

Summary of Key Livery Transport Bylaw Changes

Bylaw Topic	Summary of Bylaw Amendments/Provisions	Related Bylaw Sections
<p>Driver Responsibilities</p> <p>Given the similar safety and service expectations of all livery drivers, the new Bylaw formalizes the consistent responsibilities (regardless of sector) and some provisions are streamlined or updated for clarity.</p> <p>A company may impose additional expectations to support their business decisions.</p>	<p>Driver responsibilities are now aligned across the taxi, limousine, and rideshare sectors and establish minimum service and safety expectations. The overarching principles are:</p> <p>A Driver must:</p> <ul style="list-style-type: none"> • be neat and clean in person; be professional and courteous • take care of passenger's property; take any property left behind in the vehicle to their company, a police station or Livery Peace Officer • accessible drivers must give priority to calls for persons who require a wheelchair accessible taxi • inspect the vehicle to ensure the vehicle is safe to operate <p>A Driver must accept all passengers except if such person:</p> <ul style="list-style-type: none"> • is impaired by alcohol or drugs • requests the driver carry an animal in the vehicle other than a Service Dog • insists on smoking or vaping in the vehicle • is disorderly or abusive to the driver <p>A Driver must not:</p> <ul style="list-style-type: none"> • drive a livery vehicle while under the influence of alcohol or drugs • allow a passenger to consume alcohol (expect a limo with a physical divider) • carry more passengers than the vehicle specifications permit • use a cell phone while carrying a passenger • refuse a passenger because they require their Service Dog accompany them <p>Additionally,</p> <ul style="list-style-type: none"> • Expanded the ability of a taxi driver to charge a passenger a fee of up to \$250 for soiling the interior of a Taxi or Accessible Taxi with other material besides vomit or bodily fluids, which could include food or drinks, for example. • For clarity, previous requirements to prohibit drivers from refusing a passenger with a Service Animal have been updated to a passenger with a "Service Dog" to align with the provincial Service Dogs Act and which also includes service dogs in training. • Removed the provision requiring taxi and limo drivers to have eight consecutive hours off duty in any twenty-four hour period. As the regulator is unable to enforce this provision, it is considered a company decision to ensure drivers are 'fit for duty'. 	<p>Sec 42 & 43 - Driver Responsibilities Sec 44 - Driver Prohibitions</p>

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<p>Plate Holder Obligations</p> <p>To clarify and simplify taxi plate holder obligations the responsibilities have been moved into the bylaw content on Plate Licences rather than listed in an Active Plate holder definition. Some highlights of other changes reflect reduced Bylaw regulation over business decisions between plate holders and drivers and a focus on enforceable provisions.</p>	<p>Taxi plate holders are responsible for the acts of the person who operates the livery vehicle as if they are operating the vehicle themselves. Also, they must ensure the livery vehicle to which the plate is joined complies with all Bylaw requirements.</p> <p>Clarity in Plate Holder Responsibilities</p> <ul style="list-style-type: none"> Removed requirements to personally issue receipts to a driver and to attend mandated yearly vehicle inspections Removed 'pay for all the costs of maintenance and inspections related to that approved Livery Vehicle' (as that can be worked out between driver and plate holder). <p>Alignment in Minimum Service Requirements</p> <ul style="list-style-type: none"> Removed requirement for T.P.L.-2 and A.T.P.L.-2 plate holders to drive a minimum 981 hours per year. (Having a taxi driver's licence is not required for the T.P.L.-1 and A.T.P.L.-1.) To ensure plates are being utilized in a closed entry system, the requirement remains for the <u>vehicle</u> attached to any taxi plate licence to be in service in the City for a minimum of 250 days per year. <p>Prohibition on Fees for use of Plate (Subleasing) (Sec 62)</p> <ul style="list-style-type: none"> In the previous Bylaw, plate holders could not charge fees for the use of only a taxi plate or accessible taxi plate, with the exception of the plate renewal fees. This exception was removed to strengthen plate holder's responsibility to pay the plate renewal licence fee, not the driver. 	<p>Sec 56 - Plate holder Eligibility; Sec 58 - Plate Holder Responsibilities; Sec 59 - Minimum Service; Sec 62 - Prohibition on Fees for use of Plate (Subleasing)</p>
<p>Limousine Requirements</p> <p>Limousine provisions were updated to ensure the person/company/vehicle providing limousine services in Calgary are licensed through LTS.</p>	<ul style="list-style-type: none"> Bylaw is expanded to cover vehicles (carrying passengers for a fee) with a seating capacity of up to 24 persons (including the driver). This ensures stretch limousines (beyond a 15 seat capacity) and drivers are licensed with The City and meet the same safety standards as other limousines operating in Calgary. Removed category of Specialized Limousine (former Sec 44 and 45) to streamline regulations. 	<p>Sec 4 (2) - Application of bylaw</p>
<p>Data Reporting Requirements</p>	<p>Trip data is integral in supporting Administration with making policy decisions, understanding fleet utilization and Bylaw recommendations. With evolving livery industry and transportation options, reporting on telephone and dispatch response times is no longer required to monitor customer service levels for taxi services. Reporting of dispatch response times for Accessible Taxi service will still be required to monitor services for customers with disabilities.</p>	<p>Schedule E – Reporting Requirements</p>
<p>Taxi Brokerage Operations</p>	<p>Administration explored ways to provide more flexibility in how brokerages can operate, which indirectly could enable more diversity in broker business models. Several brokerage operating requirements have been removed or updated. For example, a former provision requiring taxi brokerages to have 24 hour/365 days per year manned dispatch centers is replaced with "maintain a working dispatch and communications system for customers and for Drivers that are affiliated with the Brokerage", to reflect opportunities for online dispatch systems and non-traditional office locations.</p>	<p>Sec 81 - Brokerage Responsibilities</p>