

**Calgary**



# Livery Regulatory Framework Options: CPS2020-0708

Presentation to Standing Policy Committee on Community and Protective Services  
2020 July 15







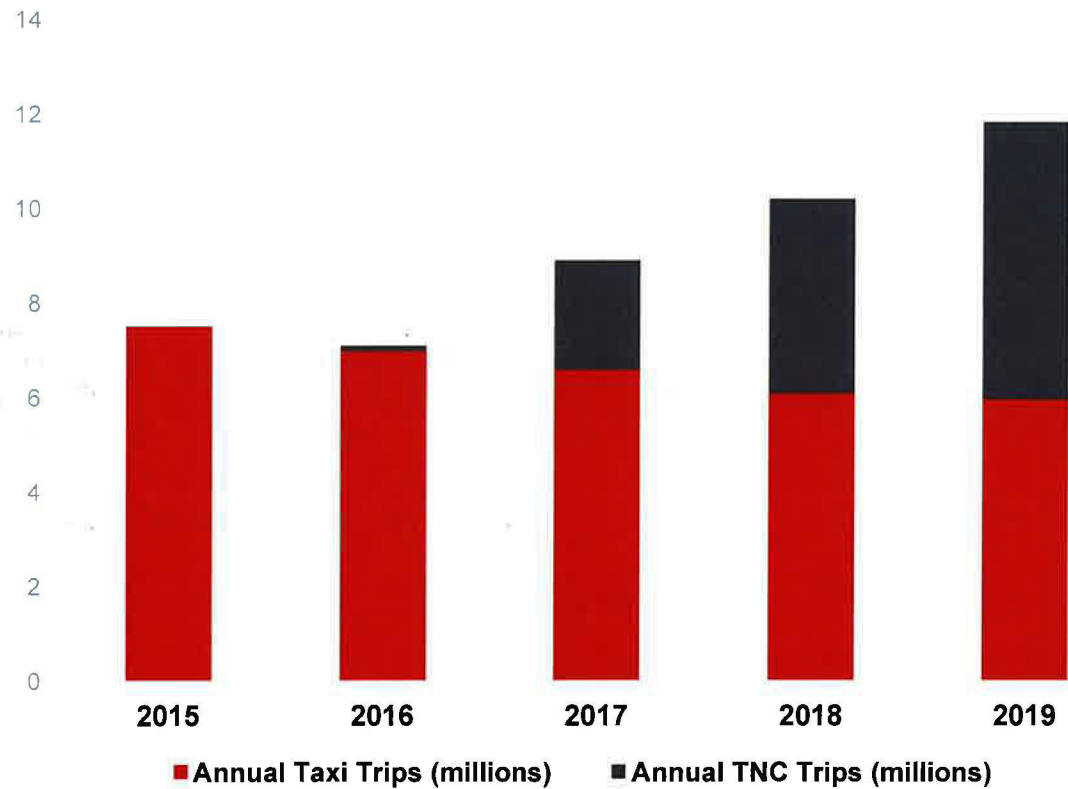
## Presentation Outline & Bylaw Review Process



