LiveryTransport Bylaw Review

Verbatim Comments

To obtain public input as part of the Livery Transport Bylaw review, The City conducted online engagement from October 28 to November 17, 2019.

The verbatim comments presented below include all of the suggestions, comments and messages that were received during the online engagement.

Offensive words and personally identifying information have been removed and replaced with either, [removed] or [personal information removed]; otherwise, comments here are completely un-edited.

Click on the links below to go directly to a topic of interest.

- Customer considerations
- Safety for taxi customers, rideshare customers, and limousine customers
- Wheelchair Accessible Taxi considerations
- Driver/customer relationship

1. What factor(s) do you consider when deciding whether to use a taxi, a rideshare or a limousine? (eg. price, wait time, payment option, etc.) Why is/are the factor(s) important to you?
• Price (the cheaper the better), wait time (I usually go with Uber because I can see its progress on the map), payment options (debit/credit is ideal).
• Price, payment options (like paying through my phone), ability to select the option to not talk to the driver
• Main factor is cost/payment option. Cost is a huge factor with rideshare its usually a flat rate no matter what. If you take a taxi a short distance in rush hour it can still cost alot because its based on a clock.
• Price, wait time, convenience, perceived accountability
• My first go to was car2go if there was one in my area. Convenient, cheaper and you don't have to wait. Also, payment being set up through the app makes it easy breezy. Second choice is uber, as the cost is cheaper than a taxi and I can track where they're at and also I can share where they're taking
• The option I consider is price. Ride sharing is significantly less expensive.
• Ease of using an app, price and that I don't need a wallet on me as it's saved in the app (aka Uber)
• Price, wait time, payment options, cost sharing capabilities. It's very convenient to be able to order a ride right then and there and have it automatically come off your credit card.
• Price and payment option. Rideshares are generally cheaper and you pay with credit card on the app.
• Wait time, payment, nice cars good in winter weather

- My personal preference is always a taxi. They pay a great deal to reap a small margin.
- Price. Availability. Cleanliness of car including smell. Friendliness of drivers.
- Wait time, convenience , price
- Price and convenience are the most important considerations for me. The affordability and usability of rideshare apps leads me to choose this option majority of the time.
- wait time, quality of ride & price
- Price. Because I'm price sensitive
- Ease of use. I generally use Uber because it is easier to track, to pay, to use.
- Personal Safety and Payment options
- I will always use rose shares. Prices are pee determined. Wait times are less. Accuracy of arrival is better. Rating system allows to pick drivers you are comfortable with
- Price, wait time, availability, payment options
- Price and availability.
  I use rideshares because I like knowing the price upfront and they're usually cheaper.
- Price and time frame.   Price for routine things...   wait time and timing for special appointments
- Almost exclusively use rideshare. Due to the ability to rate drivers through the app, the service is almost always better for a comparable price. Also due to the limited quantities of taxis available in peak times, ride share is more available.
- Price, I don't live downtown and when I'm being safe and not driving the cost for such a distance can be very high in a cab. I've also had cabs over charge
- How quickly they can respond. Taxi apps aren't as good as Uber and calling usually results in a loooooong wait so I tend to rideshares. Also, it seems like so many taxi drivers work 14 hour shifts which scares me from an exhaustion / safety perspective.
- ability to book a head of time, destination, time of day for best rates
- Price and wait time and payment option. Nothing worse than having a cab take you to a bank to get cash (then you have to pay for their wait time while you're in the bank) it's inconvenient
- Ease of use, availability & wait time, price
- Convenience (i.e. app) and payment option.
  I don't want exchange of cash/debit. Minimal human interaction is preferred.
- Personal safety. Has the driver been properly tested for driving skills, has the driver been verified as not a sex offender or substance abuser, has the vehicle been safety checked. Can I trust that these have been done by a reliable source.
- Price
  Wait time
  Availability to take me where I needs to go
- Price, wait time, payment. Because I'm a student I want the cheapest option.
- Convenience, wait time, reliability, comfort, price
- Price, wait time. Price in a taxi can be variable based on traffic and the route the taxi takes. Rideshare you know exactly what you're paying. Wait time is crucial when trying to get somewhere on time.
- Price, wait time, ease of booking

