



Public Submission

CC 968 (R2024-05)

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

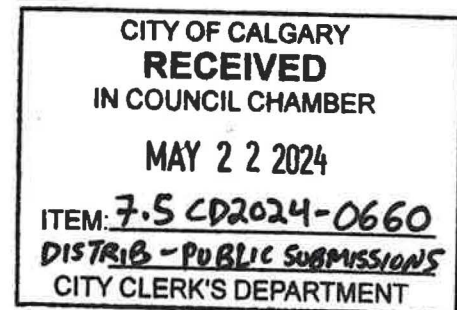
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ENDORSEMENT STATEMENT ON TRUTH AND RECONCILIATION, ANTI-RACISM, EQUITY, DIVERSITY, INCLUSION AND BELONGING

The purpose of The City of Calgary is to make life better every day. To fully realize our purpose, we are committed to addressing racism and other forms of discrimination within our programs, policies, and services and eliminating barriers that impact the lives of Indigenous, Racialized, and other marginalized people. It is expected that participants will behave respectfully and treat every one with dignity and respect to allow for conversations free from bias and prejudice.

First name [required] Pritpal
 Last name [required] Dhaliwal
 How do you wish to attend? In-person



You may bring a support person should you require language or translator services. Do you plan on bringing a support person?

What meeting do you wish to comment on? [required] Standing Policy Committee on Community Development

Date of meeting [required] May 22, 2024

What agenda item do you wish to comment on? (Refer to the Council or Committee agenda published [here](#).)

[required] - max 75 characters Taxi Industry should be allowed to work with RideSharing model

Are you in favour or opposition of the issue? [required] In favour



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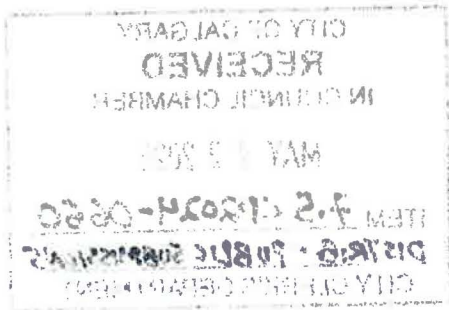
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Review of Taxi Industry 22nd May 24.docx

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Comments - please refrain from providing personal information in this field (maximum 2500 characters)



Review of Taxi Industry 22nd of May 2024

Good morning decision makers & administration of Taxi Industry:---I'm PritPal S Dhaliwal one of Cab drivers like to work upon Taxi Industry issues. Its very hard for Cab Drivers to raise their voices on regular base, that's why they make lot of noise once a while. Thousands of Cab Drivers front force do one of most dangerous, stressful, abusive & honest job, work longer hours to survive.

Respect start from home, we has too much unnecessary -ve attitude leading towards moderate & serious situations with in Taxi Industry. Decision makers attentions are getting towards has deep pockets to lobby politicians. Everyone protecting their own entrust, rather than identify problems or possible solutions of this major industry of this or any city.

Few people had influence in Taxi Industry fail to respect, protect drivers & fulfill public demand. It give room to Ride Sharing run over well trained, insured, experienced, dedicated 24 hours. Taxi Drivers invest their hard worked earning into Taxi Plates, value evaporate over night was their savings in hard time or if they were willing to explore something else in their life.

City has legal & moral rights & responsibilities to protect & respect public including drivers. In many cities courts recognizing abuse of Taxi Industry through lobbyists. Taxi Drivers doesn't believe is suing, they just worry or want to make day to day living.

Now RideSharing model is here part of public or this industry. We need to amend city or provincial Bylaws so Taxi Industry can work with RideSharing model. Need to communicate with Insurance Bureau of Canada (IBC) or provincial government so Insurance structure should be same. Taxi Industry's expenses are gone through roof their business is painfully shrinking.

Taxi Drivers has right to refuse intoxicated person for safety reasons, go out of their ways to contribute prevent "Stop Drink & Drive", is less expensive & more effective than through justice system can only involve after the fact. LTS, Mothers Against Drink & Drive (MAD), Insurance Companies, IBC & police should honor

drivers once a yr. to improve image in public & better insurance package.

