

**Summary of Engagement and Communication  
with Stakeholders**

Stakeholder Group	Summary of Feedback
Transportation Network Companies (TNCs)	<p>Administration met with representatives of TNCs on 2017 December 12. TNCs were generally in support of the proposed amendments to the Livery Transport Bylaw. Concerns were raised about the current calculation method for the combined TNC licence fee option. Concerns were focused mainly around simplification of the fee calculation, and that TNC fees were perceived to be too high. A suggestion was also made to change the expiry date of the TNC licence to December 31, rather than one year from the date of issue.</p> <p>Additionally, it was requested that vehicle inspections should be performed only once per year (eliminating the requirement to obtain an inspection every six months for vehicles driving over 50,000 km/year); and allow all AMVIC approved garages to complete livery inspections, rather than only those approved by Livery to complete inspections.</p> <p>Livery Transport Services has been asked to review the possibility of amending the Livery Transport Bylaw to allow TNCs to partner with existing taxi or limousine companies/vehicles.</p>
Taxi Brokers	<p>An Engagement Session was held on 2017 December 13 and attended by several companies. The proposed bylaw amendments were reviewed and the following comments were received:</p> <ul style="list-style-type: none"> <li>• TNCs do the same work as taxis – treat them the same;</li> <li>• Maintaining taxi security camera footage for 5 days is feasible;</li> <li>• The 311 system should be enhanced to send an automatic alert to the broker requesting the camera footage;</li> <li>• Some brokers supported the electronic receipts;</li> <li>• Felt that it should be mandatory for TNCs to have cameras;</li> <li>• Increased enforcement required to prevent TNCs from street hailing (especially during Stampede);</li> <li>• Allow “Power of Attorney” for taxi plate renewals;</li> <li>• Limousines should be permitted to charge a ‘clean up’ fee;</li> <li>• Agreed with ‘no refusal’ provision for TNC drivers; and</li> <li>• Driver fees should be the same for taxi and TNC – same service same fees</li> </ul>
Limousine Brokers	<p>An Engagement Session was held on 2017 December 19 and two companies attended. The proposed bylaw amendments were reviewed and the following comments were received:</p> <ul style="list-style-type: none"> <li>• TNC drivers that are previous taxi/limo drivers are circumventing the App system by taking pre-arranged</li> </ul>

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	<p>trips and customer not using the App until vehicle shows up which guarantees the trip for the driver;</p> <ul style="list-style-type: none"> <li>• Limousine vehicle age limit should be based on kilometers not years;</li> <li>• Allow every entity in the industry to take cash; and</li> <li>• Cameras should be mandatory for both taxi and TNCs and not required for limousines;</li> </ul>
Taxi Drivers	<p>Three Engagement Sessions for taxi drivers were held on 2018 Feb 7, 8 and 16. Methods for advertising the sessions included emailing drivers directly, communicating to drivers at the Livery Transport Services front counter, posting bulletins at brokerages and Livery Officers speaking directly to several hundred drivers while on patrol, which included providing them with bulletins containing information about the sessions. A total of 28 drivers participated in the three sessions. For the most part, participants support the proposed bylaw amendments, providing the following additional comments:</p> <ul style="list-style-type: none"> <li>• Cameras should be mandatory for both taxis and TNCs;</li> <li>• The number of annual vehicle inspections required for taxis and TNCs should be the same, and required once a vehicle has been driven for 50,000 kilometers;</li> <li>• Taxi Plate Licence fees need to be reviewed to ensure there is a level playing field across the livery industry;</li> <li>• Taxi drivers want enforcement increased to stop TNCs from accepting street hails, indicating this activity occurs regularly in the late evenings; and</li> <li>• one participant requested that The City allow for an open livery system.</li> </ul>
General Public	<p>On 2018 January 18, Administration met with representatives of the general public, the Calgary Hotel Association, Tourism Calgary, the Airport Authority and the Advisory Committee on Accessibility and received the following comments regarding the proposed bylaw amendments:</p> <ul style="list-style-type: none"> <li>• All taxi drivers must automatically provide receipts to the customer (rather than current practice to wait until the customer requests a receipt);</li> <li>• Cameras footage should be retained for a minimum 7 days, 21 days preferred;</li> <li>• Discretionary section in the Livery Transport Bylaw which allows the Chief Livery Inspector to approve trade dress for TNCs should be eliminated from the bylaw - trade dress should not be an option; and</li> <li>• Request that 2017/2018 revenues/expenditures be provided in Council report.</li> </ul>