- Price - rideshare seems more reasonably priced
  Wait time - I can always reliably get a ride share within 5 minutes at my house
  Payment option - having account linked to a payment. Easy
  Safety - the ride share offers safety by the tracking and linked accounts. You know who tour driver is and reviews
- Price and convenience
- Ability to call the driver to my location and see his progress towards my pickup.
- Price and accessibility (how easy is it to call the cab). From my home will always use rideshare because I hate calling in to get a cab and there are never any driving through residential streets
- Price and wait time
- Price and ease of use, ride shares all the way
- Quality of vehicle price wait time.
- All of the options above as well as safety and size of vehicle.
- price, especially when ride share inflated pricing during peak times.., wait time & convenience
- Quality of service and reliability and price are most important
- Safety and driver satisfaction are my top two concerns. As a woman, I like that most rideshare apps have gps tracking, but I like that with taxis drivers earn more income.
- Uber for reliability. Ubers track everything (name, license plate, addresses) and it's all stored on your app. If you have a problem it's easy to write a review or complain.
  Taxis are awful. Have had bad experiences with taxi drivers being creepy or dangerous and there's no way of reporting it.
- Price, wait time, safety
- Price and recent news about safety. If i hear someone had a dangerous experience using a rideshare app then i will avoid it
- Cost. Wait time
- Price, ease of booking, ease of payment
- Price. It's 2019 and the cost of living is way too high, so price is the only factor that matters to me.
- Convenience first. I prefer to book through applications, like Uber, where I can share my route and driver information with a third party if necessary. Price second. I'm very disappointed car2go left.
- Price and wait time
- Price, get me home or to the bar for cheap or I ain't going.
- Price, wait time, ease of pick up
- Wait time, price, ability to book on an app which shares price and wait time info
- Price duri g the time of day or night, or the distance I'm going, taxis often refuse short trips.
- Price and efficiency.
- Wait time and price, reliability, friendliness of driver. Wait time - waiting just plain sucks (no better way to put that!), friendliness of driver - I'm usually alone and it is very easy to feel powerless and unsafe when a stranger is driving.
- The most important for me is a well trained, knowledgeable, professional driver.

- Price, wait time, payment option, ability to see navigation. Payment option is important because I never have cash and not having to worry about a payment interaction is reassuring. Being able to see the navigation the driver is using (like with Uber) is helpful to know I'm going the right way.

- Price and wait time. I go to the airport a lot, typically using a car service. The quality of taxi service is far too low for the price they charge. Also, getting consistent taxi service is almost impossible in this city.

- The only benefit of rideshares are you know the cost upfront. I always try to use taxis because they are more professional and adhere to the rules of the road much better.

- Price is number 1 because our city is so big that taking a taxi can become very expensive, especially going to and from the airport or downtown area. Payment option is also important because most people tend not to carry cash on them anymore. Credit card is most convenient.

- Cost and wait time. Cost is always a factor. Even if I can afford it, I want the best price available.

- Price and availability. If the prices are similar then availability is extra important. Taxis are not as reliable as ride share.

- Price. Online tracking and booking.

- Convenience, price, and wait time.

- Wait time and ease of payment connected to an app and price are the most important

- Price is the most important to me because taxis have always been an option that is too expensive

- Price first.
  Wait time.
  Payment on apps is preferable - I hate having to pull out my card.
  Basically Uber and Lyft have it figured out.
  People that can actually drive well and with purpose. I can't stand it when drivers go under the speed limit. At least go the speed limit for Peet's sake!

- Cost and cleanliness. Find taxis extremely dirty

- Price, wait times and payment options. I don't usually carry cash so being able to pay interact or online is awesome. And with rideshares you don't have to fight for a ride.

- Price and wait time

- Mostly when I need to get to the airport, because Calgary is a garbage city with barely any usable public transportation to the airport. The train goes to the airport in almost every other major city.

- Price, convenience

- Price, convenience, safety

- .price, wait time, payment options, app to be able to track where the vehicle is at.

- WAit time and cost. My money and time are important to me and I car how they are spent.

- Wait time (too cold to wait outside in the winter after bars close), and price

- Price, availability, convenience. It truly depends where I am in the city. For example, if I'm downtown, I'll likely take a taxi because it's more efficient to waive one down rather than wait for an uber, but it's cheaper to take an Uber to the airport rather than take a taxi

- If there's a cab waiting outside, i take it (restaurant, hotel, etc)
  If I need to summon, I use Uber because their app is so good and accurate.
  Limos should not have a minimum charge. So they can be used for short rides too

- It's easier to hail an Uber when you aren't in a central area.They charge a fair rate & aren't on their cell phone speakers all the time.They listen when you ask them to change the volume/heat/windows & payment/tipping is easier.Cabs always have a huge tip option as the 1st option - frustrating!!
- Car type and payment option
  Ability to track on my phone
- Safety followed by price and finally wait time. As a female who is often traveling alone it's important for me to feel safe with the driver and to not be uncomfortable.
- Price, reliability and comfort.
- I don't have a car. If I can't walk or use public transit I will take a taxi. I won't use a rideshare because they are unregulated. I have read that Uber and Lyft undermine public transit and they exploit vulnerable job-seekers working as drivers (gig economy). A limo is too expensive.
- Price, efficiency, safety, convenience
- Price and wait time. Presumably I need to be where I need to go quickly, but also economically.
- Price and convenience. But mostly I just miss car2go.
- Price, availability, safety, reputation
- Price. Also, Uber is faster than a cab
- Price and wait time are huge factors. Private company's take the win on those 80% of the time when there aren't surcharges during their peak times. At that point taxis and ride share are equal in price so it comes down to what's quicker
- Price, availability. I look for the most affordable and quickest option. Typically, if the wait time is less than 5 minutes, I pick the cheaper option. Over 5 minutes, I'll pick the quicker one if the price difference isn't too high. I also look for options where I will know the price up front
- Upfront cost and other knowledge. Easy tacking of drivers/car if incidents occur.
- Availability, wait time and price
  Time and money are important.
- Price and wait time
- Price - because I'm on a budget and I need to get places
  Wait time - because I need transportation now. If I have a lot of time I would take the bus AND there have been times were it is impossible to get a ride in this city.
- Price and reliability
- Price, overall experience
  I'd rather lay more for a better experience (taxi drivers are not always the friendliest nor the safest drivers)
- Price, reliably, convenience
- Payment options, wait time, price. The ability to know all of that information in advance
- Price and payment options.
  I'm poor and don't want to sit in the cab for 6 minutes after I arrive to deal with paying.
- Price is somewhat of a consideration but my favourite thing about taking ride shares is the ease-of-use. You set your destination you get in you get out you don't have to waste time spent paying for the ride.

