



# Livery Transport Bylaw

Stakeholder Report Back: What we Heard (Industry)  
January 2020

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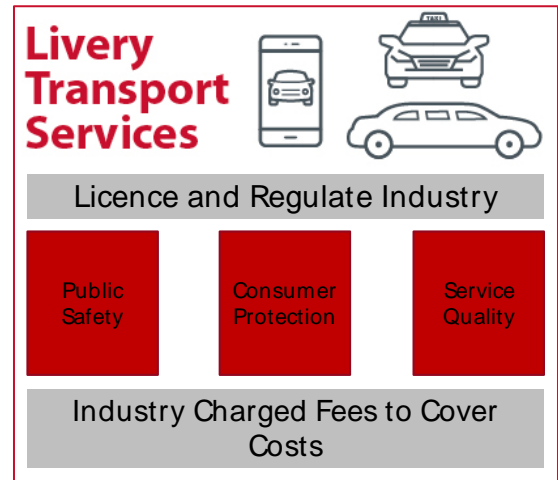
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## Project overview

The City of Calgary (The City) is reviewing the Livery Transport Bylaw. ‘Livery’ means a company that provides vehicles-for-hire, to drive passengers from one destination to another, for a fee. The City is responsible for regulating the vehicle-for-hire industry, which includes taxis, limousines and rideshare companies.

The purpose of the Livery Transport Bylaw is to:

- Ensure public safety, service quality and consumer protection for customers and service providers in the livery industry.
- Establish a system of licensing livery vehicles, drivers and brokerages.
- Establish a system for the inspection of livery vehicles.
- Create and maintain a sustainable livery industry that considers the interests of service providers and meets the needs of the travelling public in The City.



Taxis are vehicles that are easily recognizable as part of a taxi company, with company logos and a top light. People can book them by hailing them from a taxi stand or curb, phoning or texting the taxi company, or booking online through a website or an app. Rideshares (also referred to as Transportation Network Companies or TNCs) are privately owned vehicles with no company markings, so you would not easily recognize them on the street. People can only book a rideshare by using a company app on their phone. The app connects them with a ride. They can also rate the driver and leave their opinion online for other people to read. Limousines are also easily recognizable vehicles (either stretch limousine or sedans) and are often used for airport passengers and special occasions like a wedding or graduation.

In 2016, the Livery Transport Bylaw was revised to allow rideshares to operate legally in Calgary.

## Engagement overview

In 2019, City Council directed Administration to undertake a full review of the Livery Transport Bylaw to fully understand and incorporate the impacts of TNCs on the vehicle-for-hire industry. Engagement took place with industry (drivers, individual plate holders, garages, mechanics and industry companies), customer organizations and the public. Results of engagement will be used, along with a review of best practices for regulations across North America, to determine potential amendments to the Livery Transport Bylaw, to enhance the vehicle-for-hire experience in Calgary.

Industry engagement included in-person workshops that brought together drivers of taxis, limousines and rideshares. Two sessions were held on November 19, 2019. Other industry representatives, were brought together in two additional sessions on November 21, 2019. Customer groups were invited to share their views at an in-person session on November 26, 2019. The results of engagement with



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customer groups is included in the [Livery What we Heard \(public\)](#) which is located at [Calgary.ca/liveryreview.ca](http://Calgary.ca/liveryreview.ca). An online survey was open for all of industry from November 18 to December 1, 2019.

All participants at the in-person sessions completed hardcopy evaluations of their engagement experience. A summary of evaluation results can be found in [Appendix A](#).

## What we asked

The questions asked online and during the in-person sessions were the same. The goal of these sessions was to receive input from industry participants who may be impacted by changes made to the Livery Transport Bylaw. The engagement focused on five key areas:

Municipal licence & driver requirements:	Including changes to the requirements to obtain a licence
Customer/driver relationship:	Including types of problems and suggestions to improve the relationship
Fleet size:	Including how changes to the number of plates issued by The City would change the vehicle-for-hire industry in Calgary
Rate setting:	Including improving fairness across the industry given the different regulations that affect the rates that can be charged to customers for taxi, limousine and rideshare trips.
Vehicle requirements and safety considerations:	Including improving safety for drivers and customers as well as input into whether it is important for rules regarding vehicle licensing and inspections to be the same or different between the different vehicle-for-hire options.

For in-person engagement, all registered participants were sent an email confirming their attendance details along with a package of industry regulatory comparison charts. Attendees were also provided with a hardcopy package of the charts at the session. This package is included as [Appendix B](#) to this report. For online engagement, the charts were provided to respondents as background to be reviewed before they began the survey and were included within the survey.



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## What we heard

All stakeholders were asked how to improve the industry from a number of different perspectives. Across all the themes that emerged from these discussions, limousine drivers saw themselves as the least impacted.

The following are the key themes we heard from the industry engagement. Several participants indicated they were both taxi and rideshare drivers.

