!); consistency for the customer - they know what to expect across the industry; skills are transferable between taxi, limo, TNC. Should be city specific training re bylaws, customer service, etc. Mechanical inspections should be done for every vehicle every 6 months, no matter what type of service. Costs across the board should be the same to level the playing field. TNC are regulated by the bylaw officers on the beat, yet only taxi and limo pay into providing that service.
- CCTV - all vehicles (can not be a sole source solution for installation) - latitude on which technology can be applied is helpful.
- Clear signage is important for all modes (rideshare, cabs, limos)
- Taxis are not allowed to drive with external damage; a rideshare is allowed to continue driving.
- Rideshares stop in unsafe places often (we see this).
- Inspections should be on the same frequency - if different intervals, then unfair.
- Why don't we have any independent taxis? The bylaw limits possibilities.
- This is an irrelevant question - it doesn't speak to the needs of TNCs / TAXIs.... the real issue is "what is the difference between Taxi and TNC?" Are we serving the same client? Should there be separate rules?
- If TNC serve a specific purpose, then rules should reflect that; the same is true with Taxis.
- Regulation around Limo reflects their specific needs.
- I'm not sure that TNCs and Taxis are different?
- Eg. Taxis can only carry 4 people because of seatbelt requirements - TNCs maybe not so much???
- Inspections should be by mileage, not by months, and the same mileage for all three, including stretch limos
- Increases safety and reliability - consistently across the industry
- esthetics - visual inspections (inside and outside) should be included in mechanical inspection; require everyone to have cameras; It's actually public transportation - so consistency is important
- Make livery driver licence mandatory displayed in all three
- Costs would be the same across the board - levelling the playing field
- Make fees for plate or decal the same for all three
- Rate decal should be in taxi and rideshare
- TNC should have a color or identifying mark, such as a magnetic sign on the side
- Vehicle age limits should be changed to be by mileage for all vehicles in the industry.
- The licensing should primarily be the same. Participants discussed each item:
- Cameras: yes for Taxi and TNC. One participant says optional for limo; others say apply to all.
- Physical copy of license in vehicle: all the way across. TNC should have a physical copy in the car.
- Plate or decal required: the wording is misleading, i.e. plate or decal. What is the difference? They are both licenses. There is no difference between plate and decal. All taxi, TNC and limo

<p>have a license and should display it. There should be a license associated with every vehicle and every driver; whether taxis, TNC or limo. See #2.</p>
<ul style="list-style-type: none"> Physical meter rate decal in vehicle: customers don't look at it. It is not necessary and is an expense to the City and to the driver and broker. There is no need for rate sticker. it can be a safety hazard as it can block a shoulder check by the driver.
<ul style="list-style-type: none"> Vehicle distinguishing trade markings: it is a branding of the company for the customers. it does not matter seems to be the opinion of the four participants. One person says that the City should leave it up to the companies as to how they want to brand. The colours are for customers being able to distinguish. No distinguishing company markings exists except for Yellow Cab. One participants mentioned a concern that markings could be used as a disguise. One person said it is good to have a distinguishing colour for taxis and TNCs and that limos need to have their license sticker on display.
<ul style="list-style-type: none"> Vehicle mechanical inspection: same across the board except for stretch limos since they aren't used as much. Have inspections at six months for all except stretch limos unless they exceed 50,000 kms a year when it would be every 6 months.
<ul style="list-style-type: none"> Vehicle age limits: 8 years for taxis and limos; 8 years for limos for sedan limos; 10 years for stretch limo with exceptions
<ul style="list-style-type: none"> Livery driver licence on display should be the same across the board for all industries. Everyone should be able to have the option to show the licence on their phone. Or, alternatively, everyone should have it on display (... However, they are currently too large to easily display). Currently, LTS officers are the only people who ask to see it.
<ul style="list-style-type: none"> TNCs and taxis should have the same requirement for vehicle inspections (every 6 months) and age; Limos can be different as they have different amounts of driving, types of vehicles, etc. There should be no requirements as to the types of vehicles used (other than basic requirements like 4 doors, etc.).
<ul style="list-style-type: none"> Vehicle age requirements could go away and just have the vehicle be approved as long as the inspection is passed (companies can set their own fleet age requirements).
<ul style="list-style-type: none"> See additional comments as to how Highland is different from taxis / TNC's and therefore has different safety protocols and processes that wouldn't work for taxis / TNCs, but are needed to ensure consistent safety of experiences same as other industries.
<ul style="list-style-type: none"> TNCs should be required to have markings. They often make illegal moves (e.g. U- Turns, stopping in traffic) and they have no markings to indicate that they are a TNC and where a complaint can be lodged.
<ul style="list-style-type: none"> The requirements for vehicles allowed to be used by taxis and rideshares should be the same (e.g. if taxis can't use corollas, rideshares shouldn't be allowed to drive corollas either).
<ul style="list-style-type: none"> The regulation for the TNC vehicle inspection should also apply to taxis that drive less than 50,000km. (i.e. inspection every 12 months unless over 50K).
<ul style="list-style-type: none"> If taxi drivers take time off of driving, the broker will still charge them every month even though they are the plateholder. They would like to be able to put their taxi plate on hold with the City so they do not get charged. It was noted that this is the city regulation currently (i.e. that you can shelf your plate with the city for up to 240 days).
<ul style="list-style-type: none"> Agree with 6 month inspections for vehicles that are continually used.