- Price, being able to pay using my phone, being able to organize a ride through my phone.
- [removed]
- I only use taxis. I do not feel comfortable using a ride share service, because I don't believe the drivers are vetted well enough.
- Reliability, safety, convenience. I need to know that someone is coming to pick me up when they say they will. I need to feel safe with the driver -that they will drive safely and not hurt me and that the vehicle is in good repair. I need to process the transaction easily from start to finish.
- Wait time
- Wait time, with Uber you know exactly how long until your ride will be there. Cab companies won't. Price is big too, with Uber the price is fixed you know what you'll pay. And I feel safer driving with a driver I can rate, they are more accountable because it affects them. Ubers are newer and cleane
- Originally quality of vehicle / price / ease of ordering / wait time -- now just order limo for airport and Uber for around town.
- Price, on time arrival, being able to track the vehicle for safety
- Cost, ease of ordering (app vs calling).
- Price & wait time
- Easy of booking (app) and payment options
- First price, then wait time.
  If the price is similar I choose the shorter wait. If I need to be somewhere quickly I choose wait time over price.
- Price, wait time, and payment options are all factors. Wait time and payment options are big factors when I'm in a hurry. If I'm leaving the airport I'll likely take a taxi, but when I'm leaving my house I'll take rideshare because the wait time is much shorter.
- Rout knowledge, as I've had terrible experiences with taxis taking the most inefficient routs possible both making me late and the ride more expensive.
- Wait time and ease of ordering
- Price, company providing services and comfort. I.e, ride sharing contributes to the casualization of work, so I try to avoid Uber.
- All the above plus conveniance this is why ride share is better. Taxis are not in my area. I call for an uber and they are 5 mins away
- Use of technology, tracking, payment options
- Safety and price
- Convenience (wait time, payment options), price. Safety is very important but I feel safe with the available service do not really a consideration
- Price, payment options and wait time are most important
- Price, wait time, safety
- price. Usually not taxi as they smell like ass
- I'll always take rideshare. The vehicles are nice. People take pride in their work and the technology of booming and tracking is far superior

- Uber. Easy to order. Shows up immediately. No worry at all. Love paying via app and not having to deal with cash. I can order a car for my kids and they don't have to deal with cash.
  I grab taxis at airport because they are there and easy.
- Price & convenience. It's important because Calgary has appalling city transit and we don't have any other choice.
- Price, convenience and pay options. It's important to know I can pay by credit card if I don't have cash and that's not always an option with taxis. Taxis don't always have or use gps and need directions.
- Price convenience safety
- Cost, availability/wait time, personal experience (history), tipping expectation.
- Price and wait time.
- I don't like taxi and limousine in general, most of the times the cars are dirty and the drivers are rude. I prefer rideshare, such as uber, because cars are clean, drivers are super nice and friendly. Because drivers working for Uber care, it's their own car that they use.
- Location / ease of getting a ride to me
- Payment option, ability to rate your experience, being able to track entire ride
- Price. It's always price.
- Supporting an innovative economy. Usually choose rideshare because it is a business that support a world class city in terms of services available.
- I want it to be safe. I am a woman often traveling alone
- Ease of payment. Safety. Not being taken advantage of monetarily
- Availiability, wait time, safety and price
- What's my destination and price
- Price is extremely important, but so is wait time. A huge part of the appeal of Uber's to me is how much quicker I often can get them then taxis. Furthermore I love how well the app runs. While most taxis have apps, they can be clunky and slow.
- Ease of use - I like a service that uses an app. I want no wait, and I don't want to have to use cash or credit - let the app take care of that.
- Price, convenience, cleanliness, app based payment
- Price and availability
- Local ownership. Employment fairness
- Price and convenience. I'll take Uber's almost all the time unless it's surge pricing or I leave and a taxi is right there.
- Cost and convenience
- Taxis are safe, reliable, trained and certified. It's the only working model that is good for customers/employees and employers.
- Wait time
- Booking convenience, wait time, safe ride
- Accountability of the driver to a regulatory body. Without accountability riders have no assurance for driver skills, vehicle safety, and standardized fees.

