

Calgary's taxi industry waits for city survey

Calgary Herald August 21, 2009 Comments (3) Story Photos (1)

Taxis line up for passengers at Calgary International Airport Wednesday, April 30. Photograph by: Stuart Gradon, Calgary Herald

CALGARY - The taxi industry will take its cue from a survey being done by the City of Calgary's advisory committee-- not a stand-alone group that says its own poll found some fed up Calgarians have stopped calling for cabs, a spokesman said Thursday.

"We believe that's the legitimate survey," said Kurt Enders, with Checker Cabs and the Calgary Livery Association.

"We're looking forward to seeing those results."

The city's taxi limousine advisory committee launched an online survey Wednesday, asking Calgarians for their thoughts on the service they've received from local drivers and the wait times to both order and receive a cab.

The same day, Voters for Taxis --which believes the city should allow more taxi licences to be issued -- released the results of its own online poll and 140 respondents, concluding that "a lot of people have given up on taking taxis."

Results included 67 per cent of those who responded calling the availability of cabs as poor or fair, a number that switches entirely to poor when talking about peak hours.

The results of online surveys aren't considered statistically reliable.

Enders said he doesn't believe that people have stopped trying to get cabs. And he said it's difficult for the industry to staff up to demand during peak hours--such as when the bars close.

"If you go to Earls on a Friday night you wait an hour or you might not get in, hotels are full during convention season. When they're full, they're full," he said. "You can't oversupply the industry for certain times of the year or day."

The taxi limousine advisory committee reports to city council and includes the industry, members of the public and representatives from agencies such as the airport authority and tourism.

Committee chair Stephanie Ho Lem has said she'd like to see the survey done annually, so public feedback on the service being provided can be gauged.

The results of the survey available at www.calgary.ca/taxisurvey will be presented to the city later

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Comments

August 21, 2009 - 9:42 AM

No new licenses in 20+ years. Another planning masterstroke. Perhaps if we had a halfway competent or dependable transit system in this city - one that didn't close down at 1:00 a.m. (most bus routes) or even one that didn't leave commuters waiting in the middle of downtown at rush hour for 45 minutes in minus 30 degree weather, one wouldn't require so many cabs. Gosh, what am I thinking?

PirateKitty

August 21, 2009 - 8:56 AM

I filled it out! It's about time some reform was done.

momo

August 21, 2009 - 8:04 AM

I dont need a survey to tell you that people are fed up with cabs in this city.....and parking