

Council-Approved Livery Regulatory Framework and Actions Taken

Council Approved Regulatory Recommendations	Summary of Actions and Key Findings	Summary of Bylaw Changes and Recommendations	Related Bylaw Sections
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	Administration investigated ways to determine a more efficient, streamlined process for issuing taxi plates. There are approximately 100 taxi or accessible taxi plates that have been either revoked or surrendered. In 2017, Council directed Administration through Report C2017-0535 to secure the services of a third party to perform future taxi plate selections. After hiring a consultant to manage the last taxi plate release in 2017, it was found to be costly and time-consuming compared to previous internally managed plate selections. Costs for renting venue space to host the plate selections in-person were significant and attendance was low.	No release of new plates is recommended in 2021 as the ongoing economic downturn in Calgary caused a reduced demand for plates and 2020 is not considered an accurate benchmark to determine how many plates are needed for taxi service. Administration will continue to monitor customer satisfaction trends, accessible taxi service, and industry demand to determine timing for future plate releases and distribution of surrendered and revoked plates. Administration plans to move any future plate selections from an in-person event to an electronic platform for additional cost savings and added convenience to plate applicants.	No Bylaw amendment required to implement proposed changes.
c) Allow taxi companies the option to offer upfront pricing to all street hailed and dispatch customers, instead of the taxi meter rate	Stakeholder engagement surveys asked industry about ideas for optimizing implementation. Drivers and brokers indicated that it will take time and effective communication for customers to get used to the upfront pricing option, with customer requested route changes being a key concern the soft meter technology must address. Some taxi brokers appear ready to offer upfront pricing in 2021 however they indicated they will require some time to update their technology to enable upfront pricing. Engagement indicated taxi industry stakeholders were generally favorable to also having their customers pay the upfront price at the beginning of a trip to avoid fare evasion situations.	To protect customers and drivers, brokers will be required to notify LTS when they launch upfront pricing and the fare must be no more than the maximum regulated meter rate (see Schedule A of the new Bylaw). To protect customers and avoid fare disputes, if a broker chooses to offer the upfront pricing approach to customers, it will not be able to also offer flat rates to and from the airport and other designated destinations. The Bylaw will not require a taxi broker offering upfront pricing to also require customers to pay upfront, as this is deemed a business decision of an individual broker. LTS will continue monitoring the situation with industry and citizens to determine if upfront payment should be mandated in the Bylaw in the future.	Schedule A - RATES

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d) Create a unified taxi/limousine driver's licence and retain the separate Transportation Network Company driver's licence	Administration looked at different approaches to creating a combined taxi/limousine driver's licence in terms of existing licensing systems and determined that incorporating limousine driver's licences into the existing taxi driver's licence under one unified badge would be the most efficient approach in terms of time and costs.	This Council recommendation has been implemented throughout the new Bylaw. References to the former Limousine Driver's Licence (or "LDL") have been removed and replaced with the Taxi Driver's Licence (or "TDL"), applicable to both licensed taxi and limousine drivers. This combined licence change has contributed to lower licence fees for taxi and limousine drivers. The unified taxi/limo driver's licence changes will go into effect for all taxi and limo drivers upon Bylaw approval along with the new lower fees for the unified taxi driver's licence.	Amendments have been made throughout the new Bylaw.
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	Related Bylaw provisions were amended to reflect Council's recommendations.	These changes have been made in the new Bylaw.	Taxis: Sec 115-117; 132 Limousines: Sec 121; 122; 124; 132 TNC vehicles: Sec 51; 144
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	Taxi brokers, taxi plate holders and ridesharing company reps were surveyed regarding their feedback on fine-tuning vehicle marking Bylaw requirements and implementation. Most taxi broker and plate holder survey respondents indicated they would like the option to place a light indicator in the front windshield to show when the taxi is in or out of service rather than the traditional top light on the roof of the taxi. There were mixed responses to having the option of alternate locations for the taxi plate which is currently affixed to the rear bumper of the taxi.	Taxi colours are no longer subject to approval from the Chief Livery Inspector. This provides flexibility for companies and may also reduce costs for plate holders. Taxis will have the flexibility of either a top light or a beacon in front/rear window to indicate when taxis are offering trips. LTS will continue working with industry on the potential for an alternative location to display the taxi plate. There is no change to the placement of the taxi vehicle numbers. To maintain flexibility for industry and ensure visibility for enforcement, plate location will continue to be subject to approval.	Top light: Sec 115(k) Plate location: Sec 6 (c)(g); 7 TNC trade markings: Sec 52

