

Background and Previous Council Direction

Context

Since 2020, Council has approved a number of recommendations made by Administration to ensure taxi, limousine and transportation network companies and drivers are supported and customers experience service quality, safety and consumer protection when using livery services.

Previous Council Direction

DATE	REPORT NUMBER	DIRECTION/DESCRIPTION
2021 November 17	CD2021-1559	<p>Update on Accessible Taxi Incentive Program</p> <p>Committee received a briefing on improvements Administration made to the Accessible Taxi Incentive Program and WAV (Wheelchair Accessible Vehicle) Calgary centralized dispatch service, two Council-directed initiatives that share a common goal of improving accessible taxi service delivery in Calgary.</p>
2021 March 22	CPS2021-0367	<p>Livery Transport Bylaw Review</p> <p>Council approved a new Livery Transport Bylaw developed in consultation with industry to streamline regulations and operations, improve public and driver safety, and provide accessible, affordable, and convenient vehicle-for-hire choices for customers.</p> <p>Highlights of the new bylaw include:</p> <ul style="list-style-type: none"> i. A reduction in the majority of driver's licence fees ii. A unified taxi/limousine driver's licence iii. Vehicle age limits and inspection frequency aligned across all livery types iv. More consistent expectations for drivers across all livery types v. Protections for drivers against plate holders passing renewal fees on to them vi. Enhanced safety requirements for drivers with options to complete training online or in-person vii. Requirement for transportation network company vehicles to display approved company trade dress viii. New licensing and safety requirements for larger stretch limousines

DATE	REPORT NUMBER	DIRECTION/DESCRIPTION
2020 July 28	CPS2020-0708	<p>Livery Transport Bylaw Regulatory Framework Council approved several regulatory framework recommendations to guide the detailed review and update of the bylaw.</p> <p>A Motion Arising was also passed directing Administration to incorporate the identification of systemic racism and advance anti-racism initiatives into the bylaw review with respect to:</p> <ul style="list-style-type: none"> i. Industry engagement ii. Driver training iii. City licensing and enforcement practices iv. Communication and awareness initiatives
2020 May 11	C2020-0540	<p>COVID-19 Relief Package to Support Taxi and Limousine In response to an 80 per cent decrease in trip volumes, Council approved a \$1.4 million relief package to support drivers by:</p> <ul style="list-style-type: none"> i. Waiving taxi and limousine driver licence fees for two years ii. Reducing taxi and limousine plate licence fees by 50 per cent for two years <p>Administration also responded by:</p> <ul style="list-style-type: none"> i. Extending renewal periods for driver's licences and taxi and limousine plates ii. Waiving late fees for any driver who was unable to submit their mechanical inspection form on time iii. Allowing all drivers to complete City training online at no cost iv. Accepting electronic submissions of the Livery Mechanical Inspection Certificate