Taxi fare or Industry is regulated I believe its already illegal to buy business pay hotels etc. for Taxi Stands, it never ending game costs are passed to Taxi Drivers pay for Taxi Stands just watching RideSharing taking away their business. If Shopping Malls can have free Parking for their customers why can't have couple Taxi parking for customer may has health issues to drive or can't afford cars. Dispatch companies should compete upon better service.

Cab Driver should be paid for unpaid fare:--- It's not huge problem anymore, but it doesn't let driver to serve public without worrying well get paid or not. Dispatch companies should pay for refused Taxi fare & keep record. If it's too much for companies, then charge little to drivers to compensate. If problem is bigger then we can ask decisions to amend Bylaw so Cab Drivers must get paid in advance from everyone regardless.

Cab Drivers should be protected by City Bylaws:--- How Taxi Industry's model is created by City of Calgary, Cab driver's basic rights to speak up or investment in Car is a major investment aren't protected by Labor Laws, Human Rights, meaningful Associations or Unions. Cab drivers are public as well their abuse within Taxi Industry or by abusive customers must be STOP; shouldn't part of anyone's job.

Bless u & ur. Looking forward...Thanks I'm PritPal



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First name [required]

Jeff

Last name [required]

Garland

How do you wish to attend?

You may bring a support person should you require language or translator services. Do you plan on bringing a support person?

What meeting do you wish to comment on? [required]

Standing Policy Committee on Community Development

Date of meeting [required]

May 22, 2024

What agenda item do you wish to comment on? (Refer to the Council or Committee agenda published [here](#).)

[required] - max: 75 characters

7.5

Are you in favour or opposition of the issue? [required]

Neither



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Comments - please refrain from providing personal information in this field (maximum 2500 characters)

ASSOCIATED CAB ALTA. LTD.
307-41ST AVENUE NE, CALGARY, ALBERTA T2E 2N4

PH: 299-1 199 FAX: 299-1 188

Re: Proposed Amendments to the Livery bylaw.

Throughout the world today, a lack of regulations of TNC operators, and the over regulation of the taxi industry, has allowed TNCs to capitalize and monopolize the Livery Industry.

Most, if not all municipalities and law makers, have done little to nothing to ensure that the livery industry and the participants have a fair and level playing field to compete. The lack of regulations has allowed TNC operators to flood the streets with vehicles and drivers to the point they outnumber the controlled taxi operators on the streets by about six to one, and have in some areas, wiped-out taxi operators.

Who benefits?

It is not the environment that benefits. The world is screaming for more environmentally friendly technologies and demands for less vehicles on the road. More EV or lower emission vehicles are required to lessen the carbon footprint to the ozone layer. Instead, TNC operators have been allowed to flood the streets with their drivers and vehicles who are driving and/or idling 24/7/365.

It does not benefit TNCs, Taxis or Limousine drivers who are already struggling to make a living wage today. The over saturation of drivers and vehicles has resulted in most drivers making less than minimum wage. They would be better off flipping burgers or slinging coffee.

It does not benefit the economic infrastructure of Canada and its Municipalities, Provincial Governments, or the Federal Governments. Operators earn such a small amount of money, after they take off all their operating expenses, they do not earn above the minimum tax bracket.

We are certain that these app companies like Uber and Lyft do not pay similar taxes in Canada and/or contribute to the economic or social infrastructure as do taxi and limousine operations. We wonder why the government allow this to happen, when taxi and limousine operators pay municipal, provincial, and federal taxes.

We believe the proposed changes to the Livery bylaw, do not go far enough, or do anything in leveling the playing field and providing fair competition in the Vehicle for Hire Industry.

What is needed are policies that ensure sustainability within all sectors of the vehicle for hire industry, including, but not limited to, controls on how many TNCs are allowed to operate at any given time, and a fee structure that sees TNCs pay their fair share of the costs to operate the Vehicle for hire administration through licensing fees. These fees should be comparable to what taxi and limousine operators currently pay.

Councils' Direction to Administration.

With regards to the latest engagement, we support the proposed amendment to allow one Police check annually for TDLs. TNDL holders this licensing could be aligned so as there is no needed for duplicate services and costs for drivers that hold both licenses and not have to come back at separate times of the year.