Overarching Theme	Themes that contribute to overarching theme	What We Heard about each of the themes
Fairness and Consistency	need consistency across livery industry for requirements to obtain or maintain a licence	<p>Many participants from all livery service types told us that requirements should be the same for all livery service types in the areas of:</p> <ul style="list-style-type: none"> <li>• English proficiency</li> <li>• Training and knowledge of city streets</li> <li>• Winter driving abilities</li> </ul>
	there are advantages to increasing regulation across livery services	<p>Some participants shared that consistent regulations regarding licensing, vehicle markings, fee setting, safety equipment and training would increase fairness.</p> <p>Additionally, participants suggested changes to vehicle inspections and retirement based on mileage as opposed to age, would increase fairness.</p> <p>Many participants suggested that tighter regulations would improve the quality of their service, increase safety for drivers and their passengers, and therefore increase the size of their overall market. Some indicated that increased regulation, such as equipment inspections and testing could pose an economical challenge for rideshare drivers.</p>
	conflict management between drivers and passengers is not a significant concern though improvements are possible	<p>While most participants expressed that this is not a significant problem, some of the themes regarding driver/customer problems include:</p> <ul style="list-style-type: none"> <li>• Greater conflicts on weekends.</li> <li>• Younger people under the influence of drugs or alcohol.</li> <li>• Adults insisting to transport small children in the absence of car seats.</li> </ul> <p>Most participants suggested that taxis and limousines should have an app similar to rideshare apps, obtain a credit card pre-authorization or charge an 'advanced payment' or flat fee.</p>



		Several participants shared that mandatory conflict management training should be a requirement.
there is mixed reaction to changing the number of plates issued by The City		<p>This theme focused on the perceived negative impacts on the value of existing plates to taxis if the number of plates were opened. Some indicated that existing plates were an investment and should be honoured under the current bylaw. Some participants believe that opening up taxi plates would drive prices down for the customer but would have negative impacts to taxi drivers' quality of working life and ability to earn a living wage. Others suggested the competition would be good for both the industry and customers over time.</p> <p>Other parts of the sector indicated that they liked having open access to the market and while they had some concerns, they also saw a positive impact in terms of higher earnings for individual drivers, leading to increased professionalism within their sector and improved service to customers over the mid- to long- term.</p>
value consistency regarding rate-setting, operational expenses and requirements		<p>When asked what could be done to improve fairness across the livery services industry, participants offered suggestions on fairness relating to revenue as well as operational costs.</p> <p>This theme focused on regulating rate-setting, insurance rates, ticketing (including fines and demerit points), background checks, training and police check requirements consistently across all livery services.</p>
consider consistent safety requirements across the industry		<p>Most participants favoured consistent safety requirements across the entire industry for the protection of both drivers and passengers. Suggested requirements include:</p> <ul style="list-style-type: none"> <li>• Cameras for all livery vehicles.</li> <li>• Shields/screens between front and back seats.</li> <li>• Vehicle markings to identify the vehicle and official livery status.</li> <li>• More relevant inspection requirements – such as basing on mileage instead of age.</li> <li>• Have child seats on hand and/or insist passengers understand and are prepared to follow child seat rules.</li> <li>• Better/mandatory training and road testing to improve passenger safety.</li> <li>• Make safety equipment, such as snow tires, pre-collision warning, etc. mandatory across all livery service types.</li> <li>• Minimize cash transactions, for example, requiring pre-payment or direct credit card payment through an app.</li> </ul>



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- For a detailed summary of the input that was provided, please see the [Summary of input](#) section.
- For a verbatim listing of all industry input that was provided, please visit [Calgary.ca/liveryreview.ca](http://Calgary.ca/liveryreview.ca).

## Next steps

This input, along with results of the livery public and customer group engagements, a review of industry best practices, and internal expertise will be used to help inform potential amendments to the Livery Transport Bylaw.

Recommended amendments to the Bylaw will be shared in Fall 2020 for final review and feedback. The revised Bylaw will be presented to Council for approval late 2020. If approved, changes to the Bylaw will be implemented in Spring 2021.



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## Summary of Input

A total of 161 industry stakeholders participated online and in-person. In many instances, participants indicated that they worked in more than one type of livery service.

This summary of input section is divided into:

- [Overall themes](#)
- [Taxis](#)
- [Rideshares](#)
- [Limousines](#)
- [Customers](#)

## Summary of input - overall themes

### Fairness and Consistency

There was an overarching theme across the industry engagement of a desire for fairness and consistency. Many participants expressed a desire for equal treatment across all livery service groups. This theme was evident in the following areas: municipal licensing and driver requirements; bylaws regarding rate-setting and operational expenses/requirements; and safety and conflict management measures.