- Price, wait time, payment option, convenience. The ability to get a ride when we need one is important, and all the factors listed above are important considerations
- Convenience and pre payment options because my time is important to me and I don't want my driver to beg for tips the whole ride.
- Wait time, can I track it to pick me up, price, convenience of payment.
- Convince and price.
- Wait time, easy booking, easy paying, clean, friendly, price. We use a taxi or Uber as part of our evening or party outings, so convenience, cleanliness, and ease impact upon our whole evening. A surly driver, a dirty vehicle, feeling unsafe, and worrying about fare all can negate a great evening.
- Price - I'm a student and need to be aware of price surges. Safety - I often feel safer in an Uber rather than taxi's.
- The reason why I prefer rideshare over any other transportation service, is simply due to the fact that no cash is exchanged.
- Price or availability.
- Price, ease of finding a ride, ease of the car finding me (this can be a huge problem with taxis)
- Price, payment process, communication process (how to communicate where you want to go), ride comfort.
- The fact that the train stops running at 1am which is very counter productive for a nightlife in Calgary. Don't take cabs cause it will cost $25 or more when you live further away from city centre
- Price, reliability (i.e. ability to book ahead and trust that they will be on time).
- Wait time, capacity of space (Calgary has limited van taxis!!!), cost
- Price - it's the economy ......
- Ease of use, is the most important. It is so much easier getting an Uber as opposed to a taxi in most cases outside of downtown.
- Price, wait time, payment options.
- Price, especially a direct price up front that doesn't change or can't be modified by a driver taking an indirect route
- Safety, length of wait, price
- Price. Wait time. These are pertinent when you're trying to get somewhere.
- The three you listed. It is about convenience and price.
- Price
- Wait time, easy tracking of the vehicle through an app and payment through an app - the convenience of these things is super important to me
- price is the most important, but if equal then wait time and reliability are second. i often take short rides so i'll just take whatever's more convenient
- Rideshare and the convenience of paying directly through the app. No cash or exchange of transaction needed.
- Time, being able to book in advance
- Safety (I don't feel that rideshare options are safe), reliability
- Convenience is the big consideration. Hailing via app is preferred. Cost is a major consideration. Payment options and no need to navigate/direct the driver is very convenient.

- Price, convenience, ease of payment, safety.
- Safety, price, reliability. Speed of response.
- Ease of locating the ride. Ease of payment. Ability to assess the driver before the ride.
- Ease of use and availability much prefer rideshare done through an app
- Price and wait time. I don't want to spend $50 to get to and from my destination when that's what I would pay for a full tank of gas.
- Advanced time to book.
  Location where taxi stand is nearby (airport)
  Weather - prefer Uber in the winter as you can specifically select a AWD
- Wait time, cost, cleanliness. I feel that car share has a built in feedback loop on this (rating, etc) which gives it an advantage, and certainly my preference over taxis.
- Wait time
  Price
  Quality of transport
  Payment options.
  I own a car and used car2go, uber, taxis and limos
- Wait time, easiness of payment, car/driver quality
- Cleanliness, attitude. Cars without all the check engine lights. So I never use taxis anymore.
- Cost
  Convenience - time to arrival
- Price, driver competence.
- Ride share always. I know where they are, how much I'm paying and the driver in advance.
- Price. Overall time.
- cleanliness, friendly driver,
- Price and if it is for work vs personal
- Trip price, wait times, and fixed pricing. I generally take ride share because those factors are better. The drives for ride share tend to be better as well. Taxis are some of the worst driven cars on the road when I use them.
- I used car2go around downtown. It was my preferred method besides transit to work. I only take taxis when there was no car2go around or I have been drinking and can not drive. I do not use Uber alone.
- App for hailing, navigation/destination and paying. Low wait time. Low price.
- Wait time and price are huge. I have preference for which company but if they can't come fast enough I will choose another.
- Customer experience (ie app based showing live wait time), Price, Online payment
- Price, efficiency, option to pay debit or credit. Safety.
- Only use taxis, not sure out safety of rideshares.
- Price, the lower the better.
  Convenience, being able to order a ride and it arrives in the shortest time possible.
  Payment options, I can pay using PayPal.
- I use rideshare because most taxis are ignorant liars that try to rip you off if they can

- Price, availability and ease of use
- Price is the biggest reason. Ridesharing is way better and often the service is a million times better than taxi ever was.
- Price, availability, wait times. And ease of use booking a ride. An app is very easy. Phoning can be difficult sometimes and when a taxi pulls up you have no idea if it's yours or someone else's.
- Price because I try to save money where I can
- Price and cleanliness.
- As a female, safety is the most important. I've had so many terrible, uncomfortable situations with taxi drivers (ie asking inappropriate questions, calling multiple times in the night after I've been dropped off). I only use Uber now, because it gives more info on the driver.
- Price and the ability to see the route and know whet you're paying prior to getting inside. There's also no awkward payment option at the end like in taxis.
- Price and wait time. Customer service has made me not chose one of the other as well
- Price and wait time, respectively
- Price
  Safety
- Wait time, ability to have them come to you quickly without having to stand and try to find one. Using apps vs having to call to book one. Reliability of them showing up,
- Price first, wait time second. Payment options are important, must accept credit card.
- Price first, wait time then payment option. But ultimately price
- Price. Ease of use. Being able to see if they are even coming is a big complaint with taxis. Being able to track the car you were in after if you lost something in it. Ease of payment. No "debit machine" is broken.
- Convenient, wait times, price
- Price, quality, and ease of ordering the service. Quality is the ability of the driver to provide the service and in a clean and comfortable vehicle.
- Price and experience. I want a comfortable, clean ride.
- Price. Expensive city to love in.
- Ease. Payment options if I can't order it on my phone and know the cost I don't bother.
- Price, convenience, wait time, ability to pay with debit/mobile
- Price and availability (lowest wait time).
- My preference is usually a taxi, I generally feel it's safer as it's closely monitored and regulated. The biggest factors for me are convenience of an app and wait times.
- Price when booking and whether it's a firm cost or calculating costs, pre-booking options, ability to share costs. Ability to have my ride tracked and shareable
- Online booking. Price. availability .
- Price, waiting time and payment options are all important by being able to pay through an app track the driver and rate them
- Safety (both vehicle and personal)
  Availability/ speed of arrival
  Ease of payment

