

Community Services Report to
Community Development Committee
2024 December 19

ISC: UNRESTRICTED
CD2024-1288

Vehicle-for-Hire – Proposed Amendments to the Livery Transport Bylaw 20M2021

PURPOSE

This report recommends amendments to the Livery Transport Bylaw 20M2021 to improve driver and passenger safety and promote equity between transportation network companies and brokers (taxi and limousine).

PREVIOUS COUNCIL DIRECTION

On 2024 June 18, Council endorsed the Vehicle-for-Hire Transitional Strategy and directed Administration to report back with proposed amendments to the Livery Transport Bylaw 20M2021 (CD2024-0660). Background and Previous Council Direction can be found in Attachment 1.

RECOMMENDATION:

That the Community Development Committee recommend that Council give three readings to the proposed bylaw in Attachment 3 to amend the Livery Transport Bylaw 20M2021.

RECOMMENDATION OF THE COMMUNITY DEVELOPMENT COMMITTEE, 2024 DECEMBER 19:

That Council:

1. Give **first** reading to the proposed bylaw in Attachment 3 to amend the Livery Transport Bylaw 20M2021;
2. **Following first reading, amend the proposed bylaw by deleting section 29 in its entirety; and**
3. **Give second and third readings to the proposed bylaw, as amended.**

Excerpt from the Minutes of the Regular Meeting of the Community Development Committee, 2024 December 19:

The following documents were distributed with respect to Report CD2024-1288:

- A letter; and
- A Public Submission.

...

Moved by Councillor Dhaliwal

That with respect to Report CD2024-1288, the following be approved:

That the Administration Recommendation be amended as follows:

1. Deleting the words "three readings" and replace with "first reading";

Community Services Report to
Community Development Committee
2024 December 19

ISC: UNRESTRICTED
CD2024-1288

Vehicle-for-Hire - Proposed Amendments to the Livery Transport Bylaw 20M2021

2. Adding a new Recommendation 2 to read as follows:
Following first reading, amend the proposed bylaw by deleting section 29 in its entirety; and
3. Adding a new Recommendation 3 to read as follows:
Give second and third readings to the proposed bylaw, as amended.

For: (5) Councillor Carra, Councillor Walcott, Councillor McLean, Councillor Wong, and Councillor Dhaliwal

Against: (1) Councillor Chabot

MOTION CARRIED

Moved by Councillor McLean

That with respect to Report CD2024-1288, the following be approved, **as amended**:

That the Community Development Committee recommend that Council:

4. Give **first reading** to the proposed bylaw in Attachment 3 to amend the Livery Transport Bylaw 20M2021;
5. **Following first reading, amend the proposed bylaw by deleting section 29 in its entirety; and**
6. **Give second and third readings to the proposed bylaw, as amended.**

For: (6) Councillor Carra, Councillor Walcott, Councillor McLean, Councillor Chabot, Councillor Wong, and Councillor Dhaliwal

MOTION CARRIED”

GENERAL MANAGER COMMENTS

General manager Katie Black concurs with the content of this report.

HIGHLIGHTS

- Vehicle-for-Hire annual trip volumes continue to grow and the market continues to shift with transportation network companies providing more annual trips than taxis in Calgary.
- The proposed amendments to the Livery Transport Bylaw provide a modernized approach to regulating this rapidly changing industry.

Vehicle-for-Hire - Proposed Amendments to the Livery Transport Bylaw 20M2021

- Continuous engagement with the industry is needed to capture the concerns of all interested parties.

DISCUSSION

This report and its attachments outline the proposed bylaw amendments to the Livery Transport Bylaw to further support equity in the vehicle-for-hire industry. In reviewing the proposed amendments, Administration conducted a comparative analysis and jurisdictional scan of other Canadian municipalities. It is included as Attachment 2.

Of continued significance to the vehicle-for-hire industry is the shift in market-share that started with the introduction of licensed transportation network companies into the sector in 2016. Transportation network companies have become so well-used, they provide more annual trips than taxis in Calgary. This trend has continued into 2024. There is an increased need, through the proposed bylaw amendments, to ensure The City of Calgary provides improved consistency to the regulation of this rapidly changing industry.

The proposed amendments to the Livery Transport Bylaw will make it easier for transportation network companies, brokers (taxi and limousine) and vehicle-for-hire drivers to do their work and aligns with the requirements that were previously inconsistent between transportation network companies and taxis, accessible taxis, and limousines. The proposed wording to amend the Livery Transport Bylaw is included as Attachment 3 and the rationale for the amendments can be found in the table at Attachment 4.

The proposed amendments around the yearly inspections allow for consistency in that all drivers are required to provide an Inspection Certificate that is no older than 30 days. The current wording of the bylaw is inconsistent allowing taxis, accessible taxis and limousines to provide Inspection Certificates that are no older than 14 days and transportation network companies to provide Inspection Certificates no older than 30 days. In addition, all drivers are required to notify the Director immediately if the Calgary Police Service is involved in a complaint. Previously, the bylaw outlined only taxis, accessible taxis and limousines were required to provide this notification. These amendments address these inconsistencies.