- Taxis should be allowed to work longer than 8 years if they are in good condition. They should be able to operate as long as they are in good condition. If years remain in the regulation they should be equal.

What rules do you think should be different, and, why?

- Why not ? Are they not working at present ?
- Don't need two TNDL and why we have inspection on brand new cars ?
- The current rules for TNC Uber driver vehicles are good and no change required.
- Inspections requirements should, preferably, be fulfilled by a single Alberta-approved inspection. For InOrbis, most of our drivers are required to get separate inspections for Calgary and Edmonton. It would be vastly preferable for our drivers to be able to use a single provincially approved inspection done at provincially recognized shops that the Livery office would accept for inspection purposes.
- Uber has it's own procedures for displaying that you are a rideshare driver. Mechanical inspections need to occur to show faults on vehicles in the same manner.
I thought something needs to be said. Many of you full-timers eclipse me in terms of trips and I currently have done 1830 trips and have seen a good portion of the Uber job as a part-time driver. With a background as an Air Cadet going through Leadership training back in the day, I have a fundamental belief in Society as a whole. I have gone through a few puking passengers, I have driven people home late at night that were happy I was their Uber Driver on that particular shift. Sure, my full-time job gives me 40 hours a week guaranteed, but having Uber allows me to never conflict with that job. And I don't think a goto of something like Instacart is a great goto when I have a passion for driving probably similar to yourselves. I don't really know if City Hall reads this forum, and I don't totally know whether a cap on new entries is the best idea but it may have to take place to secure the Uber and Taxi industry. And to increase the yearly fees would also kill off drivers like myself, because I joined this job not because I am rich, but that I need another job and currently Uber is a beautiful fit. If this causes me to be opposed to any one on this forum, then so be it. Please don't take away my Part-time Uber Job...I believe in Calgarians including people like yourselves!
- Inspection, Yearly is fine as it is savings for Drivers.
- Should be 10 years for taxi and limousine as well, as long as vehicle is mechanically fit
- Why pay renewal fee for our licenses every year & that too with police check, do we become criminals in few months
2. Why owners are charged for their plates year after year, whoever spent like \$150,000 would city negotiate the price difference who is responsible for all that?? Give everyone at least \$50,000 whoever bought or transferred(as yu day) in those years
- Ride share must lower requirements than the taxi or limo. Rideshare only going out for their free time at fulltime work.
- Police checks take too long, if they were done in a dedicated area they could be completed in a minimal amount of time. In Edmonton the process takes 15 minutes then the applicant

