

Phase Two Stakeholder Engagement for the Livery Transport Bylaw Review

Phase Two Stakeholder Engagement Summary – Refining the Proposed Bylaw

Goals: To gather feedback on draft Bylaw changes and other potential streamlining opportunities from targeted industry stakeholders for Bylaw refinement or related service improvements.	
Approach: - Administration reached out to livery industry stakeholders through email with industry bulletins containing surveys and through a multicultural radio campaign promoting engagement opportunities to livery drivers. - Bulletins were translated in Amharic, Hindi, Punjabi and Urdu and the radio campaign was broadcast in Punjabi and Hindi to help promote the engagement survey opportunities to a diverse multi-lingual driver audience. - Six online surveys customized by livery licence type were open from November 23 – December 7, 2020. - Virtual meetings with the project team were also offered on request to brokers and Transportation Network Company representatives. Why this approach? Due to safety concerns associated with in-person engagement sessions during the pandemic, this approach efficiently utilized existing on-line communication channels to reach many targeted stakeholders.	
Reach Industry bulletins containing the stakeholder surveys were sent through an online distribution tool, to over 5000 industry members who sign up through an online form on calgary.ca/taxi or at the LTS front counter. A total of 321 respondents completed the online surveys. Virtual meetings were offered to all broker/company representatives. A total of four virtual meetings with brokers and Transportation Network Company representatives were requested and held.	Audience Drivers (all sectors), Taxi Brokers, Limousine Brokers & Plate Holders, Taxi Plate Holders, Transportation Network Company Representatives, and Accessible Taxi Drivers & Plate Holders. Industry respondents had the opportunity to complete the survey(s) for each of the licence types they hold.
What we asked of multiple stakeholder groups	Feedback Themes
Upfront pricing offered by taxi brokerages What are your concerns, what do you think are the benefits, and should payment upfront also be offered to customers?	Many participants indicated that upfront pricing would be beneficial because they believed it increases price transparency, reduces fare or route disputes with customers and reduces fare evasion by the customer. - Common concerns included: the ability of the upfront pricing system/technology to accommodate route changes by customers or unexpected road conditions; potential impacts to driver income due to fixed lower pricing, and time needed to update software changes and for customers to get used to upfront pricing, if offered. - Most drivers and brokers agreed that the customer should have the option to pay at the beginning of a trip based on upfront pricing, although some indicated upfront payment should be mandatory.
Making driver requirements similar across sectors Proposed Bylaw changes would add some expectations to rideshare drivers and some may be removed or changed for all. What are your concerns about these changes?	- Generally, most participants indicated no concerns or support for making driver requirements similar across livery sectors. - A Transportation Network Company representative expressed concerns about the proposed addition of requirements for returning lost property due to a different company policy on this issue. - Several respondents indicated concern for rideshare drivers reporting defects in their private vehicle due to a business model that already requires a driver to address defects without contacting the company.

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Systemic racism Have you (or your drivers) experienced racism as a driver in the livery industry? Have you heard from your customers that they have experienced racism? What are your suggestions on how The City could better prevent and address racism occurring in the industry?	• Approximately half of the total driver respondents indicated that they often and sometimes experience racism as a driver. • Taxi and limousine brokers indicated they have rarely or never heard from customers experiencing racism while using livery services. • Some drivers shared their personal experiences with racism while working in the livery industry. The common experiences from the examples shared were: ○ Racist comments or behavior because of my race, appearance or ethnicity ○ Insulted, called names, racial slurs by customers ○ Customer told me to go back to my country • Public awareness initiatives and driver training were common suggestions to prevent and address racism.
Streamlining Taxi Plate holder Obligations Several changes are proposed to apply to all plate holders. Please describe your concerns or comments for each change.	• Responses were mixed on a proposed change that would clarify LTS' ability to revoke a taxi plate without a Licence Review Hearing if it is not renewed by the plate holder within 30 days after expiry. Some were concerned about the renewal expiry time limit and emergency situations. • Most drivers and plate holder respondents supported the removal of a minimum number of driving hours per year on a taxi plate, while most brokers were against the proposed change. • Most drivers and taxi plate holders supported removing a Bylaw provision exception that allows a plate holder to charge drivers the taxi plate renewal fee. Meanwhile most taxi brokerages did not support the change, indicating that the fee a plate holder charges is for cost recovery only, and that this revision is not going to resolve subleasing.
Other regulations to streamline or clarify Bylaw requirements or improve safety	• A recurring theme for suggestions of regulation changes to streamline the Bylaw across stakeholders was reducing fees. • Remaining suggested improvements were diverse and sector or stakeholder specific and are summarized in the complete What We Heard Report.
Accessible Taxi & WAV Calgary	• Administration also engaged stakeholders on the Accessible Taxi Incentive Program and the Wheelchair Accessible Vehicles pilot. This information will be used to inform future reports focused on accessible taxi programs.
Detailed Stakeholder Survey Feedback	
A complete summary of input from all of the individual surveys (except the Accessible Taxi survey) is summarized in a Stakeholder Report Back: What We Heard report available on Calgary.ca/taxi. The report was also distributed to stakeholders through e-mail communications.	
Outcomes/findings	
Stakeholder feedback from the on-line surveys and virtual meetings informed related provisions in the proposed bylaw and potential considerations for future operational improvements and next steps.	