

## Summary of Regulatory Changes

The proposed amendments focus on achieving the strategic outcome of a safe, accessible, reliable, fair, competitive and customer focused livery system. The regulatory requirements in the amending bylaw ensure that this outcome is achieved and takes into account the demands of citizens who want additional transportation options and the needs of industry participants, while maintaining City-oversight for important safety considerations.

| Regulatory Requirement                              |                                                                         |     |     |                | Taxi | TNC/PFHV        | Limousine                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Impact |
|-----------------------------------------------------|-------------------------------------------------------------------------|-----|-----|----------------|------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| Municipal Licence and Driver Screening (Safe, Fair) |                                                                         |     |     |                |      |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |
| 1                                                   | City-issued drivers licence required                                    | Yes | Yes | Yes            | Yes  | Yes             | The requirement of a municipal licence for all participants in the livery industry ensures the safety of drivers, passengers and citizens. Livery Transport Services must approve and review all relevant documentation (CPS background check, insurance, demerits) prior to issuing a municipal licence. This regulatory oversight for important safety considerations is important to Calgarians and will allow for a safe, fair and customer focused system.                                                                            |        |
| 2                                                   | City-issued broker (or TNC) licence required                            | Yes | Yes | Yes            | Yes  | Yes             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |
| 3                                                   | English proficiency requirement                                         | No  | No  | No             | No   | No              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |
| 4                                                   | City-provided driver training requirement                               | Yes | Yes | No             | No   | No              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |
| 5                                                   | Canada Proof of Status, Work Permit Eligibility                         | Yes | Yes | Yes            | Yes  | Yes             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |
| 6                                                   | Annual Calgary Police background check (incl vulnerable sector)         | Yes | Yes | Yes            | Yes  | Yes             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |
| 7                                                   | Annual driver demerit limit checks (9 demerits)                         | Yes | Yes | Yes            | Yes  | Yes             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |
| 8                                                   | Meets provincial requirement for insurance and AB drivers licence class | Yes | Yes | Yes            | Yes  | Yes             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |
| Operating Conditions (Safe, Fair, Customer focused) |                                                                         |     |     |                |      |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |
| 9                                                   | Permitted to use an approved App                                        | Yes | Yes | Yes (required) | Yes  | Yes             | Street hailing will remain exclusively with the taxi industry, and for that reason, taxi stands will also be restricted to taxi vehicles only. All industry participants will be subject to data reporting requirements and GPS tracking. This data helps Administration to analyze patterns which informs the development or amendment of policy. For PFHVs, enforcement accounts for LTS are required to locate in-service drivers for inspections. These operating conditions enhance safety, fairness and customer focus for citizens. |        |
| 10                                                  | On-street taxi stand access                                             | Yes | Yes | No             | No   | No              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |
| 11                                                  | Street hails permitted                                                  | Yes | Yes | No             | No   | No              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |
| 12                                                  | GPS tracking requirement                                                | Yes | Yes | Yes            | Yes  | Yes (app based) |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |
| 13                                                  | Data submission requirements                                            | Yes | Yes | Yes            | Yes  | Yes (app based) |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |
| 14                                                  | Enforcement audits accounts for LTS                                     | No  | No  | Yes            | Yes  | No              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |
|                                                     |                                                                         |     |     |                |      |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |

| Regulatory Requirement                                |                                                                                  |     | Taxi            | TNC/PFHV      | Limousine     | Impact                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------|----------------------------------------------------------------------------------|-----|-----------------|---------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fleet Size (Safe, Accessible, Reliable)               |                                                                                  |     |                 |               |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 15                                                    | Limit on number of Taxi Plates                                                   | Yes | N/A             | N/A           | N/A           | Taxis will continue to be subject to a fleet size limit (cap). This will help ensure that accessible taxi service continues and provides sustainability to the taxi industry. PFHVs will not be subject to any fleet size limits to allow the TNC to respond to fluctuations in demand.                                                                                                                                                                                                                                     |
| 16                                                    | Limit on number of PFHVs                                                         | N/A | No              | No            | N/A           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 17                                                    | Limit on number of Limousines                                                    | N/A | N/A             | No            | No            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Rate Setting (Fair, Competitive and Customer Focused) |                                                                                  |     |                 |               |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 18                                                    | Regulated rates/fares for trips arranged through an approved App                 | No  | No              | No            | No            | For industry participants using an approved App, rates will not be regulated by The City, however must be clear to the public. For taxis doing street hails or telephone dispatch calls, a regulated rate will exist as a maximum. This provides a level playing field across the industry and provides price transparency to customers. The rate setting and app provisions will allow a fair, competitive and customer focused system.                                                                                    |
| 19                                                    | Regulated rates/fares for telephone dispatch and street hails (set as a maximum) | Yes | N/A             | N/A           | N/A           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 20                                                    | Limousine minimum rate                                                           | N/A | N/A             | No            | No            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Vehicles/Markings (Safe, Fair, Reliable)              |                                                                                  |     |                 |               |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 21                                                    | Physical copy of licence displayed in vehicle                                    | Yes | No              | No            | Yes           | Safety considerations have resulted in several regulatory requirements for the industry. Taxis are the only entity permitted to provide street hail service and therefore are required to be visually identifiable and must be equipped with a CCTV camera. To reduce the likelihood of street hailing PFHVs, those vehicles not be permitted to have any visual markings. Other safety requirements such as mechanical inspections and vehicle age limits also provide assurances for the safety of the travelling public. |
| 22                                                    | Plate or decal required                                                          | Yes | Yes             | Yes           | Yes           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 23                                                    | Physical rate decal displayed in vehicle                                         | Yes | No              | No            | No            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 24                                                    | Vehicle must have distinguishing markings/colour                                 | Yes | No (prohibited) | No            | No            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 25                                                    | CCTV camera in vehicle                                                           | Yes | No (optional)   | No (optional) | No (optional) |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 26                                                    | Taxi meter equipment in vehicle                                                  | Yes | No              | No            | No            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 27                                                    | Vehicle mechanical inspection required                                           | Yes | Yes             | Yes           | Yes           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 28                                                    | Vehicle age limits                                                               | Yes | Yes             | Yes           | Yes           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |