

Vehicle for Hire Commission

Mission

To establish regulations to govern the Vehicle for Hire Industry, including vehicles, drivers and business operations, in a fair and equitable manner to promote a safe and respected industry.



Overview

The Vehicle for Hire Commission ensures the safe and orderly use of vehicle for hire services to Edmontonians by providing advisory and liaison services to City Council, industry stakeholders and the general public. Through municipal legislation, the Commission sets policies and procedures governing public and driver safety, security and welfare needs. Administration provides support services to the Commission and carries out safety and protection requirements through licencing, vehicle inspections, driver screening, and on-going enforcement initiatives.

Major Areas of Responsibility

- Public Safety
- Industry Governance
- Council Advisory Services
- Industry Engagement
- Licencing Services
- Inspection Services
- Enforcement Services

Major Services & Activities

Commission

- To work with the Vehicle for Hire Industry to have quality public service at a fair price.
- To develop and maintain best practice standards for drivers, vehicles and business operations in the industry.
- To provide advice to City Council and Administration in the best interests of the public and industry.

Administration

- Driver and Vehicle Licence Services
- Vehicle Inspection Services
- Investigation and Enforcement Services
- Administrative Office Support
- Commission Meeting Coordination
- Research and Policy Development Support

Vehicle for Hire Commission

Immediate and Intermediate Outcomes and Measures

Outcome	Measure
Vehicle for Hire Services provide quality services at a fair cost	<ul style="list-style-type: none">• Customer satisfaction levels• Rate of return• Level playing field• Commission objectives met
Person's with disabilities have timely access to taxi service	<ul style="list-style-type: none">• Number of accessible taxis• Yearly service hours• Service response times
Optimal regulatory services are provided	<ul style="list-style-type: none">• Yearly inspections• Percent of compliance to inspections• Licencing and renewal times• Number of enforcement actions
Driver, vehicle and broker standards are maintained	<ul style="list-style-type: none">• Number of bylaw and regulation changes adopted• Number of violations• Public complaints• Licence suspensions• Safety standards adopted
Reduce late night congestion at entertainment locations	<ul style="list-style-type: none">• Number of late night service taxis• Industry feedback

Vehicle for Hire Commission

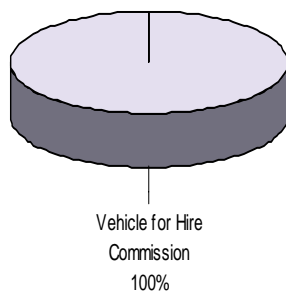
Approved 2010 Operating Budget

Program Summary

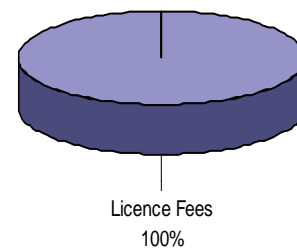
	2008 Actual	2009 Budget	Revenue & Cost Impacts*	Service & Budget Review	Service Needs	2010 Budget	% Change '09-'10	2011 Forecast
Revenues								
Licence Fees	\$ 643	\$ 721	\$ 31	\$ -	\$ -	\$ 752	4.3	\$ 776
Transfer from Reserves	13	-	-	-	-	-		-
Total Revenues & Transfers	656	721	31	-	-	752	4.3	776
Expenditures								
Vehicle for Hire Commission	656	721	31	-	-	752	4.3	776
Total Expenditures & Transfers	656	721	31	-	-	752	4.3	776
Net Operating Requirement	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	-	\$ -
Full-time Equivalents	4.0	5.0	-	-	-	5.0		5.0

* Cost increases due to inflation on personnel and non-personnel expenditures. Revenue increase due to increase in fees.

Where the Budget will be spent



Funding by Source



Vehicle for Hire Commission

Current Services

- 1,185 Taxi Licences
- 169 Limousine Licences
- 35 Accessible Taxi Licences
- Mandatory annual vehicle inspections
- 8,000 roving inspections to ensure continual driver and vehicle compliance
- Targeted enforcement to catch unlicensed operators and preserve public safety

Major Service Objectives

- Develop an effective method of tracking and monitoring taxi vehicle operational days to meet new bylaw vehicle licence plate renewal requirements.
- Develop new method(s) and incentives to reduce taxi vehicle carbon dioxide emissions.
- Work with industry stakeholders and the International Airport Authority towards developing comparable flat rate taxi and limousine rates from Edmonton to the Airport.
- Sustained enforcement against bandit taxis, unlicensed service providers, and discount limousine services.

