

Calgary



# Regular Meeting of Council: Verbal Update on The City's Vehicle-for-Hire (Livery) Industry

2023 January 24

# Recommendation

**That Council receive the presentation for the Corporate Record.**

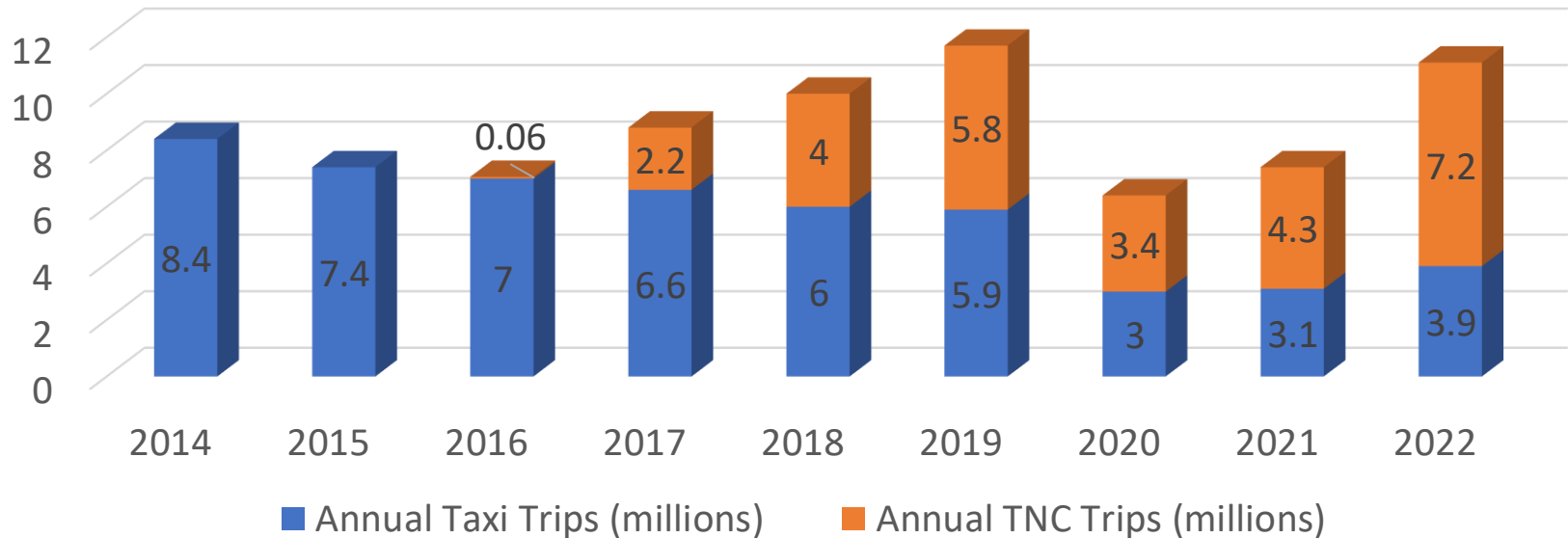




# Verbal Update on the Vehicle-for-Hire Industry

- Overview of Calgary’s vehicle-for-hire system
- Customer service
- Wait times
- Working with industry

Annual Trip Volumes for Taxis & Transportation Network Companies



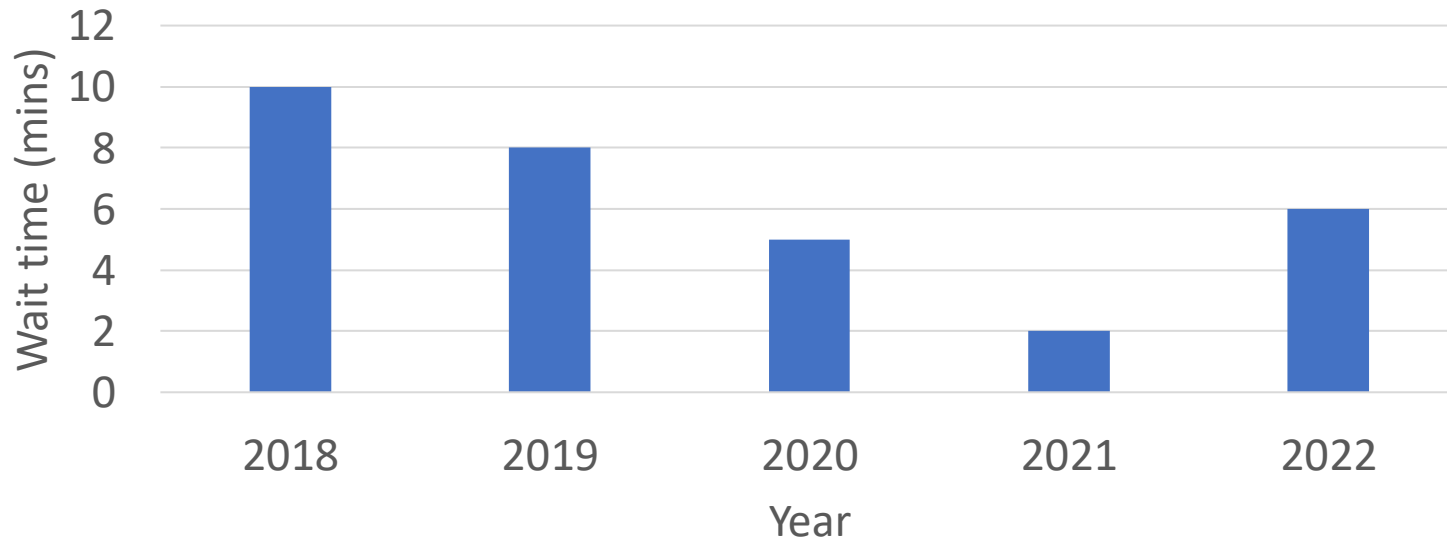
*“Participatory governance, if executed well, can help the City build genuine relationships with Indigenous and racialized community groups whereby the two become city-building partners”*





- Wait times
  - Vehicle-for-hire front counter
  - Licence processing time
- Solutions moving forward
  - Technology
  - Hiring staff

**Average Vehicle-for-Hire Front Counter Wait Times**



# Working with Industry



- Communication & engagement
  - Regular updates in multiple languages.
  - More frequent, more informal.



- Interest from additional rideshare companies

# Questions/ Discussion