### **Municipal licensing and driver requirements - need for fairness/consistency across livery service types for requirements to obtain or maintain a licence to drive, taxi, rideshare or limousine.**

Participants were shown a chart of the different requirements to obtain the different type of livery services licences (Appendix C) and asked what changes they think The City should make to these requirements. Suggestions include:

- The level of English proficiency and testing should be the same for all.
- Driver training and knowledge of city streets should be the same.
- Limitations on the number of consecutive hours worked should not vary drastically.
- Background checks should not be as frequent, except for drivers dealing with vulnerable passengers.
- Training should be provided by independent and third-party providers.

- “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.”
- “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.”
- “Companies should be developing driver training. Delays are attached to The City training process. City structure is expensive...”

### **Safety and conflict management - customer/driver conflict key issues**

While most participants expressed that this is not a significant problem, some of the themes regarding driver/customer problems include:



- Relationship issues between drivers and riders are greater during the weekends, mostly attributed to customers who are under the influence of drugs or alcohol.
- Young, evening customers can be a concern when it comes to conflict.
- During the week, business customers who are pressed for time sometimes demonstrate a general level of disrespect.
- Drivers and industry representatives indicated the feeling of being disrespected as the most frequent relationship issue. This was attributed to foul language, yelling during disputes over fares, littering or soiling the car. Conflicts over adults insisting to transport small children in the absence of car seats was also noted as contributing to relationship issues.

- “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.”
- “Sometimes when the rider asks for alternate fast route (due traffic on given route etc but with more km, later on they do not agree to extra mileage”
- “Some disrespectful with customers. Try to cheat with the fare.”
- “The relationship between drivers and customers is dependent on the time of day. Night drivers have more challenges with passengers.”

## **Fleet Size Management – varying degrees of opposition to opening up the system and varying degrees of support for controlling the number of plates**

Although there was opposition to opening up taxi plates across the livery service groups, the degree did vary by livery group. Taxi drivers were the most strongly opposed to this due to the perceived negative impacts on the value of existing plates. Rideshare drivers and representatives expressed a more mixed response, with some believing that opening up taxi plates would drive prices down for the consumer but would have negative impacts on their quality of working life and ability to earn a living wage. Others suggested that the competition would be good for both the industry and consumers over time. The impact on the limousines fleet was also mixed with some participants indicating that there would be no impact, and others indicating that it would reduce business. Others believe it would help the limousine sector.

All livery service groups expressed varying degrees of support for controlling the number of plates. Taxi stakeholders were much more in favour of this option and the limousine sector did not predict a negative impact on their sector. Some suggested it would have a positive impact since their clientele is different than taxi or rideshare. Rideshare drivers and companies had a mixed reaction, indicating that they liked having open access to the market and had some concerns. They also saw a positive impact in terms of higher earnings for individual drivers, leading to increased professionalism within their sector and improved service to customers over the mid- to long-term.

## **Summary of Input – Taxi**

### **Fleet size management – opening up the number of taxi plates**

Taxi drivers were the most strongly opposed to this due to the perceived negative impacts on the value of existing plates. Many taxi drivers believe that this option would do irreversible harm to the taxi sector of the industry.





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- “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.”
- “Taxis, limos and rideshare; all should have a limit.”

Although there were many concerns about the impact of creating unlimited taxi plates, and in particular the negative impacts on existing plates, we heard that many want to see structural changes to the livery services fleet in Calgary because the current system includes the equivalent of open plates for rideshares and this is negatively impacting the taxi sector.

### Fleet size management – controlling the number of all plates

Taxi stakeholders said they were much more in favour of controlling the number of plates of all taxis, rideshares and limousines. Reasons included:

- 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 more money.

- “Then taxis can be able to rely or predict earning”
- ” 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.”
- “Impact would be dependent on the events occurring at that time. For example, busy times and major events require as many vehicles as possible (e.g. Grey Cup, Stampede).”
- “Controlling the number of rideshare drivers could stabilize the market for everyone as rideshares are also not making as much as they used to.”
- “Currently some plates are transferrable, some are not (based on date of issue). Keeping the taxi plate system closed will retain this divisive system where some individuals are able to transfer their plate for a price, and others are not. Is there an opportunity to reconcile the difference between the values of the different types of plates through this bylaw review?”

### Rate Setting and Operational Expenses/Requirements

The current bylaw sets a maximum rate for taxis but not other types of vehicles-for-hire.

Comments relating to fairness focused not only on the revenue, but also on the expenses of running livery services. Ideas and issues included:

- The taxi industry believe consistent regulation across all types of livery services would increase the quality and sustainability of the industry. It was suggested consistency would be in the best interest of customers.
- Differing costs for insurance was mentioned frequently as a factor that poses a challenge for taxis when it comes to determining the rates they must charge.
- Unequal ticketing system in terms of fines and demerit points was cited as an example of unfairness.
- Rate-setting should be consistent between taxis and rideshares so all are considered options.
- While taxi brokers can lower rates, this isn't really practical because of the additional costs of operating a taxi company. There is a disparity between what the company makes and what the driver makes.



