

Livery Industry Improvements

ADMINISTRATION RECOMMENDATION:

That the SPC on Community and Protective Services recommend that Council:

1. Receive this report and attachments for information;
2. Give three readings to the proposed bylaw to amend the Livery Transport Bylaw 6M2007 (Attachment 1); and
3. Direct Administration to undertake a full review of the fee structure in the Livery Transport Bylaw 6M2007 and report back to Council through the SPC on Community & Protective Services no later than 2019 Q2.

- Calgary has a long history of regulating the livery industry. Technology advancements have resulted in an accelerated evolution of the industry in the last several years.
- In November 2016, Council gave three readings to Bylaw 42M2016, which included a pilot initiative for an alternate fee system for Transportation Network Companies (TNCs) to accommodate new market entrants and providing Calgarians with more transportation choice. Council further directed Administration to report back following the one-year pilot of this system.
- In the pilot year, citizens benefited from the addition of almost 3,500 TNC drivers. One in six (17%) Calgarians have used TNC services within the past year taking 2.3 million trips. Almost all (98%) of users of TNC services are satisfied with the services. Calgarians have embraced the options of the technological advancements and new market entrants to the livery industry.
- The results of the pilot project showed that the fees charged to TNCs were sufficient to cover Administration cost to regulate them. Administration has identified the need to increase enforcement to accommodate the significant increase in livery drivers in order to maintain public safety, consumer protection and service quality.
- Administration is recommending a full review of livery fees to determine an equitable fee structure that reflects an evolved livery landscape. This review should be conducted holistically so that livery participants pay fees that are fair and equitable to the costs of regulating them. Administration would prefer that the current livery fee structure be maintained rather than amended for individual industry participants. The livery fee review will allow for all fees to be assessed.
- Administration is also recommending a number of changes to the Livery Transport Bylaw to add clarity and give companies more certainty about their fees.



Proposed/Potential Motions Arising

Security Cameras in TNC Vehicles

- While Administration is aiming to create a level playing field for all livery associates, there are substantial differences between the operating models for taxis, limousine and TNC. For this reason, there are differences in certain expectations for the industry including security cameras. Currently, only taxis are required to have a security camera. TNC's and limousines/sedans do not require security cameras.
- Administration is satisfied that the safety features associated with TNC operations eliminate the need for security cameras.
- TNCs and limousines are not permitted to perform street hails. The driver and passenger are made known to one another either through a mobile application or pre-arranged ride. This reduces the anonymity risk taxis are exposed to.
- Payment transactions for TNCs are arranged through the application, with no cash transactions permitted, reducing safety concerns associated with carrying cash.
- No other municipality requires TNC to have security cameras.
- in 2017, 97% of TNC passengers stated they felt safe, compared to 94% of taxi passengers. 91% of limousine passengers reported they felt safe.

Training for TNC Drivers

- Training for taxi drivers is more focused. Modules include Livery Transport Bylaw, Driver Safety, Diversity and Helping Passengers with Disabilities.
- Recently, Livery Transport Services developed an online training program that can be completed as quickly as 2 hours.
- Currently, only taxi drivers are expected to take this training. Limousine drivers are required to complete self directed learning and complete a knowledge test.
- Administration is aiming to create a level playing field for all livery associates. Training is important in meeting Livery Transport Services objectives of Public Safety, Consumer Protection and Service Quality. Administration is in support of expanding training to all livery drivers and include TNC.
- The province of Quebec mandates TNC drivers to complete training.
- Administration sees the value in ensuring that TNC drivers are aware of the rules and expectations that apply to them as livery drivers. This may also result in enforcement efficiencies, with Livery Inspectors spending less time educating drivers on the Livery Transport Bylaw.
- Administration would prefer to review the fee structure associated to training in the livery fee review.

Increase TNC fees

- Administration would prefer if changes to licence fees be performed as part of the livery fee review, allowing Administration to determine an equitable fee structure that reflects an evolved livery landscape.
- The result of the pilot project showed that the fees charged to TNC in 2017 were sufficient to cover costs associated with regulation in the pilot year. Administration has identified the need to increase enforcement due to the addition of the almost 3,500 additional TNC drivers in order to maintain public safety, consumer protection and service quality.