- Price is the first thing to consider.
  Convenience and wait time is next to consider if the prices are similar

- Cost - if you are going a long distance taxis can be very expensive.
  Time- rideshare costs fluctuate depending on time of day and how busy they are (stampede for example)
  availability - when you want to go home, you want to go now

- Price, availability and waiting time

- Price, wait time and convenience

- Cost, pay online

- Price, ability to reserve ahead, likelihood of no show, likelihood of getting stranded

- As a woman I choose my safety first, so I choose rideshare as I can share my trip (which is why it's disappointing that Car2Go is gone, as I was able to drive myself and not necessarily rely on anyone else to get me where I needed to go, and I decided whether or not it was in a safe enough spot).

- Friendliness and know how. Safety, no talking on phone even on hands free. How about letting the passenger ha e the choice of radio, no radio or choose the channel or volume. And how about the temperature too.

- Ease of use, knowing when the driver will be there.

- Price, wait time, safety

- Wait time and price. Also convenience of payment.

- I choose rideshare because of the set price they have most of the time. I will choose taxis if my daughter needs a ride or if I'm downtown and taxis are close by.

- I prefer ride share because I typically only have to wait a couple of minutes for my ride, I can order it on an app and share my location with the people I'm traveling to which I like for safety and has helped me in the past, and the drivers are friendly most of the time.

- Price and knowing ahead of time what the price will be, as opposed to a shock one with taxi that might "accidentally" go the wrong way. Also wait time.

- Convenience, wait times especially in winter.

- Price and reputation. I DO NOT use taxis because of their poor driving skills and rude attitudes. The also disobey simple traffic laws especially parking laws.

- The price, general quality will always immediately rule out taxis. The drivers are often confused and don't know where to go- and cabs are expensive and the cost is far too high.

- Fairness. "Ridesharing" is not really that, isn't it? Nobody books an Ueber to share the ride with a stranger or, like the original idea of sharing, rides for free to pay it back later with giving a free ride to someone else. Never in my life would I book an Ueber (or any other sheater).

- Price, autonomy. Price is obvious, but I prefer to be the one driving the vehicle (car2go/car rental). It was worth car2go for random trips, but car rental when I can group errands.
  I prefer a ride share over a taxi as I find the drivers more courteous.

- Price and wait time are the most important to me. Also, how you are able to book. I don't want to have to call and sit on hold to then wait for a ride.

- Price and wait time

- Price - important because I take taxis often so I need to keep the cost down
  Wait times - I often choose Uber because the wait times are way shorter - important because I need to get places on time
- The convenience of rideshare apps is amazing, I haven't used a taxi in quite some time.
- Price, convenience, payment options.
- Ride share is more convenient than calling a taxi and more reliable. Previous to haveing UBER in Calgary i had many instances where I was unable to get a taxi or spent hours waiting. Uber provides a better service.
- Reliability
  Safety
  Ease
- payment option (i work in the service industry in downtown and often carry a lot of cash on me so that is often the determining factor when it comes to choosing a taxi over a rideshare)
  wait time - ride shares are faster & have a more accurate arrival time estimation
- price, wait time, payment option, being able to see how far my vehicle is on an app, having back up measures to ensure that i'm safe
- Security, safety, reliability, cleanliness, centralized operation, opportunity for feedback, mechanical road-worthiness, quality of driver training.
- Mostly price, wait time and availability. I used to take taxis but had to wait long times and had taxis that I booked just not show up on several occasions, which is why I mostly use Uber now.
- All of the above.
- Reliabilty of the company
- Ease of requesting the ride - an app and easy payment options. True fares, no hidden fees.
- Cost, wait time are primary. But access is also important. Specifically with ride shares- i will take into consideration if I can access a ride share car in that area.
- Price, convenience of ordering, service
- Price is important, service time is important and accountability is extremely important. I want the driver to be accountable for how on time they are, how safe they drive, and how they are as a person (I.e. following the best route rather than taking a longer route to raise the cost)
- The taxi drivers are lawless drivers. They smoke in their vehicles. They stink of body odour.
- Pics and wait time is why I choose ride share as you know what you pay before hand and the wait time is a lot better. I would also add safety as well
- Price is number 1, wait time only factors in if it is way beyond reasonable.
- Price and ease of access. Also sometimes safety. I'd rather take a cab then get in an unmarked vehicle any day.
- Convenience and consistent availability
- convenience, wait time, price
- Convenience, security, GPS/app-based, wait times, prices.
- reliably taking a direct route (eg. Uber) not driving round and round the blocks downtown like a taxi trying to make your ride longer (and more $)