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- Rideshares have more flexibility and autonomy to meet supply and demand (lower or increase rates based on availability of vehicles). This creates inequality across the livery industry.
- Being paid a guaranteed rate per trip (even for no-shows) through a centralized dispatch would allow the taxi industry to be more competitive.
- Rideshares can charge more at surge times, but taxis can't because their meters are set. Everyone struggles during the day but during surge times, rideshare drivers can make money that is not available to taxi drivers.

## Summary of Input - Rideshare

### Fleet size management – opening up the number of taxi plates

When asked about the impacts on rideshare if taxi plates were opened up, opinions were also mixed:

- It is believed that individual customers are attracted to different livery service types, and that the “adjustment” has already taken place, so there will be limited impacts across the industry.
- It would likely drive prices down for the consumer but would have negative impacts on drivers’ quality of working life and ability to earn a living wage.
- The competition could be good for both the industry and consumers, over time.

- “This is a question for the taxi industry. Fairness is important. Either we have all regulated, or all not regulated.”
- “With the current economy i will move to Toronto. If this happens.”

### Fleet size management – controlling the number of all plates

When asked about the impact on rideshares if The City were to control all plates, some concerns were identified. However, others noted a positive impact in terms of higher earnings for individual drivers, leading to increased professionalism within their sector, and improved service to customers, over the mid- to longer-term.

- “Ride shares will make less money.”
- “Will limit the number of rideshare drivers but will allow those drivers to make more money through less competition.”
- “The city should not regulate the amount of ride shares. Let the free market determine this; and it will keep costs low for customers and the availability of rides high.”
- “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.”

When asked about the impacts of controlling the number of all plates, rideshare drivers and companies told us they liked having open access to the market. Some participants believe there would be no impact because there are taxi plates available that are not being used right now, while others shared that there is a black-market for plates and keeping the system closed would make this worse. General sentiment was that the cost to customers would be stable and drivers would likely make a better wage.



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- “No need to control the number of rideshare vehicle just ride rates should be equal in taxi and Uber.”

## Rate setting and operational expenses requirements

Participants were asked what could be done to improve fairness across the livery services industry. It was shared that rideshares currently have rate-setting flexibility, which they would like to retain. Rideshare drivers and their industry representatives suggested, “the market should decide” whether The City should regulate the rates charged to customers. That is, not to regulate this aspect at all and let taxis, limousines and rideshares set their own rates so that customers can choose based on price. Ideas that were shared suggested:

- Customers should be made aware of the fare at the beginning of the trip.
- Surge pricing works well for rideshares, but not well for taxis.
- Taxi companies should have the option of charging different rates at different times of the day.
- Limousine drivers should be able to charge whatever they want.

## Summary of Input – Limousines

Across all of the themes that emerged from these discussions, limousine drivers saw themselves as the least impacted.

### Safety and payment issues

These participants experience the least amount of safety or payment issues and believe their customer base will stay consistent regardless of changes elsewhere in the industry.

### Fleet size management – opening up taxi plates

Limousine and other participants provided differing perspectives on the impacts of opening taxi plates on the limousine fleet. Some told us it would have no impact, others believe it would reduce their business and still others believe it would help the limousine sector by further differentiating them in the marketplace.

### Fleet size management – controlling the number of plates

Limousine participants said they believe there would not be a negative impact on their sector. Some suggested it would have a positive impact since their clientele is different than taxis or rideshares.

- “It would make the field more competitive for limousines industry and attract more investors, drivers, and owners to the industry.”

## Rate setting and operational expenses requirement

Participants were asked what could be done to improve fairness across the livery services industry. Suggestions include:

- Rideshares should be regulated to avoid price surging.
- Prices could go down depending on the time of day.
- Levelling the playing field through regulated fares would eliminate price gouging.



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## Summary of Input - Customers

### Fleet size management – opening up the number of taxi plates

When asked about the impacts on customers if the taxi plate system was opened, we heard:

- Drivers will have to work longer hours which could impact safety.
- Prices may drop in the short-term.
- Wait times would likely go down in the short-term and then increase over time as drivers leave the industry.
- Vehicle quality, and hence safety, may decrease.

“The taxi service will be cheaper. The wait time will be less.”

“Customers have minimal waiting time on PFHV”

“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.”



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## Appendix A

### In-person Workshops Evaluation Summary

The evaluations below reflect feedback from drivers, industry representatives and customer groups on the opportunity to participate in engagement in person.

