

Taxi Data - Wait Time Analysis based on Geographical Location

ISSUE

This report provides an update on a resolution by City Council related to a location-based analysis of taxi data noting that in order to do this, it would require an amendment to the Bylaw No 9070, the Taxi Bylaw, 2014 (Taxi Bylaw) and additional resources to analyze and interpret the new location based data provided.

BACKGROUND

At its regular business meeting on December 17, 2018, City Council resolved “that the Administration pursue further analysis with respect to wait times with the lens of geographical location.”

CURRENT STATUS

Additional Wait Time Analysis Based on Geographical Location

The Taxi Bylaw, requires taxi brokerages to provide monthly trip data to the City. Data reporting requirements include documentation of the following timelines:

- call for dispatch was received;
- trip accepted;
- taxi meter engaged; and
- taxi meter turned off.

Brokers are also required to report if a trip was for a passenger requiring wheelchair accessible taxi service and the number of trips per month for each wheelchair accessible taxi. Taxi brokerages are required to retain taxi data for a period of three months and are not required to report where the trip originated or the final destination.

In order to conduct additional wait time analysis based on geographical location, an amendment to the Taxi Bylaw would be necessary, to include a requirement that taxi brokerages document and report GPS location of taxi service. Once the data is collected, the Administration would need to expend additional staffing resources to analyze the data. As this analysis is highly specialized and technical, it will likely require the retention of consulting services. A funding source for additional internal or external data analysis has not been identified at this time.

NEXT STEPS

The Administration requires further direction from City Council in order to proceed with the location based data analysis, as resolved by City Council at their meeting on December 17, 2018.

Report Approval

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