- Wait time and price for sure. Depending on distance sometimes a limo is the best/easiest/cost effective option. Cabs can take forever and drivers mess you around, ride shares are convenient but ot always safe...just depends.
- Price, ability to drive myself
- Price and wait time are the most important.
- Price, payment options, wait time in that order. I'm low income and I try not to carry cash because I tend to spend less that way.
- Availability and dependable— I take taxis from downtown when they are on the street but I always take a ride share from my house. This is because when I call the rideshare I can see exactly where it is on the app, and exactly the cost and route it will take.
- Price and wait time. Before things like Uber, taxis often took too long and you had to book them far in advance to guarantee a time. Ride share allows (most of the time) for instant booking and little wait time. Price is second; ride share has mostly been cheaper than a taxi. Limo is special only.
- Easy of use, price, company policies
- Price, time, ease of payment are the three most important things
- #1 is always price then I'd consider ease of booking and wait time
- I use taxis only if transit is not a good option (I don't drive). Cost and safety are important factors to me, but I am uncomfortable using uber for a variety of reasons.
- Price, wait time, I often choose ride share because of the pre determine and documented route, I can see it before hand, and for the set rate- especially if I'm in a part of town I don't know the route of, to make sure I can track where we're going and I get there for the price determined.
- Wait time and convenience are the only factors for me. Limos are generally not an option, so between Uber and taxi, they are close enough in price that it comes down to who can pick me up first, and how much effort it takes me
- Wait time, price - I need to get places fast, don't want to over pay for excess city of calgary regulation
- How easy it is to order. Uber is super convenient because you just open the app. You also find out how much it costs before you accept. It's just easy, you don't have to think about it and there's no surprise costs.
- Price, wait time, ease of booking especially during peak times.
- Taxis are legitimate, safe and controlled means of transportation with professional drivers. They are best for the community as a whole. Also, all the requirements listed in question 2a are very important.
- Price
- Price is the most important, but will sometimes pay a premium if there is a significant difference in wait times
- Ease of use, such as request the service and make payment via an app. Availability. Cost, rideshare is often more affordable.
- Price, wait time and reliability are very important to me. When I need to hire a driver, I want to know I'll get somebody reliably without being ripped off.
- Wait time
- Convenience, safety, knowing what route the driver is taking, cashless transactions

- Prefer ride share (uber) price is accurately quoted before booking trip.
- Price, wait time and convenience.
- Price, wait time, accessibility and payment option.
- The factors that I consider are price, ease of access, availability and wait times because I am on a budget and a restricted schedule. While taxis and uber provide these services, car share is of equal if not more importance because it allows me to make multiple stopovers.
- price, speed of service from time of ordering, digitally friendly (uber app is easy to use and I can communicate with the driver through it, also provides ratings) ease of payment.
- Accountability and payment options.
- The price. Rideshares provide clear prices prior to booking, without the hostile tipping policies often used in taxis.
- Price, wait time, convenience
- Cost and wait time are important. Being able to track your drive and see how far away they are on Uber is amazing. I wouldn't even consider a drive that doesn't take credit card.
- Cost, waittime, and putting money into the hands of calgarians instead of corrupt greedy higher-ups in taxi companies
- Safety- as a female I don't feel comfortable taking a taxi alone as many of my female friends have had a bad experience with a taxi driver trying to take them to a "party", try to come into their house or making them sit in the front and trying to touch them.
- Wait time, courtesy, hygiene, driver safety.
- Price and wait time
- Availability/wait time and price
- Price, wait time, and ability to see where the driver is
- Past experience, convenience (which includes ease of booking, payment and cost.
- Availability and wait time. Typically use rideshare if it's around and cheap. And typically rideshare is much more accessible than taxis.
- Price, wait time, vehicle condition
- Payment
- Price
- Ride share:
  Price know approximate cost from scheduling of vehicle
  Wait time is exact
  If I don't know my exact location address, ride share apps are easy to use and order cars to
  Safety - know the route they're taking while in the vehicle
  Taxi/limousine:
  Hardly use
- Ratings, price and convenience
- Price (Ride shares are less expensive and because they can be rated I feel confident in utilizing them vs. Taxis that are more expensive and the drives are sometimes not great or polite) & wait time (I like seeing how quickly I know my ride share will arrive and being able to share my location).
- Price and payment options. Ease of getting a ride and being able to track my ride is preferred.