**Total evaluations completed: 56**

Question	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Comments
<b>This engagement session was a good use of my time.</b>	34	18	4	0	0	<ul style="list-style-type: none"> <li>We appreciate being included.</li> <li>Was able to see other people in the industry and what is being presented to council</li> <li>Keep it</li> <li>I learned a lot</li> <li>As long as the input is used</li> <li>Yes, I feel good and something's coming good</li> <li>I am very happy that I have spent my time for a useful purpose</li> <li>Was enjoyable</li> <li>Hopefully the answers will help to improve transportation</li> </ul>
<b>I'm satisfied with the opportunity to give my opinion.</b>	36	16	4	0	0	<ul style="list-style-type: none"> <li>Keep it</li> <li>Anything to help improve our industry</li> <li>I'm not sure how useful it was/how it will impact the bylaw</li> <li>Well run</li> <li>Great questions</li> </ul>
<b>I received enough information to give my opinion.</b>	26	22	7	1	0	<ul style="list-style-type: none"> <li>May have been helpful to receive the questions ahead of time</li> <li>Could have been louder from main speaker, not sure if mic was one</li> <li>Keep it</li> <li>Our facilitator, [personal information removed], was very easy to talk to</li> </ul>



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						<ul style="list-style-type: none"> <li>• Not convinced</li> <li>• Facilitators were helpful</li> </ul>
<b>I understand how my opinion will be used.</b>	25	16	10	4	1	<ul style="list-style-type: none"> <li>• May have been helpful to establish this at the beginning of the session – just a little more specifics</li> <li>• [personal information removed] was very helpful and kept us on track</li> <li>• Keep it</li> <li>• No, I think the bylaw is already written. Our input will not change</li> </ul>
<b>This engagement session was a good way to collect my opinion.</b>	30	22	3	0	1	<ul style="list-style-type: none"> <li>• Great way to provide information – prefer this format over online/email</li> <li>• A survey could work too, but the in-person discussions were helpful from an insight /understanding perspective</li> <li>• More central location would be good for all attendees</li> <li>• Even though the roads were questionable, I made it here a bit early and I feel great to share my opinion. The snacks really helped to keep my energy up and my mind focused.</li> <li>• Keep it</li> <li>• I felt heard</li> </ul>



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## Appendix B

### Online and In-person Questions for Industry

Please indicate your role(s) in the industry. Check all that apply:

- |                  |   |
|------------------|---|
| Taxi Driver      | Taxi Plateholder                        |
| Limousine Driver | Limousine Plateholder                   |
| Rideshare Driver | Garage/Mechanic/Industry Representative |

**Q.1:** The following three (3) questions relate to the Municipal Licence and Driver Requirements (see below). Considering the chart below:

- A. What changes do you think The City should make to the requirements to obtain a licence for taxi drivers?
- B. What changes do you think The City should make to the requirements to obtain a licence for limousine drivers?
- C. What changes do you think The City should make to the requirements to obtain a licence for rideshare drivers?

### Municipal Licence and Driver Requirements

<b>Regulatory Requirement of the Bylaw</b>	<b>Taxi</b>	<b>TNC/ PFHV</b>	<b>Limousine</b>	<b>Details</b>
<i>City-issued broker (or TNC) licence required</i>	Yes	Yes	Yes	Taxi and limo brokerages and TNC companies all require a City licence to operate.
<i>City-issued driver's licence required</i>	Yes	Yes	Yes	Expires on DOB and renewed annually for all driver types. A person can hold more than one type of City livery driver licence.
<i>AB driver's licence commercial class either 1, 2 or 4 required</i>	Yes	Yes	Yes	The province regulates the class of licence required based on service or use of licence. The City requires a minimum AB Class 4 commercial licence to be eligible for any of the City issued livery driver licences.
<i>Proof of Status in Canada</i>	Yes	Yes	Yes	Examples of documentation include: Canadian Birth Certificate, valid Canadian Passport, Canadian Citizenship Card, Permanent Residence Card, and current Work Permit.
<i>Annual Calgary Police background check (including vulnerable sector)</i>	Yes	Yes*	Yes	The City requires all livery drivers to provide this information as part of applying for and renewing their City driver licence. *Note that there are also Provincial requirements for TNCs to ensure their drivers have had background checks under the AB TNC Regulations.



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<i>Provincial driving records check</i>	Yes	Yes	Yes	Driver records checked upon application for a livery driver's licence and annually thereafter. Up to 9 demerits allowed.
<i>English proficiency requirement for drivers</i>	No	No	No	Currently The City has no English proficiency requirements however the Bylaw gives the Chief Livery Inspector the authority to re-introduce them.
<i>City-provided driver training requirement</i>	Yes, in-class and on-line options	In development*	City exam requirement only	*City has authority under the current bylaw to require driver training for TNCs and this is in development. Currently TNC drivers receive an "information guide" regarding City expectations and bylaw requirements.

**Q.2:** We have heard that some drivers experience issues with customers, such as fare disputes, securing payment, passenger conduct, etc. 1. On a scale of 0 stars (not a problem) to 5 stars (significant problem), how big a problem has this been for drivers?

