











Council Direction from 2023 January 24 and Actions Taken¹

Area for Improvement	Response	Focus Area
1. Viability and legality of creating equity through a driver-only plate system that removes plate ownership by brokers.	Administration is currently already in a hybrid model where all new plate releases are released to drivers only as per sections 56 and 57 of the Livery Transport Bylaw 20M2021.	 Licensing
2. Coordination of licence renewals with plate renewals.	Administration is introducing a new process to coordinate licence renewals with plate renewals under the Licensing Focus Area of the Strategy. This process will be implemented in Q1 of 2025 and progress will be evaluated ongoing.	 Licensing
3. Creation of an Industry-City working group (similar to the Planning & Development model) to ensure that lived experience of drivers is incorporated into decision-making.	Administration is committed to continue having quarterly touchpoint engagement sessions with all interested parties in the sector to hear lived-experience and give opportunities to provide feedback on the Vehicle-for-Hire program. Implementation of this remains ongoing and is spotlighted in our Licensing Focus Area . Administration is committed to reporting back to Council on what we have heard from the industry during our proposed report back in Q4 of 2024.	 Licensing
4. Strengthening the accessible vehicle model to further serve the needs of riders with mobility challenges.	<p>There are several initiatives Administration will implement under the Accessibility Focus Area and our Licensing Focus Area to continue serving the needs of consumers who have mobility challenges. These include:</p> <p>Accessibility Focus Area <i>Can be implemented immediately:</i></p> <ul style="list-style-type: none"> • Provide an online training module for drivers to become re-certified in providing wheelchair accessible services to consumers. • Explore Wheelchair Accessible Vehicle (WAV) Calgary upgrades to improve customer booking, enhance safety and maximize trips. 	 Accessibility  Licensing

¹ This list is not exhaustive of the changes Administration will make to modernize and improve the Vehicle-for-Hire program. We have identified several other areas of improvement we are already making or intend to make that are listed more fully in the Vehicle-for-Hire Transitional Strategy (Attachment 2).

	<ul style="list-style-type: none"> • Increase frequency of WAV Calgary awareness campaigns. • Expand education and strengthen partnership with The City’s Advisory Committee on Accessibility. <p><i>Will need bylaw amendments to be implemented:</i></p> <ul style="list-style-type: none"> • Require all accessible vehicles be on the WAV Calgary platform. <p>Licensing Focus Area</p> <p><i>Can be implemented immediately:</i></p> <ul style="list-style-type: none"> • Begin process to release more accessible taxi plate licences no later than 2025. This will increase the availability of wheelchair accessible taxis to service the clients who rely on accessible means of transportation. <p>We are committed to reporting back to Council by Q4 2024 with an update on progress for all the above initiatives that can be implemented immediately.</p>	
<p>5. Viability of creating a central dispatch model for taxis as vehicles for hire.</p>	<p>Administration will not be moving forward with this recommendation. The feasibility of this recommendation is outlined more fully in the Report.</p>	
<p>6. Addressing the gap between vehicle-for-hire options – specifically taxis and transportation network company vehicles, through ideas like dispatching models, technology systems, fare prices, upfront pricing or platform sharing.</p>	<p>Administration has several initiatives we will be moving forward with under our Licensing Focus Area and our Safety Focus Area. These include:</p> <p>Licensing Focus Area</p> <p><i>Can be implemented immediately:</i></p> <ul style="list-style-type: none"> • Introduce a new process, including virtual options, to coordinate licence renewals with plate renewals, provide licensing documentation online, and deliver online-proctored exams. <p>Safety Focus Area:</p> <p><i>Will need bylaw amendments to be implemented:</i></p> <ul style="list-style-type: none"> • Explore options to streamline the police information check process to provide consistency for all vehicle-for-hire industry members. • Introduce upfront payment options for all industry service providers. 	 <p>Licensing</p>  <p>Safety</p>

<p>7. Predictive modelling identifying the relationship between vehicle-for-hire providers (taxis, transportation network company vehicles, wheelchair accessible vehicles, Calgary Transit Access, specialized transportation providers) and the role of The City of Calgary as a regulator.</p>	<p>Administration will expand the use of data, predictive modeling and performance measures to identify and understand the trends, forecast demand, and continue to evolve our program and respond to growth. With this Transitional Strategy we have captured the current state of the Vehicle-for-Hire industry in all three focus areas. We are committed to our continued work with our colleagues in demographics and evaluation to refine what is required in the industry and we will report back to Council with any updates in our proposed report-back schedule of Q4 of 2024.</p>	 <p>Licensing</p>  <p>Safety</p>  <p>Accessibility</p>
---	--	---