



Open house: Proposed Livery Transport Bylaw amendments

Vehicle-for-hire industry report back

October 2024

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A. Project overview

On June 18, 2024, Council directed Administration to draft proposed amendments to the Livery Transport Bylaw 20M2021 and report back to Council by Q4 2024. Upon receiving this direction, Administration developed amendments to three focus areas from the Vehicle-for-Hire (VFH) Transitional Strategy. This transitional strategy is Administration's plan for what we will do, how we will measure success and what we are continuing to watch. The proposed amendments include, but are not limited to the following three focus areas:

- Licensing
- Safety
- Accessibility

The final amendments are still subject to City Administration approvals, as well as Council deliberation and approval at the Community Development Committee meeting and Regular Meeting of Council, scheduled for December 19, 2024 and January 28, 2025 respectively.

B. Overview of feedback sessions

In October 2024, City staff met with the VFH industry in a total of three open sessions to present proposed bylaw amendments. This format enabled City staff to provide preliminary information separately based on industry licence type:

i) Transportation network companies (TNC): October 23, 9 am – 10 am, virtual (via Microsoft Teams)

ii) Taxi brokers, limousine brokers & plate holders (brokers): October 23, 1 pm – 3 pm, hybrid i.e. in-person and virtual

iii) Drivers & plate holders (individuals): October 28, 11 am – 1 pm, in-person, printed handouts

Multilingual scribes were present at the drivers' session to capture feedback in languages other than English that included Punjabi, Hindi, Urdu and Cantonese. After each presentation, attendees were given the opportunity to share queries and recommendations with Administration. City staff responded to questions and communicated the process of providing further comments related to proposed changes at the Community Development Committee meeting scheduled for December 19, 2024, that is open to the public. Participants also shared livery industry issues that were beyond the regulatory scope of The City's VFH program team. These are summed up in [Section C\(iv\)](#) of this report.

C. Methodology for feedback analysis

A thematic analysis was completed for feedback and relevant topics that came up in a recurring manner. The analysis is presented under 'Feedback Provided' (within the three focus areas). This input was provided by more 46 attendees that included five TNC representatives, 10 brokers and over 29 drivers at



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each specific open house. One member of Council and two staff members attended the driver open house.

D. Summary of input by amendments proposed

There was general support for the proposed bylaw amendments and rationales from the VFH industry. Attendees put forward concerns and queries regarding the scope, applicability and implications of the amendments during the engagement. There was a perception among members of the VFH industry that some of the current livery industry issues could be resolved by additional regulatory amendments.

i) Focus area 1: Licensing

What we presented

- Flexibility to allow licensed taxi brokers to set own meter rates and surcharge for additional luggage or cargo.
- Remove minimum service requirement of 250 days over a 12-month period.
- Revise requirement that a Taxi Plate Licence (TPL) or Accessible Taxi Plate Licence (ATPL) licence holder notify the director of a vehicle not being in service for greater than 30 days, from written notification only to either written or verbal notification.
- Revise current requirement for a limo driver to always carry a copy of the previously arranged agreement to a requirement to produce the previously arranged agreement on demand (revision enables digital copies of agreement).
- Add clarity so that TDL, ATPL, Limo and TNC drivers can provide digital copies of any documents related to the licence on demand by an officer (does not apply to licences and documents required under Alberta legislation).

Feedback provided

General themes under proposed licensing amendments were: compliance with digital documentation, driver licensing experience, licence expiry and fees proration, and meter rates and surcharge preferences.

TNCs were supportive of the planned amendments under licensing. Drivers and brokers believed that additional efforts were necessary to improve the licensing experience. These included obtaining driver licences online, modifying current licence expiry rules and prorating fees.

ii) Focus area 2: Safety

What we presented

- Add that TNC app geolocation be at least five decimal point precision.
- Replace requirement for Chief of Police recommendation with a Vulnerable Sectors check plus a police information check in the jurisdiction in which the driver resides (with the same becoming grounds for Refusal of an Application).



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- Expanding vehicle-age bar of 10 years, to a longer age range or an odometer limit (director exemption if the vehicle is deemed to be in both good mechanical condition and physical appearance, will remain).
- Replace requirement for annual limo inspection at a livery inspection station, with a requirement for a provincial inspection, or an E.L.V.I.S. inspection, annually.

Feedback provided

General themes under proposed safety amendments included: rationale for geolocation precision, clarification of police check related changes, applicability of the proposed vehicle age-bar and preferences, and frequency of mechanical inspections.

TNCs understood the requirement of revising geolocation precision but indicated that they would need to discuss the same with their internal teams to ensure data protection and privacy.

For police check requirements, there were follow-up questions from all groups to obtain clarity.

Regarding vehicle-age bar of 10 years versus odometer limit, TNCs, drivers and some brokers indicated age would work better for them, whereas remaining brokers supported odometer reading. Limousine brokers highlighted that either approaches would be acceptable with the understanding that The City recognizes limousines are separate from taxis and subsequent considerations are incorporated in the amendment.

While attendees from all groups put forward their recommendations for mechanical inspections, brokers specifically advocated for alignment with provincial inspection rules.

iii) Focus area 3: Accessibility

What we presented

- Add requirement for TNC apps to allow customers to submit compliments/complaints/concerns to the director via 311.
- Add requirement that all ATPLs be on the WAV Calgary platform.

Feedback provided

General themes under proposed accessibility amendments included rationale for 311 requirement and visual identifiers for TNCs.

TNCs were disappointed with the additional requirement of directing customer input to 311, as it would slow down their processes, but understood the rationale from a safety perspective. Brokers communicated that this new requirement for TNCs would promote consistent standards across the industry as they i.e., brokers are currently required to report complaints to the director.



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Brokers also spoke about mandating visual identifiers for TNCs to allow for the public to easily recognize and report unusual activities.

iv) Other industry concerns and insights

Feedback provided

During information sessions, attendees shared concerns and ideas that are outside the regulatory scope of The City's VFH program team. These included recommendations to ensure economic viability of the industry by capping TNCs, lowering insurance rates, and modifying existing regulations for taxi stands and pick up. Attendees also proposed ideas perceived to improve operations by simplifying the existing TDL system, establishing online registration for vehicles, reinstating English language proficiency requirements for drivers, retaining driver badges, and introducing up-front payment for taxis.

From an industry accountability perspective, there were suggestions to improve the approach for rehiring drivers through information sharing, appeals for compassionate enforcement practices, information requests on accessibility fee collection, and a desire for greater inclusion of public input in City decisions.

In addition, there were general comments about improving driver work conditions in relation to hours, vehicle cameras, labour laws, driver safety and the future of the taxi industry.