- A. What kind of problem(s) have drivers experienced?
- B. Based on the problem(s) identified in the previous question, what do you think could improve the customer/driver relationship?

**Q.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. The chart below is a list of the current regulations for fleet size.

- A. If the taxi plate system is opened, how would this impact taxis?
- B. If the taxi plate system is opened, how would this impact limousines?
- C. If the taxi plate system is opened, how would this impact rideshares?
- D. If the taxi plate system is opened, how would this impact customers?
- E. 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?
- F. 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?
- G. 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?
- H. 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?





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## Fleet Size

Regulatory Requirement of the Bylaw	Taxi	TNC/PFHV	Limousine	Details
Limit on number of Taxis (Regular and Accessible Plates)	Yes, through a City set limit on number of plate licences issued	N/A	N/A	Taxi plate licences are currently a controlled entry system under The City's regulatory framework and a population formula is used to help determine when more plates are required.
Limit on number of TNC vehicles (Private For Hire Vehicles -PFHV)	N/A	No	N/A	PFHVs for TNCs are not subject to any limits on number of vehicles as there is no TNC plate licence. With the current licensing system for TNCs, the driver is licensed allowing them to operate the affiliated vehicle. A TNC driver must hold a separate City driver's licence for each vehicle they operate.
Limit on number of Limousines (Plates)	N/A	N/A	No, unlimited limo plate licences	The number of limo participants is lower compared to taxis and TNCs and historically stable. Therefore, no limits have been set for the number of limo plate licences

**Q.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. The Rate Setting/Pricing chart below shows the current regulations for setting rates between taxis, rideshares and limousines.

A. What do you think would improve fairness across the industries?

## Rate Setting/Pricing

Regulatory Requirement of the Bylaw	Taxi	TNC/PFHV	Limousine	Details
Regulated rates/fares for trips arranged through an approved App	No	No	No	For industry participants using an approved App, rates are not regulated by The City. Although surge pricing is allowed, all rates must be clearly stated to the customers prior to accepting the trip. This ensures price transparency to customers.
Regulated rates/fares for	Yes	N/A	N/A	For taxis doing street hails or telephone dispatch calls, a regulated rate exists as a



telephone dispatch and street hails (set as a maximum)

Limousine minimum rate

			maximum. However, taxi companies can charge less than this rate to compete with other market participants. The maximum regulated rate is <b>\$3.90</b> for the first 120 meters and <b>\$0.20</b> for each additional 120 meters when travelling at a speed greater than 20.24 kilometres per hour.
N/A	N/A	No	Limousines no longer are subject to a regulated minimum rate, as of 2016. Helps to enable competitive rate-setting.

**Q.5:** A major objective of the Livery Transport Bylaw is to ensure safety. Driver safety is important. On a scale of 0 stars (not a problem) to 5 stars (significant problem), how concerned are you about driver safety?

- A. What would improve safety for drivers?
- B. What would improve safety for customers?

**Q.6:** The chart below is a list of the current regulations for vehicle requirements and safety considerations. Is it important to you that the rules are the same for vehicle licensing and inspections between taxis, rideshares and limos?

1. Keep the rules the same
  - a. Why do you want the rules to be the same?
2. Rules can/should be different
  - b. What rules do you think should be different, and, why?

### Vehicle Requirements & Safety Considerations

Regulatory Requirement of the Bylaw	Taxi	TNC/PFHV	Limousine	Details
CCTV camera required in vehicle	Yes	No (optional)	No (optional)	Cameras required in taxis for safety of drivers and passengers as taxis are permitted to accept street hails and cash payments.
Physical copy of livery driver's licence must be displayed in vehicle	Yes	No, available in app.	Yes	TNC City driver's licence is electronically produced. Customer is provided the driver's licence number and vehicle details when trip is booked.
Plate or decal required	Yes, plate	No*, sticker only	Yes, decal	Plate (Tin) required for Taxi/Accessible Taxi Plate Licence identification Decal required for Limo to indicate Limo Plate Licence; *TNC sticker is required as an identifier for enforcement only, not for customers.
Physical meter rate decal	Yes	N/A	N/A	This requirement doesn't apply to TNCs and limos as they don't use taximeters or metered



<i>displayed in vehicle</i>				rates.
<i>Vehicle have distinguishing trade markings/colour</i>	Yes, mandatory	N/A, as private vehicles are used	N/A, optional upon LTS approval	Vehicle markings, colors and signage requirements for taxis are specifically defined in the bylaw. Trade markings for TNCs and limousines are at the discretion of the Chief Livery Inspector.
<i>Vehicle mechanical inspection required</i>	Every six months	Every 12 months. If the vehicle incurs 50,000 km or more, an inspection is required every six months*	Every six months (Sedan/Specialized); Every 12 months (Stretch)	*TNC vehicles must be inspected every 12 months unless the vehicle incurs 50,000 km or more in the first year, then an inspection is required every 6 months. TNC drivers have the option of a provincial inspection instead of the Bylaw's Enhanced Livery Vehicle Inspection Standards.
<i>Vehicle age limits</i>	Yes, eight years old or newer*	Yes, 10 years old or newer*	Yes, eight years old or newer for Sedan-Limousine; 10 years old or newer for Stretch-Limousine*	Upon initial licensing, the livery vehicle's age must fall within the age limit. *When a livery vehicle reaches the age limit, the Chief Livery Inspector can approve an extension permitting the vehicle to continue to operate.