The proposed amendment to allow the taxi industry to set their own meter rates and make their own decisions around pricing allows for alignment between the transportation network companies where they do not operate on meter rates and can set their own pricing. Of note is that the proposed amendments in this section recommend keeping the maximum meter rates for accessible vehicles to protect wheelchair users and those with mobility challenges from surge pricing.

The proposed amendments also support consistency across the vehicle types, contributing to both passenger and driver safety. For example, adding a requirement that will allow passengers to provide feedback about safety concerns ensures transportation network companies are in alignment with the taxi, accessible taxi and limousine industry who are required to advertise this to their passengers. Allowing for consistency with the data reporting requirements allows a standardization across the industry and assists with enforcement investigation as necessary. In addition, ensuring all industry members notify the Director of any complaints that involve the Calgary Police Service ensures all complaints are brought to the Director immediately.

Community Services Report to
Community Development Committee
2024 December 19

ISC: UNRESTRICTED
CD2024-1288

Vehicle-for-Hire - Proposed Amendments to the Livery Transport Bylaw 20M2021

Along with providing consistency in the sector, the proposed amendments support efficiency for the vehicle-for-hire industry. For example, allowing the industry to carry digital copies of documentation and allowing drivers to notify the Director of a taxi not being in service verbally or in written form, promotes efficiency for both the drivers who attend the licensing counter as well as for the counter staff.

Lastly, some of the amendments include some housekeeping items that need to be addressed such as the removal of the requirement for face coverings and providing clarity around some of the definitions.

Along with all proposed amendments, Administration is recommending the Livery Transport Bylaw be renamed the Vehicle for Hire Bylaw to provide a modernized description of the services the Vehicle-for-Hire program offers.

EXTERNAL ENGAGEMENT AND COMMUNICATION

- | | |
|--|---|
| <input type="checkbox"/> Public engagement was undertaken | <input checked="" type="checkbox"/> Dialogue with interested parties was undertaken |
| <input type="checkbox"/> Public/interested parties were informed | <input type="checkbox"/> Public communication or engagement was not required |

The vehicle-for-hire industry, including taxis, limousines and transportation network company drivers, as well as brokers and transportation network companies, were given an opportunity to provide feedback with respect to the proposed bylaw changes. There was general support for the proposed bylaw amendments. The proposed amendment to increase the vehicle age limit was influenced by the feedback sessions. An industry report back is included as Attachment 5 outlining the feedback and dialogue that was had with interested parties.

IMPLICATIONS

Social

The Vehicle-for-Hire program provides all Calgarians with safe on-demand transportation. The proposed bylaw amendments will seek to enhance equity for both the vehicle-for-hire industry as well as the travelling public

Environmental

The Vehicle-for-Hire program supports the use of environmentally friendly modes of personal transportation through an integrated network that does not require vehicle ownership. Many taxis and transportation network companies in Calgary have introduced low-emission vehicles into their fleets.

Economic

The vehicle-for-hire industry contributes to our city's economic development by encouraging Calgarians and visitors to explore all areas of our city and support local businesses. The vehicle-for-hire industry supports employment opportunities for diverse groups of Calgarians

Service and Financial Implications

Community Services Report to
Community Development Committee
2024 December 19

ISC: UNRESTRICTED
CD2024-1288

Vehicle-for-Hire - Proposed Amendments to the Livery Transport Bylaw 20M2021

No anticipated financial impact

There is no anticipated impact to the operating budget from approving the proposed bylaw amendments. Costs associated with required bylaw amendments can be absorbed by the existing rates and fees collected through the Livery Transport Bylaw 20M2021. Any adjustments to rates and fees for 2026 will be considered through the budget adjustment process.

RISK

If Council decides not to approve the proposed bylaw changes, there is a risk The City of Calgary will continue to regulate the industry using an outdated bylaw that does not reflect the realities of the vehicle-for-hire industry in Calgary leading to the Vehicle-for-Hire program being seen as non-responsive.

Making the proposed bylaw changes ensures The City's commitment to further modernize the Vehicle-for-Hire program and preserves our ability to anticipate and respond to growth

ATTACHMENTS

1. Background and Previous Council Direction
2. Comparative Analysis and Jurisdictional Scan
3. **Proposed Bylaw 10M2025** Amendment to Bylaw 20M2021, the Livery Transport Bylaw
4. Summary of Proposed Bylaw Amendments
5. Vehicle-for-Hire Industry Report Back
6. Presentation
7. **Public Submissions Received at Committee**

Department Circulation

General Manager/Director	Department	Approve/Consult/Inform
Iain Bushell	Director, Emergency Management and Community Safety	Approve
Erendira Cervantes-Altamirano	Director, Community Strategies	Consult
Jill Floen	City Solicitor, Law Department	Inform

Author: Lorna Kearnes, Community Strategies

City Clerks: C. Doi / K. Picketts