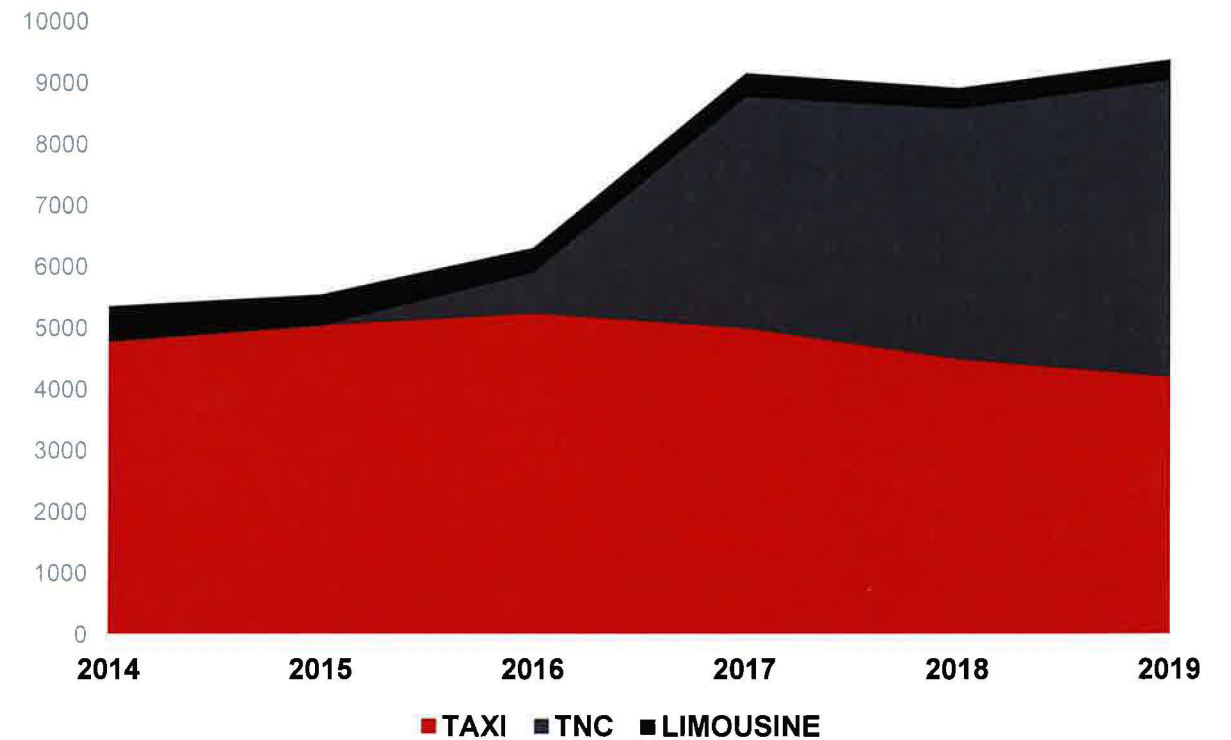


## Industry Trends

### Annual Trip Volumes of Taxis & TNCs



### Licensed Drivers by Industry

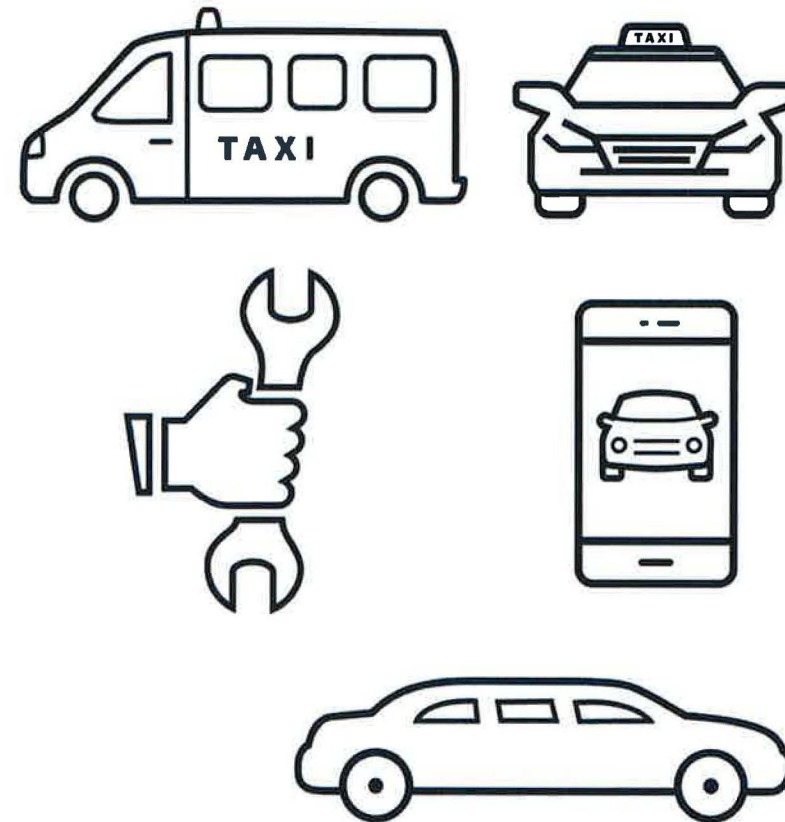


**90%+ Customer Satisfaction Rates**



## Proposed Regulatory Framework

1. Regulating Fleet Size
2. Regulating Fares
3. Driver Licensing
4. Vehicle Requirements & Safety





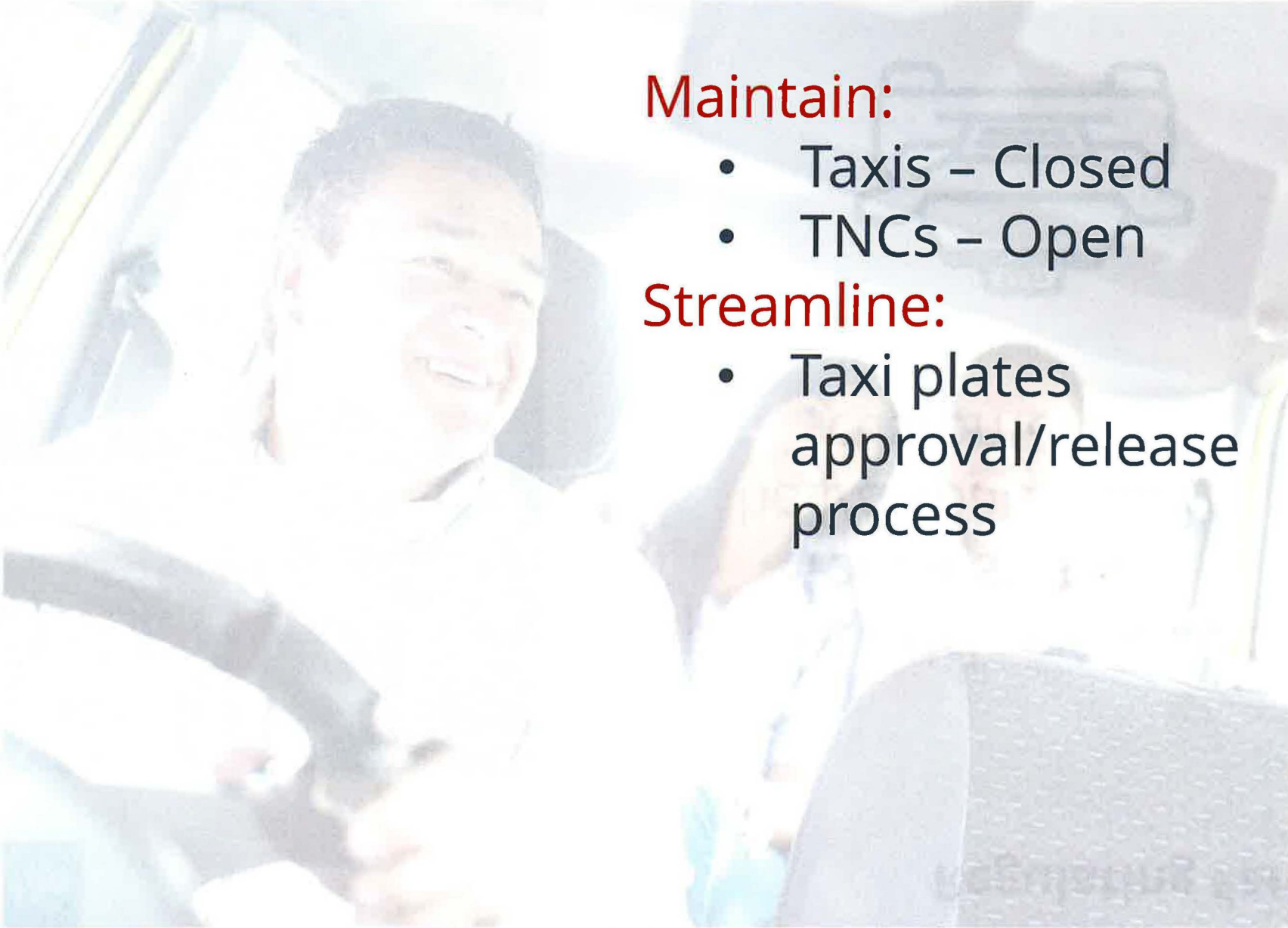
## Regulating Fleet Size

### Maintain:

- Taxis – Closed
- TNCs – Open

### Streamline:

- Taxi plates approval/release process







## Regulating Fares



Upfront Pricing Allowed:  
for all street  
hail/dispatch taxi  
customers





## Driver Licensing & Vehicle Safety

- Unify Limo/Taxi Driver Licensing
- Standardized Vehicle Age & Inspection Frequency
- Updated Vehicle Markings
- Maintain Security Cameras in Taxis







## Administration's Recommendation

### ADMINISTRATION RECOMMENDATION

That the SPC on Community and Protective Services recommend that Council endorse the proposed regulatory framework options to guide the update of the Livery Transport Bylaw by directing Administration to:

- a. Continue the current hybrid open/closed entry approach to livery fleet size;
- b. Investigate opportunities to streamline processes for issuing taxi plates that reduce Administration costs and Council involvement;
- c. Allow taxi companies the option to offer upfront pricing to all street hailed and dispatch customers, instead of the taxi meter rate;
- d. Create a unified taxi/limousine driver's licence and retain the separate Transportation Network Company driver's licence;
- e. Standardize the vehicle age limit to a maximum of 10 years for all livery vehicles subject to exceptions approved by the Chief Livery Inspector and standardize the inspection frequency to every 12 months for all livery industry vehicles;
- f. Allow more flexibility in vehicle marking requirements for taxis while still meeting safety requirements and require TNC vehicles to include a visible company decal on the rear windshield and a company decal or beacon in the front windshield; and
- g. Add requirements for any livery vehicle with a camera to have visible notification to customers that camera footage is being recorded.





## Background Slides



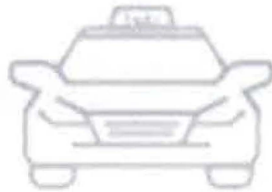


## Public Engagement Themes





## Industry Engagement Themes



**flexibility** to charge  
competitive rates



**fairness & consistency**

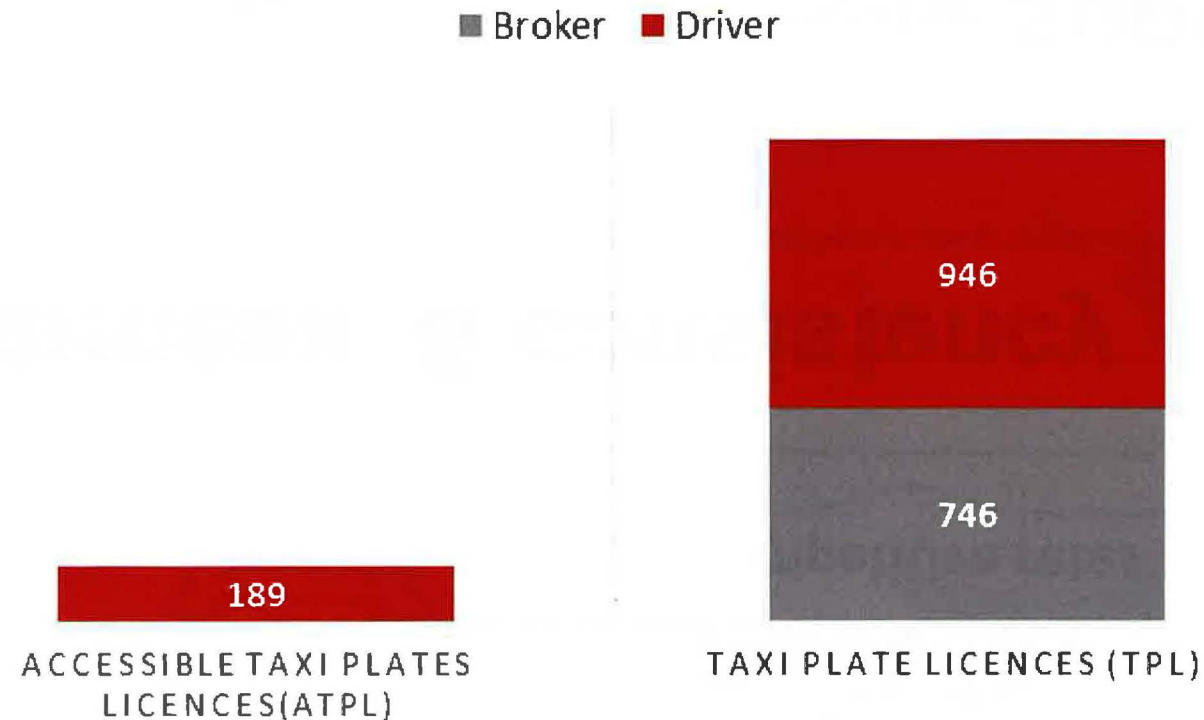


varying **opposition**  
to opening up plate system

varying **support**  
to controlling supply of  
all sectors



## INDIVIDUAL VS BROKER TAXI PLATES



**Comparison of Individual & Broker Taxi Plateholders, both Regular and Accessible Taxi Plates. (2020 April)**





- 15 jurisdictions
- Capped taxi systems common
- Caps on TNCs only in New York City
- Reduced licensing oversight
- Deregulating fares
- Vehicle requirements vary