### Appendix C

#### Municipal Licence and Driver Requirements

<b>Regulatory Requirement of the Bylaw</b>	<b>Taxi</b>	<b>TNC/PFHV</b>	<b>Limousine</b>	<b>Details</b>
<i>City-issued broker (or TNC) licence required</i>	Yes	Yes	Yes	Taxi and limo brokerages and TNC companies all require a City licence to operate.
<i>City-issued driver's licence required</i>	Yes	Yes	Yes	Expires on DOB and renewed annually for all driver types. A person can hold more than one type of City livery driver licence.
<i>AB driver's licence commercial class either 1, 2 or 4 required</i>	Yes	Yes	Yes	The province regulates the class of licence required based on service or use of licence. The City requires a minimum AB Class 4 commercial licence to be eligible for any of the City issued livery driver licences.
<i>Proof of Status in Canada</i>	Yes	Yes	Yes	Examples of documentation include: Canadian Birth Certificate, valid Canadian Passport, Canadian Citizenship Card, Permanent Residence Card, and current Work Permit.
<i>Annual Calgary Police background check (including vulnerable sector)</i>	Yes	Yes*	Yes	The City requires all livery drivers to provide this information as part of applying for and renewing their City driver licence. *Note that there are also Provincial requirements for TNCs to ensure their drivers have had background checks under the AB TNC Regulations.
<i>Provincial driving records check</i>	Yes	Yes	Yes	Driver records checked upon application for a livery driver's licence and annually thereafter. Up to 9 demerits allowed.
<i>English proficiency requirement for drivers</i>	No	No	No	Currently The City has no English proficiency requirements however the Bylaw gives the Chief Livery Inspector the authority to re-introduce them.
<i>City-provided driver training requirement</i>	Yes, in-class and on-line options	In development*	City exam requirement only	*City has authority under the current bylaw to require driver training for TNCs and this is in development. Currently TNC drivers receive an "information guide" regarding City expectations and bylaw requirements.



## Fleet Size

<b>Regulatory Requirement of the Bylaw</b>	<b>Taxi</b>	<b>TNC/PFHV</b>	<b>Limousine</b>	<b>Details</b>
<i>Limit on number of Taxis (Regular and Accessible Plates)</i>	Yes, through a City set limit on number of plate licences issued	N/A	N/A	Taxi plate licences are currently a controlled entry system under The City's regulatory framework and a population formula is used to help determine when more plates are required.
<i>Limit on number of TNC vehicles (Private For Hire Vehicles -PFHV)</i>	N/A	No	N/A	PFHVs for TNCs are not subject to any limits on number of vehicles as there is no TNC plate licence. With the current licensing system for TNCs, the driver is licensed allowing them to operate the affiliated vehicle. A TNC driver must hold a separate City driver's licence for each vehicle they operate.
<i>Limit on number of Limousines (Plates)</i>	N/A	N/A	No, unlimited limo plate licences	The number of limo participants is lower compared to taxis and TNCs and historically stable. Therefore, no limits have been set for the number of limo plate licences



## Rate Setting/Pricing

<i>Regulatory Requirement of the Bylaw</i>	<b>Taxi</b>	<b>TNC/PFHV</b>	<b>Limousine</b>	<b>Details</b>
<i>Regulated rates/fares for trips arranged through an approved App</i>	No	No	No	For industry participants using an approved App, rates are not regulated by The City. Although surge pricing is allowed, all rates must be clearly stated to the customers prior to accepting the trip. This ensures price transparency to customers.
<i>Regulated rates/fares for telephone dispatch and street hails (set as a maximum)</i>	Yes	N/A	N/A	For taxis doing street hails or telephone dispatch calls, a regulated rate exists as a maximum. However, taxi companies can charge less than this rate to compete with other market participants. The maximum regulated rate is <b>\$3.90</b> for the first 120 meters and <b>\$0.20</b> for each additional 120 meters when travelling at a speed greater than 20.24 kilometres per hour.
<i>Limousine minimum rate</i>	N/A	N/A	No	Limousines no longer are subject to a regulated minimum rate, as of 2016. Helps to enable competitive rate-setting.



