

2016 LIVERY TRANSPORT ADVISORY COMMITTEE HIGHLIGHTS

EXECUTIVE SUMMARY

On an annual basis, the Livery Transport Advisory Committee (LTAC), in partnership with Administration, presents highlights to Council from the previous year's accomplishments. Notable achievements for 2016 include: facilitating the participation of new market entrants in the livery system; amending the committee's terms of reference; supporting the release of Taxi Plate Licences (TPLs); and contributing to efforts to improve the accessible taxi system. Additionally, this report provides a status update on the implementation of Bylaw 12M2016, which allowed Transportation Network Company operations and enhanced citizen choice, while protecting the safety of citizens and allowing taxis and limousines a fair opportunity to participate in an evolving market.

LTAC AND ADMINISTRATION RECOMMENDATION(S)

That the SPC on Community and Protective Services recommend that Council receive this report for information.

RECOMMENDATION OF THE SPC ON COMMUNITY AND PROTECTIVE SERVICES DATED 2017 MAY 03:

That Council receive Report CPS2017-0378 for information.

PREVIOUS COUNCIL DIRECTION / POLICY

The LTAC Highlights report is received by Council on an annual basis. Previously, at the 2016 May 27 Meeting of Council, Council received LTAC's 2015 Highlights report.

On 2016 February 22, in relation to C2016-0144, Transportation Network Company Amendments, Council directed Administration to report back to Council through the SPC on Community and Protective Services with a status update on the implementation of Bylaw 12M2016 no later than 2017 Q2.

BACKGROUND

Through its Terms of Reference, LTAC is mandated to report annually, or as the need is identified to Council on submissions received and actions taken by the committee.

INVESTIGATION: ALTERNATIVES AND ANALYSIS

Livery Transport Advisory Committee 2016 Highlights

In 2016, LTAC and Administration undertook several initiatives to further promote a safe and customer service focused livery system. These initiatives include: facilitating the participation of new market entrants in the livery system; amending the committee's terms of reference; supporting the release of Taxi Plate Licences (TPLs); and contributing to efforts to improve the accessible taxi system. A summary of 2016 LTAC Highlights and a full listing of 2016 activities and submissions can be found in the Attachment.

Status Update on Bylaw 12M2016

Bylaw 12M2016 came into effect on 2016 April 04 and TNCs initiated operations within the following weeks. In addition to establishing rules for TNC operations, the bylaw also allows taxi

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brokerages and operators to set their own rates up to a maximum set by Council for street hail service or dispatch service. All taxi companies chose to reduce their meter rates. In 2016 July, the Provincial government introduced new regulations mandating that TNC drivers have a Class 1, 2 or 4 driver's licence and an acceptable police check, including a vulnerable sector check. They also approved a new insurance product available to qualifying TNCs. By the fall of 2016, areas of improvement were identified in order to offer additional flexibility for the industry. On 2016 November 28, Council approved a one-year pilot project for a Combined Licence Fee option for TNCs through Bylaw 42M2016. Administration will be reporting back to Council in 2018 Q1 on the results of the one-year pilot regarding the Combined Licence Fee option.

There are currently seven licensed TNCs and over 1,800 issued Transportation Network Drivers Licences (TNDLs). Livery Transport Services is committed to the safety of taxi, limousine and TNC passengers and drivers through the administration and enforcement of the Livery Transport Bylaw 6M2007. Administration continues to closely monitor TNC operations, with safety considerations being a specific focus.

Stakeholder Engagement, Research and Communication

The LTAC process itself facilitates stakeholder engagement. Stakeholders have the opportunity year-round to make written and/or oral submissions for LTAC's consideration in accordance with the LTAC submission procedures as outlined on calgary.ca. In addition, annual customer satisfaction research is conducted and, for 2016, particular efforts were made to engage wheelchair accessible taxi service providers and customers.

Strategic Alignment

LTAC is mandated through its terms of reference to make an annual submission to Council that includes a report on actions taken and submissions received. A full listing of actions and submissions can be found in the Attachment.

Social, Environmental, Economic (External)

LTAC, in full partnership with Administration is committed to enabling a safe, sustainable and customer service focused livery system. Additionally, accessible livery service enhances mobility and reduces social isolation for those with disabilities in Calgary communities. Further, the taxi industry serves to facilitate the city's economic development while supporting the use of environmentally-friendly modes of transportation.

Financial Capacity

Current and Future Operating Budget

This report has no anticipated impact on current or future operating budgets.

Current and Future Capital Budget

This report has no anticipated impact on current or future capital budgets.

Risk Assessment

The utilization of industry analysis and Livery Customer Satisfaction Survey results inform mitigate potential risks and supports LTAC's ongoing efforts to enhance public safety and

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customer service within the livery industry. Further, Administration, in conjunction with LTAC, engages in ongoing monitoring of the livery industry to proactively identify risks and develop appropriate mitigation strategies.

REASON(S) FOR RECOMMENDATION(S):

On an annual basis, the Livery Transport Advisory Committee (LTAC), in partnership with Administration, presents highlights to Council from the previous year's accomplishments. Notable achievements for 2016 include: responding and adjusting to the evolving livery industry; improving the accessible taxi system; increased awareness of industry trends and developments; and responding to a changing economic climate. Additionally, this report provides a status update on the implementation of Bylaw 12M2016, which allows Transportation Network Company operations and enhances citizen choice, while protecting the safety of citizens and allowing taxis and limousines a fair opportunity to participate in an evolving market.

ATTACHMENT(S)

2016 Livery Transport Advisory Committee Annual Report