



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

2023 January 24

CITY OF CALGARY
RECEIVED
IN COUNCIL CHAMBER
JAN 24 2023
ITEM: 9.2.5 C2023-0089
Distrib-Presentation
CITY CLERK'S DEPARTMENT



Recommendation



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

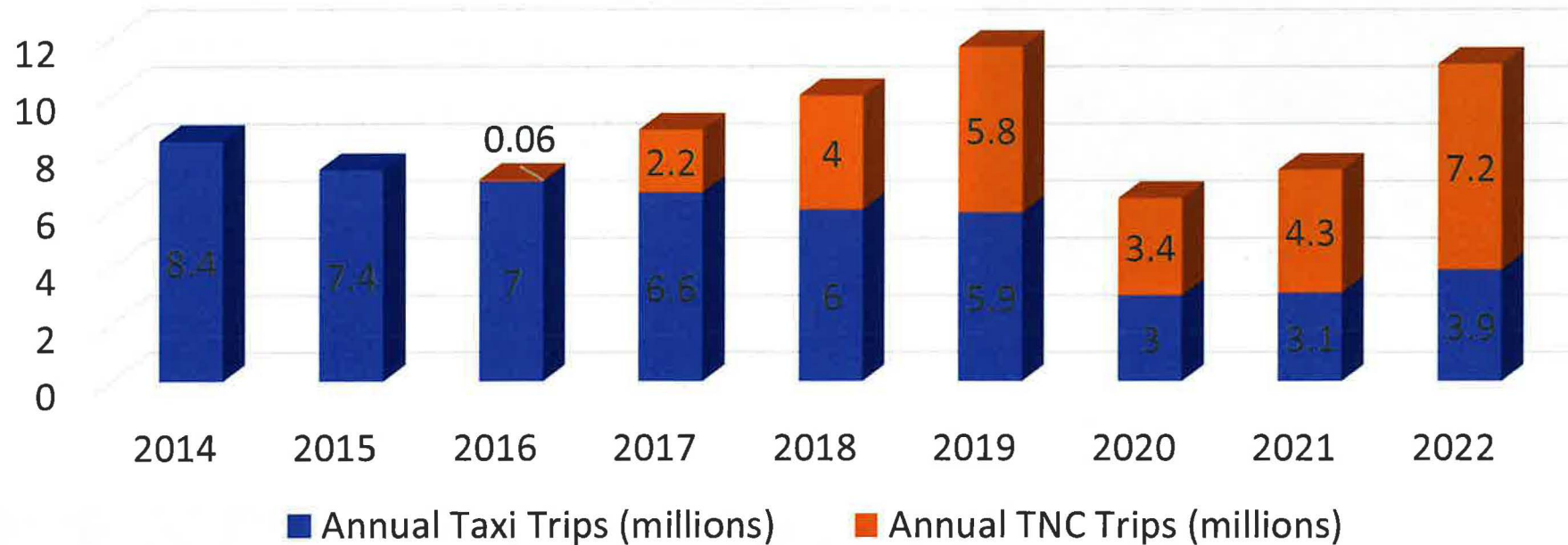




Verbal Update on the Vehicle-for-Hire Industry

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

Annual Trip Volumes for Taxis & Transportation Network Companies





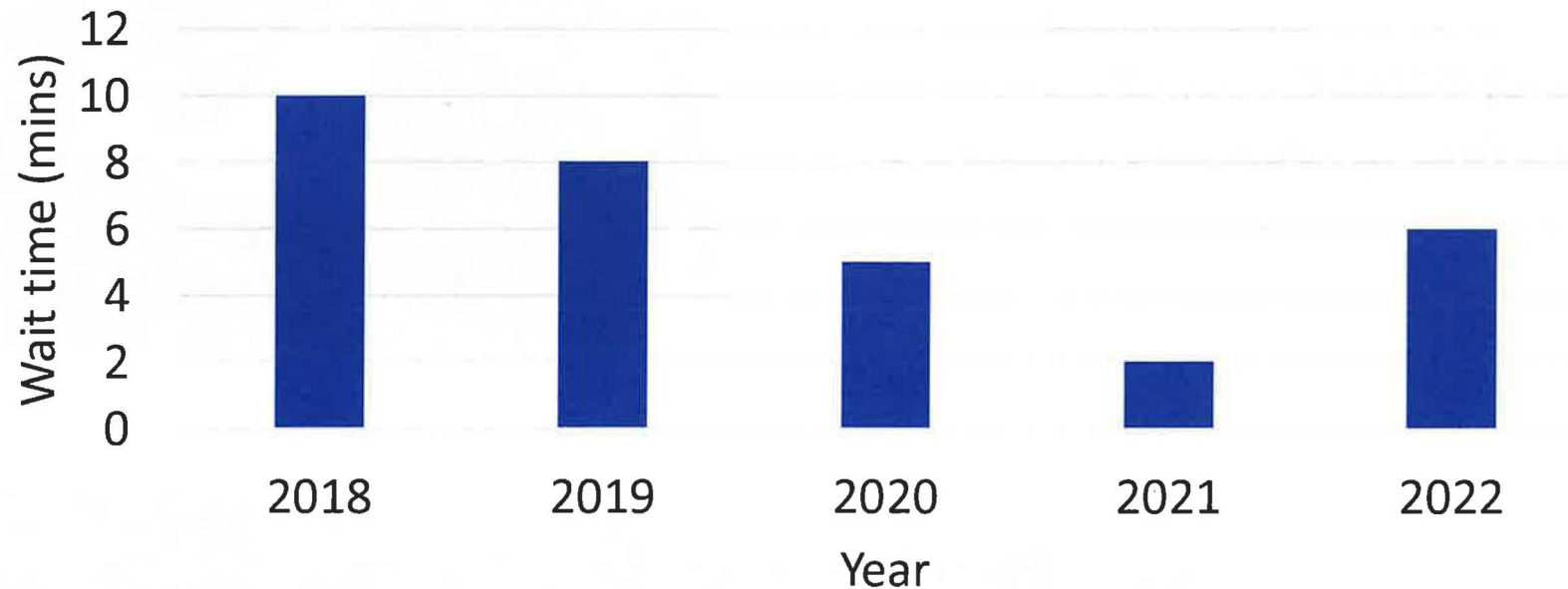
“Participatory governance, if executed well, can help the City build genuine relationships with Indigenous and Racialized community groups whereby the two become city-building partners”





- 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