### Vehicle Requirements & Safety Considerations

<b>Regulatory Requirement of the Bylaw</b>	<b>Taxi</b>	<b>TNC/PFHV</b>	<b>Limousine</b>	<b>Details</b>
<i>CCTV camera required in vehicle</i>	Yes	No (optional)	No (optional)	Cameras required in taxis for safety of drivers and passengers as taxis are permitted to accept street hails and cash payments.
<i>Physical copy of livery driver's licence must be displayed in vehicle</i>	Yes	No, available in app.	Yes	TNC City driver's licence is electronically produced. Customer is provided the driver's licence number and vehicle details when trip is booked.
<i>Plate or decal required</i>	Yes, plate	No*, sticker only	Yes, decal	Plate (Tin) required for Taxi/Accessible Taxi Plate Licence identification Decal required for Limo to indicate Limo Plate Licence; *TNC sticker is required as an identifier for enforcement only, not for customers.
<i>Physical meter rate decal displayed in vehicle</i>	Yes	N/A	N/A	This requirement doesn't apply to TNCs and limos as they don't use taximeters or metered rates.
<i>Vehicle have distinguishing trade markings/colour</i>	Yes, mandatory	N/A, as private vehicles are used	N/A, optional upon LTS approval	Vehicle markings, colors and signage requirements for taxis are specifically defined in the bylaw. Trade markings for TNCs and limousines are at the discretion of the Chief Livery Inspector.
<i>Vehicle mechanical inspection required</i>	Every six months	Every 12 months. If the vehicle incurs 50,000 km or more, an inspection is required every six months*	Every six months (Sedan/Specialized); Every 12 months (Stretch)	*TNC vehicles must be inspected every 12 months unless the vehicle incurs 50,000 km or more in the first year, then an inspection is required every 6 months. TNC drivers have the option of a provincial inspection instead of the Bylaw's Enhanced Livery Vehicle Inspection Standards.
<i>Vehicle age limits</i>	Yes, eight years old or newer*	Yes, 10 years old or newer*	Yes, eight years old or newer for Sedan-Limousine; 10 years old or newer for Stretch-Limousine*	Upon initial licensing, the livery vehicle's age must fall within the age limit. *When a livery vehicle reaches the age limit, the Chief Livery Inspector can approve an extension permitting the vehicle to continue to operate.



## Operating Conditions

<b>Regulatory Requirement of the Bylaw</b>	<b>Taxi</b>	<b>TNC/PFHV</b>	<b>Limousine</b>	<b>Details</b>
<i>Street hails permitted</i>	Yes	No	No, exception for curbside at airport only	Street hailing remains exclusively with the taxi industry, other than Street Hail (curbside) limousine service at the airport where only flat rates are permitted.
<i>On-street taxi stand access</i>	Yes	No	No	Due to the street hailing provisions, taxi stands are also restricted to taxi vehicles only. Taxi stand permits are approved through Calgary Parking Authority and enforced through CPA, LTS, and CPS (other City departments).
<i>Special Event-related staging area access for TNCs/limos</i>	Yes	Yes	Yes	For special events such as Flames games, Stampede week, or other events, private land agreements can be negotiated without City approval, such as on the Stampede grounds.
<i>Permitted to use an approved App</i>	Yes*	Yes (App required)	Yes	All Apps must be approved by The City. Booking and payment accepted electronically. *Taxi customers can pay the driver in cash if option is offered by the taxi brokerage.
<i>Payment by cash permitted</i>	Yes	No* with exceptions	No* with exceptions	*Limos can accept payment by cash for curbside airport service. Bylaw allows Limos and TNC (PFHV) vehicles to accept payment by cash if a camera has been installed in the vehicle and approved by The City.
<i>GPS tracking requirement</i>	Yes	Yes	No	All industry participants are subject to data reporting requirements and GPS tracking (except for limousines). This data helps Administration to analyze patterns which informs the development or amendment of policy and conduct audits or investigations.
<i>Data submission requirements</i>	Yes	Yes	Yes (App based)	





# Livery Transport Bylaw

Stakeholder Report Back: What we Heard (Industry)  
January 2020

## Appendix D – Engagement Principles

In alignment with City Council's [Engage Policy](#), all engagement efforts, including this project are defined as: *Purposeful dialogue between The City and citizens and stakeholders to gather meaningful information to influence decision making.*

As a result, all engagement aligns with the following principles:

**Citizen-centric:** focusing on hearing the needs and voices of both directly impacted and indirectly impacted citizens.

**Accountable:** upholding the commitments that The City makes to its citizens and stakeholders by demonstrating that the results and outcomes of the engagement processes are consistent with the approved plans for engagement.

**Inclusive:** making best efforts to reach, involve, and hear from those who are impacted directly or indirectly.

**Committed:** allocating sufficient time and resources for effective engagement of citizens and stakeholders.

**Responsive:** acknowledging citizen and stakeholder concerns.

**Transparent:** providing clear and complete information around decision processes, procedures and constraints.

For more information about engagement at the City of Calgary, please visit: [engage.calgary.ca](https://engage.calgary.ca)