Issues and Challenges

- Each of the three (3) primary Taxi Brokers utilize a different computer dispatch system. Unique vehicle operational tracking systems may have to be developed for each Taxi Broker.
- Creating an “age limitation” for taxi vehicles is one option the Commission will put forward to City Council through an approved public involvement process.
- The International Airport Authority presently has flat zone fares for all trips into Edmonton for both Taxi and Limousine vehicles. Simply adopting these same rates for return trips to the Airport will not be a popular solution for some segments of the industry.
- Maintaining reasonable fee rates as industry service demands increase.

Vehicle for Hire Commission

Current Service Level

Current (2009) Service Level	Key Resource Requirement	Capacity of Service	Benefits of Service
<p>Regulate 2,550 drivers, 1,400 vehicles and 60 businesses operating in Edmonton's Vehicle For Hire industry.</p>	<p>Direct Personnel costs of \$388,000 include 1 Chief Livery Officer, 3 Municipal Enforcement Officers and 1 Administrative Assistant.</p> <p>Indirect shared service personnel costs of \$199,000.</p> <p>Vehicle costs for the operation of 2 marked Inspection vehicles is \$46,000.</p> <p>Honorarium cost for 7 Commission members is \$47,000.</p> <p>Independent Legal Counsel for the Commission costs is \$23,000.</p>	<p>Emerging issues are dealt with in a timely fashion.</p> <p>Key issues are handled through a formal public involvement process before being advanced to City Council.</p> <p>Active involvement in 2 primary International Associations helps to bring "best practices" solutions forward for problem solving consideration.</p> <p>8,000 roving inspections are conducted to ensure continual driver and vehicle compliance to bylaw requirements.</p> <p>Commission members participate in annual training workshops to maintain good governance standards.</p>	<p>Costs are completely recovered through user fees to the industry, resulting in no tax levy impact.</p> <p>Shared personnel cost model benefits both the Commission and the City by eliminating duplicate staff resources.</p> <p>Experience from hundreds of other international jurisdictions is brought to the table through active participation in 2 International Associations.</p> <p>Public safety is heightened through continual roving inspections.</p> <p>The Commission maintains its credibility with City Council by fully researching and addressing significant issues with industry stakeholders.</p>

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Strategic Initiatives

10 Year Strategic Goal / 3 Year Priority Goal	Initiative	Outcome	
		Immediate & Intermediate	Ultimate
<p>Improve Edmonton's Livability</p> <p>Enhance social connectedness for all citizens</p>	<p>Promote use of accessible taxi vehicles with local Associations and venues which cater to persons with disabilities.</p> <p>Six (6) different types of safety shields have been approved by the Commission for installation in all Edmonton Taxi Cabs.</p> <p>Research viable options for reducing the carbon dioxide emissions from Edmonton's fleet of taxi vehicles and prepare Bylaw amendments for City Council's approval.</p>	<ul style="list-style-type: none"> • On demand transportation options for persons with disabilities are improved. • Taxi Drivers will have a safer work environment. • Carbon dioxide emissions will be reduced resulting in a healthier environment. 	<ul style="list-style-type: none"> • A greater percentage of taxi vehicles will accommodate wheelchair trips. • No taxi drivers will be assaulted while on duty. • The environment is protected.

Vehicle for Hire Commission

Approved 2010 Operating Budget

Notes	2008 Actual	2009 Budget	Revenue & Cost Impacts*	Service & Budget Review	Service Needs	2010 Budget	% Change '09-'10	2011 Forecast
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Total Revenue & Transfers	<u>656</u>	<u>721</u>	<u>31</u>	<u>-</u>	<u>-</u>	<u>752</u>	4.3	<u>776</u>
Expenditure & Transfers								
Personnel	276	370	18	-	-	388	4.9	405
Materials, Goods & Supplies	10	5	2	-	-	7	40.0	7
External Services	114	76	5	-	-	81	6.6	83
Fleet Services	11	34	1	-	-	35	2.9	36
Intra-municipal Services	227	214	6	-	-	220	2.8	224
Other Charges	18	22	(1)	-	-	21	(4.5)	21
Total Expenditure & Transfers	<u>656</u>	<u>721</u>	<u>31</u>	<u>-</u>	<u>-</u>	<u>752</u>	4.3	<u>776</u>
Net Operating Requirement	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	-	\$ -
Full-time Equivalents	4.0	5.0	-	-	-	5.0		5.0

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Budget Changes for 2010 (\$000)

Revenue & Cost Impacts on 2009 Services

Revenue Changes

\$ 31	Rate changes
31	Total Revenues

Cost Changes

18	Personnel Increases - Settlements and Increments
8	Non-personnel Inflation
5	Historical Adjustments
31	Total Cost Changes

\$ -	Net Operating Requirement
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