- PRICE AND WAIT TIME. ALSO THE BEST APP.
- Price and driver attitude
- I never ride in a taxi
  It is my last resort
  Uber first
  Town car second
  Limo third
  Taxi if I have to
- If rideshare is available, I'll use it.
  Otherwise, wait times and payment options, are considerations.
  I would invite the administrators of this survey to take five random 10-minute taxi and then 5 random 10-minute rideshare rides, then compare both experiences (wait time, price, safety).
- Available, cost effective ride and safe driver. They should be an easy and convenient service.
- Availability, tracking the ride, price. I want to know when my ride will arrive, how much it will cost, and whether I can expect one ahead of time.
- Ability to track, price, wait times
- Price, wait time and level of service. Taxis often stink, or are more soiled, ride shares use people's own personal vehicle and can tell more pride taken. Have been in taxis that were also terrible drivers.
- Price and wait time.
- Wait time and ease of booking. I choose ride shares because all I have to do is open an app on my phone and in a few minutes a car is picking me up. It is easy to get a ride share in areas where you can't just flag down a taxi and you don't have to wait forever like you would if you called a taxi
- Price. Convenience
- Uber is cheaper, has a higher accountability for both the customers and the driver, and comes with a convenient app. Additionally, the payment process is SO easy. I don't have to stop to pay, or get scammed by an outrageous tip option, can share the cost of my ride with another person quite easily.
- Wait time and service accountability - I use rideshares as my primary option because they're quick and I can rate & be rated by my driver. I think this provides better customer service and accountability for operators and companies.
- Reliability. I will always take Uber because I know where they are & what time they will arrive. I will never rely on a taxi to get me somewhere important. Price is second most important.
- I use a taxi because I feel the drivers are better trained and more regulated
- Uber is fast. I can book in the app and have it at my apartment in 5 mins. You know what you'll pay before you leave, you get in and out of the car faster. Generally, tipping is lower through the Uber app vs Chechen cabs asking for 20-30% tips as the preferences on their debit machines.
- price, availability, flexibility of rideshare (RIP car2go) are deciding factors.
- Price/ wait time
- Price and what time are most important. This is because I do not have too much spending money and when I call one of these services I need it quickly.
- Price and having an app where i can see how far the carvis away from me

- I used to only take taxis but the old not up to date payment methods of cash or debit, no tap or online payment is wasting time whereas Uber rideshare you pay through the app and it's usually 5 minute wait time instead of 15 with a cab. But if the fees are inflating on Uber a taxi is cheaper.
- Price - cheapest is going to always be my first choice If it gets me there comparably fast
  Wait time - this comes in play especially during busy events such as stampede.. being able to schedule a pick up and seeing how far away/where the driver is, is helpful
- Price mainly. I usually use rideshare as payment from my phone is easier as well.
- Price and accessibility, it's so easy to book an Uber with the app
- Price and payment options
- Price and quality of service. Needs to be affordable but not lacking in safety, wait time or ease
- I always use Yellow Cab. They suit my needs.
- Why are you not considering public transit? Is that how non environmental Calgary has become? That the only options you're considering are limos and/or taxis!?? You've already removed car2go.
- Convenience, wait time
- Price- safety factors- pre payment options- app
- All three - price, wait time and payment options are important. I like the apps that book a ride because I know exactly how long and how much it will cost.
- Price
- Cost, convenience, cashless,
- Cleanliness/wait time/price
- Price and wait time
- Cleanliness of car, automatic payments, niceness of drivers, wait time, how safe drivers are
- Wait time
  Price
  Flexibility of service
- Using an app is very convenient to order a ride and pay. I don't use taxis because they don't have an app
- I look for accessibility and pricing. I do not like how Uber's or Rideshares are able to have surge pricing, why should I be gouged to get from point a to b? how come taxis are not able to implement this model of surge pricing? That should be eliminated or the city should implement the same regulati
- Convenience, either due to weather, easier and quicker than public transit, personal safety
- Price and payment option. Knowledge that the driver knows destination (Uber app).
- convenience, price, service level.
- wait time, ease of use, driver accountability
- I prefer a service that is regulated (such as traditional taxis) over ride-sharing schemes. I like to know that there is a certain amount of oversight.
- Personal safety - whether drivers are checked + licensed. Fair remuneration and union protections for workers - I don't use rideshare services because they contribute to the predatory gig economy.
- Limo. Precooked car service. I find the taxis unreliable when I fly in to town.

- Ease of booking, wait time and price. Uber wins over taxis every time. The customer service is also a big factor.
- I always choose a rideshare. Fair price, less waiting time a 300 time better service.
- 1. ease of booking - app based gps-guided 2. child seat availability 3. price 4. quick response / arrival of vehicle. 5. choice of vehicle size/ capacity.
- Safety, driver skills, payment options. I want a recognizable vehicle with a uniformed driver I can communicate with and not have to make a split second character assessment before buckling myself into the seat of a vehicle in which I'm locked.
- transparency. i want to know where the driver is, who they are, what rating/previous experiences people have had, and what the cost will be before I order.
- Price, payment method, safety
- Timing, cost, availability, location as well as ease-of-use are all important to me. Where I am, the time of day or night, how busy it all of the services are and the convenience of being direct billed on my credit card all come into play when I am making plans to move around the city.
- DIstance = possible cost.
- 1. Wait times 2. Price. Rideshare is usually significantly faster and cheaper than a taxi. I only take taxi's during busy times when Rideshare prices/wait times go up or if I'm alone and want the added sense of security of a visibly identifiable taxi.
- CONVENIENCE, MINIMUM WAIT TIME, price, professionalism, reliability, cleanliness.
- Price, availability important as I want choice. Ability to know and trust the driver along with how safe they are
- 10 min wait time
  500 meter notification
- price
  driver's rating
  wait time
- Price, wait time, ease of getting car (eg app vs phone) and taxi companies history of gouging customers for years prior to Uber coming along and forcing them to charge a fair price.
- Uber faster than taxi no waiting on the phone, you can pay on your phone
- airport transfer & evening events
- Wait time
- Price, wait time, duration, cleanliness, and safety are the factors I consider most when choosing my method of transportation. Having these factors in consideration allows me to ensure I get to my destination on time, arrive safely, and pay a fair price.
- Convenience of ordering (app's), tracking and awareness of pick-ups (app), ability to pay virtually, certinty of cost before ride, ability to track route and have lasting information on route taken (if issues were to arise), cleanliness, previous experience
- Safety and trusted company
- Wait time, flexibility, and payment option. They are important because I enjoy the flexibility of calling a rideshare, knowing that my ride is going to arrive shortly, and the ability to track my driver's rating and location.
- Price because there's so much competition out there.