We do not take issue with combining Taxi Plate License (TPL) renewals with Taxi Driver License renewals (TDL). This would certainly streamline the license renewal process and save drivers and operators time dealing with this twice a year with each driver.

As for any notion of changing the licensing structure, where all TPLs are to be held by drivers only, we do not agree with this. The current structure of licensing allows for a majority of TPLs being held by individuals and all ATPLs being held by individuals. Brokers cannot buy TPLs that are held by individuals, these changes would further fracture the taxi industry. As seen elsewhere, when brokers become extinct the result is turmoil and additional costs to the traveling public as TNCs are left to charge whatever they want without any competition or control. This would also create a great deal of legal costs, not only for the industry but for taxpayers as well.

We recommend that the Vehicle for Hire bylaw be amended to have only two classes of taxi plate licenses and do away with the class 2 TPL' and ATPLs. These classes were only created to address a perceived taxi shortage during peak hours, prior to the inception of TNCs. Since TNCs have entered the vehicle for hire market the perceived shortage issue no longer exists. Currently, there are now 1881 taxi licenses either in use or on the shelf at the vehicle for hire office that can be utilized.

Since TNCs were licensed to enter the vehicle for hire market, there are now approximately ten thousand licensed Taxis and TNCs combined in the City of Calgary, which equate to one vehicle for hire vehicle for every 150 citizens. This superabundance equates to less than one fourth of the previous standards set out and adopted in the previous bylaws through Council and the numerous Hara reports done over the years.

The current TPL 2s and ATPL 2s should be reclassified and moved to become regular TPLs and ATPLs with the same requirements as the current TPLs and ATPLs. We recommend you do away with all the restrictions that currently exist in the bylaw on the class 2 TPL and ATPLs, including, but not limited to transferability.

The proposed amendments to the vehicle for hire bylaw should also include an amendment to the wording of section 9. (3) of the bylaw re: other surcharges related to cargo vans. This section should be changed and worded so that if a customer requests or requires a larger passenger vehicle i.e., a van, or an accessible van for the purpose of transporting more passengers than will legally fit in a normal taxi, or for the purpose of excess cargo, the surcharge of \$6.80 will be added to the meter. This should be written into the bylaw as either a customer request for a specialized vehicle to provide this service, or if the passenger loads or excess cargo meets the criteria, the driver would be required to communicate the fact that there is a surcharge applicable to the service.

Section 5. (1) Upfront pricing be amended so that taxi drivers can offer upfront pricing on street hails. This could be accomplished by our computerized dispatch systems, which would allow the driver to enter the customers destination, and have the system calculate a fix fare, (which the customer could pay in advance), similar to what consumers do today when purchasing gasoline, this would eliminate concerns for both the driver and the customer.

This would also resolve the issues of fare evasion for the drivers and the continuous burden of drivers needing to ask for deposits in advance. We believe it would also diminish customer complaints of drivers taking the “long way.”

Lastly, we strongly disagree with any plans of a Centralized Call Center for all taxis services in the City of Calgary and we would not support this type of an operation in anyway.

A Centralized Call Center for taxi operators would cause further harm to an already fractured transportation industry. This would discriminate against Brokers who have spent decades and millions of dollars in building and promoting their brands, reputation, driver training, computerized dispatch, phone systems and apps and to serve their clientele in the community. Most importantly a Centralized Dispatch Center would discriminate against the consumers’ rights to freedom of choice of which service or service provider they prefer.

The only ones who would benefit by a Centralized Call Center, are the service providers who do not provide dependable or proper customer service, nor train or supervise their drivers.

The only service providers which would benefit from Centralized Call Center, would be the TNC operators, as this would be the completion of their goal of interruption, dominance, and destruction of the livery industry.

If it is councils wish to “fix” the livery industry for the better, they need to start by correcting the negligence of the previous council, when they allowed TNCs into the market with no plan and little to no regulation. We believe current proposals will cause more harm to the transportation industry and resolve nothing. We are asking for fairness, not a Band-Aid solution.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Jeff Garland', written over a horizontal line.

Jeff Garland
General Manager / Director
Associated Cab Alta. Ltd.