<p>takes the result to the licensing authority and the process is completed. Lineups not withstanding, it is much more efficient, the sources are the same. Also there is a provision for a two year license a bit less expensive for the licensees and less wasted time and resources.</p>
<ul style="list-style-type: none"> Like police check, fee structure camera in the car , car fitness, car life etc.
<ul style="list-style-type: none"> annual inspection should be same for ride share instead of semi annually.
<ul style="list-style-type: none"> I am satisfied with the current rules
<ul style="list-style-type: none"> Sorry to say anything
<ul style="list-style-type: none"> Maintenance records because for some it is full time and some it is part time. The city should also increase the years for the vehicles to allow for more entry opportunity based on the economy of the city because the more taxi, ridesahre or limousine that works the more money that comes into the municipal coffers to assist with the economic mayhem in the city right now. This could be reviewed from time to time as city comes out budget cut.
<ul style="list-style-type: none"> uber
<ul style="list-style-type: none"> most of the uber drivers are driving part time .
<ul style="list-style-type: none"> The ege or millieges of vehicle should be unlimited as long as the car is safe to be driven. Annually plate fee should be decreased, and the city should make the Taxi Plats affordable for Taxi Drivers to own.
<ul style="list-style-type: none"> ride sharing is different than other services so rules should different
<ul style="list-style-type: none"> DEPEND ON WHAT VEHICLE AND WHAT TYPE OF RIDE
<ul style="list-style-type: none"> I drive a 2012 vehicle. I think that the age limit of car should be changed to 8 years for rideshare, headrests should be in place and should be inspected, and vehicle should be equipped with air bags and curtain. Check the running boards on trucks.
<ul style="list-style-type: none"> Another participant said that customers want different things from the different rides, therefore, keeping it different allows the flexibility. An example is the camera required by taxi but not by Uber.
<ul style="list-style-type: none"> Another participant says that Uber driver carry out regular service checks at garages at 8000 kms and they are informed of any mechanical issues. We do not need more regulation about inspections since we self-monitor ourselves.
<ul style="list-style-type: none"> Another participant said to keep vehicle inspections every 12 months for Uber drivers.
<ul style="list-style-type: none"> A mechanical inspection is every 6 months for taxi; uber is once a year.
<ul style="list-style-type: none"> Good that taxi has same rules but uber does not.
<ul style="list-style-type: none"> Taxi has higher fees around insurance and inspections than uber.
<ul style="list-style-type: none"> Taxi companies payment system is expensive for taxi drivers.
<ul style="list-style-type: none"> Cost is a big pain.
<ul style="list-style-type: none"> Uber does not have right to flags or stands; if uber gets this; then it is not fair.
<ul style="list-style-type: none"> The taxi company has high standards.
<ul style="list-style-type: none"> Some rules are unique to each group and should remain that way (e.g. plates, decals, meter rates, distinguishing markings, etc.).
<ul style="list-style-type: none"> Potential to make CCTV cameras a requirement for TNCs to improve safety in those vehicles. Not sure why limos need to display licence - people in the back are not able to see it anyways.

<p>Could carry it and have it available to show if asked. Also feels that TNCs should have a requirement to display the licence.</p>
<ul style="list-style-type: none"> Currently, companies can have older vehicles if they pass inspection and are mechanically sound - this is appropriate and should continue to be allowed.
<ul style="list-style-type: none"> One driver would like an inspection should be 6 months for everyone (limo, TNC, Taxi) - 50,000 km either personal or work should be considered. Change CCTV to be required for TNC .Footage and repair would be stored with the driver. Video helps with safety and insurance.
<ul style="list-style-type: none"> Vehicle classification (registration) should be specific to service provided. For example, taxi registered as ride hail, limo registered as charter, etc. Make it clear what is required for registration / classification.
<ul style="list-style-type: none"> Cameras do not need to be in limos as this would go against why you hire a limo. Other than that it could be good for customer safety to require them in TNCs. Others thought they were not needed in TNCs.
<ul style="list-style-type: none"> Taxis should keep plates; Limo decals are okay, but the table felt that TNCs need better (bigger) markings/decals to more easily identify them. People can easily lodge complaints about taxis because it is easy to identify them but TNCs blend in and complaints don't come in as a result (e.g. driving behaviour complaints)
<ul style="list-style-type: none"> As long as it's okay that taxi companies can design their own meters, it is okay to keep that requirement.
<ul style="list-style-type: none"> Should relax requirements for taxi markings so they could have any colour of vehicle. Only have a requirement for a decal on any colour of vehicle.
<ul style="list-style-type: none"> See additional comments as to how Highland is different from taxis / TNC's and therefore has different safety protocols and processes that wouldn't work for taxis / TNCs, but are needed to ensure consistent safety of experiences same as other industries.
<ul style="list-style-type: none"> Taxis and limos are commercial vehicles. Rideshares are personal cars that are used by drivers to transport their families, etc.
<ul style="list-style-type: none"> For inspections, everyone should be 12 months (says uber rep). Why are inspection requirements different between standard limos and stretch limos?
<ul style="list-style-type: none"> Perception of unfairness around vehicle age requirements - 8 for taxi, 10 for rideshare. Inspections should be mileage based.
<ul style="list-style-type: none"> Uber beacon is very helpful for Uber drivers and customers. Uber beacon is clearly a marking which is in violation of bylaw.