



Livery Transport Services Historical Highlights

The City of Calgary has been modernizing the taxi industry since establishing the Taxi and Limousine Advisory Committee (TLAC) in 2008, replacing the earlier Calgary Taxi Commission. TLAC has recommended and supported numerous improvements in the livery industry, as outlined below. As a result, 87% of taxi and limousine customers are satisfied with the livery system in Calgary. The City and TLAC are continuing to work in consultation with industry and citizens to provide additional market choices, while maintaining public safety, service quality and consumer protection in the livery industry.

- 2008 – TLAC established by City Council
- 2009 – Livery Transport Bylaw 6M2007 amended in consultation with industry and citizens
- 2009 – Taxi meter rates based on a Taxi Cost Index based on CPI
- 2009 – Payment options other than cash mandated
- 2010 – Late Night Taxi Zones introduced
- 2011 – Taxi Hydrant Zones introduced downtown
- 2011 – TLAC membership expanded to include industry, public and interest groups
- 2012 – 11 per cent of the taxi fleet to be wheelchair accessible
- 2012 – Formula to determine release of taxi plates adopted
- 2012 – Taxi brokers required to provide trip data to City
- 2012 – Black Top Taxi closed
- 2013 – Security cameras mandatory in all taxis
- 2014 – Administration begins drafting bylaw amendments in consultation with TNCs, industry and citizens
- 2015 – Passenger Bill of Rights and Compliments/Concern bumper sticker
- 2016 – Bylaw amendments proposed to allow TNCs to operate with specific safety requirements