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	Transportation Network Companies were asked about their concerns implementing company trade dress. Several respondents indicated concerns about increased trade markings on private vehicles, however one company indicated that this requirement can be operationalized over a few months with an existing company decal design already used in other cities.	The Chief Livery Inspector will approve each TNC's trade dress and ensure they are placed in the designated locations.	
g) Add requirements for any livery vehicle with a camera to have visible notification to customers that camera footage is being recorded	It was previously established that there was a lack of Bylaw provisions indicating that visible notifications to customers were required if a non-taxi livery vehicle voluntarily installed a security camera for recording footage. Additionally, TNC and limousine industry stakeholders were asked if they had concerns about removing Bylaw provisions allowing TNC or limousine App customers to pay by cash if an approved camera is present in the vehicle. Administration had concerns that a camera alone was not sufficient to make cash payments safe or acceptable for these situations. The majority of respondents had no concerns with this proposed Bylaw change.	Past Bylaw provisions have been removed allowing cash payment by TNC or limousine App customers with the presence of an approved camera. The previous provisions have been replaced with new Bylaw provisions requiring limousines or TNC vehicles that choose to install a security camera, to clearly and visibly notify all customers that camera footage is being recorded.	Limousines: Sec 16(2); 120(1)(2) TNC vehicles: Sec 17(2); 120(3)
h) Explore the possibility of regulating Stand Rents for Taxi Plate-holders who affiliate with a Taxi Brokerage	Administration conducted a scan of nine other Canadian municipalities' practices and found that none of the cities have explored, or are interested in, the possibility of regulating stand rent, as it was generally considered a civil matter between the driver and broker. Results of engagement survey questions to characterize stand rent expenses revealed that brokers generally do not wish to disclose their actual stand rent fees to The City as this is considered proprietary information. Types of expenses that	No provisions are recommended to regulate stand rent based on the scan of Canadian municipalities. To help prevent the illegal practice of subleasing a plate, taxi plate renewal fees are no longer allowed as an exception to the provision that no Person shall charge or pay any fees, levies or charges whatsoever for the use of only a plate licence. Brokerage and plate holder fees have been reduced, potentially reducing some business cost barriers for smaller scale brokerages or independent taxi operators.	Prohibition on Fees for use of Plate (Subleasing): Sec 62; 63 Schedule B – FEES

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	were disclosed by one broker covered a wide range of business costs from dispatch to insurance to payment processing fees and vehicle equipment. Drivers and plate holders were also engaged regarding their concerns about becoming independent taxi operators and cost of fees was brought up as one obstacle, as well as business costs such as insurance. Drivers were asked how The City could help drivers better understand their rights as self-employed contractors in the livery industry. Most drivers responded with the suggestion of driver training or web site information.	Administration will explore ways to educate and share information with drivers about their role as a contractor.	
Motion Arising on Systemic Racism: Incorporate the identification of systemic racism and advancement of anti-racism initiatives into the review and update of the Livery Transport Bylaw, including but not limited to: a. Industry engagement, b. Driver training, c. Related City licensing and enforcement practices, and d. Communication and awareness initiatives; and ensure approaches to discuss and address systemic racism align with the ongoing corporate-wide work to advance anti-racism	Administration engaged industry stakeholders on the topic of systemic racism to help identify whether it is happening in the livery industry and inviting stakeholders to share examples of their experiences with racism. The engagement did reveal racism was occurring to industry members, particularly impacting drivers dealing with customers. Numerous ideas were put forward by stakeholders to help address racism, including such themes as public awareness and education, driver training, and improved enforcement. A detailed summary of stakeholder input on this issue is available in the What We Heard report (published on Calgary.ca/taxi)	Administration is committed to continue working with the City-led teams on anti-racism to ensure alignment with corporate and community work on this initiative. For example, driver training content can be adjusted in future to reflect anti-racism initiatives without Bylaw changes. It is anticipated that livery industry stakeholders and internal City livery staff will have the opportunity to participate in the development of the following community and organizational anti-racism strategies: Supporting the Co-creation of an Anti-Racism Community Action Plan and the Development of an Organizational Racial Equity Assessment Approach and Implementation Plan for the City of Calgary.	No Bylaw changes at this time.