- I exclusively choose ride sharing as I find taxi drivers driving to ignore traffic rules and best practices and do whatever suits them best
- price, accessibility to order, convenience and wait time
- Price is number 1. Waiting time is number 2. I typically use rideshare as their pricing is more reasonable. Anytime I get a taxi I always seem to run into some sort of issue. Be it they are changing their monitor for inflation of price or asking me to pay cash when I have already said debit/credit.
- Safety, reliability
- Price, ability to book the ride with an app. Price is obvious, as for booking through an app: I'd rather not have to deal with people
- Price and time is good, service is excellent and safe for taxis.
- Quality of the car/ride, price, and wait time are key for me. I typically choose ride shares because I find the vehicles are cleaner. It's great that the price is usually lower. I will choose a taxi if a rideshare is not available, or if I am being picked up from a busy public area
- Rideshare take to much time to come
- COST. EVERYTHING IS EXPENSIVE NOW SO COST MATTERS.
- Price, convenience, wait time, payment option. They are important to make the experience as hassle free as possible
- Uber is much easier and the drivers are typically much nicer and more friendly, they feel safer too with the technology and tracking. If I take a taxi it is only when absolutely necessary or if the prices are surging at peak times with uber
- Wait time, reliability and payment options. Most times I use livery services when leaving my vehicle at home so reliability and wait times are important
- price and wait time.
- Convenience, ease of availability.
- Price.
- Price
- Price, wait time. Usually find Uber to be faster and cheaper than a taxi. Will only usually call a taxi if leaving a very crowded event and an Uber car will be too difficult to find.
- Customer service is my key consideration when choosing to book a ride. Does the company make it easy to engage/call for a ride? If there are instructions, like I have boxes and could use a hand, how easy is it to do this. A prime example would be grocery trips.
  How do I know that my ride has arrived
- Availability, cost
- Cost - cheapest travel often wins.
- There should be one price for uber and taxi
- Taxis better for downtown use here to there and it's cheaper. I use UBER for longer trips, short trip cost too much and drivers said they don't make money on short trips. City takes the most $3, UBER take 25% they get left with 3-4$ on a $10 ride. They seem not happy and gives low rating.
- Price, accessibility. I've been rejected by cabs in the pass due to location
- Price and professionalism

- Always use taxi's. Taxi's are easily recognized, regulated by the City, and backed by a company so you always feel safe. I have read where people have mistakenly got into vehicles that are neither taxi or rideshares.
- no doubt in my mind--I choose a taxi!
- Price, wait time, payment options and GPS tracking, ease of use.
- convenience and price comparison. For example, the difference between parking my vehicle several days at the airport and taking a taxi.
- Price would be the most important factor. Wait times are important, and payment options (specifically by mobile) are also a key.
- Price, safety
- Price and reliability. When going to the air port I will use taxi
  When just out on the town and heading home ride share is fine. Price is key but I assume they are both equals for safety. Which may not be the case.
- I never use Taxi's as they provide garbage service.
  Only rideshare as it is the most convenient, best price and there is accountability. It is also the best for safety as it is tracked, can be shared.
- Only choose rideshare due to lower fares, flexibility, on demand and quick. Taxis are corrupt and worse service as there is no penalty for bad drivers. Uber is easy to down rate a driver for all to sed
- safety, convenience
- Cost, safety, reliability. I want to get to my destination safely and at reasonable cost.
- Wait time and price. When I want one, I want one right away. I don't want to feel like I'm paying an obscene amount of money though.
- Wait time and ease of accessing is the biggest factor.
- price, wait time, and not being scammed by taxi drivers. price and wait time are obvious. taxi drivers sometimes take longer routes to get more fare out of me.
- Service and trust
- Wait time, then price. I call a taxi when I need to get somewhere quickly.
- price (obvious)
  Wait time (obvious) however it is nice to be able to book ahead of time and I LOVE user friendly apps
- Typically price is the main factor - I'll go with the least expensive, however, wait time and convenience have changed my decision sometimes. Often when leaving airports if I don't know where the rideshare meeting place is, I'll just take a taxi.
- Price and wait times. I live inner city so taking public transit is easier most of the times
- Cleanliness, timeliness, comfort, availability, wait time,
- Price, speed, and convenience (of pick up and payment) — by far, the best option for my is ride sharing via Uber now that car2go is gone. Also, the attitude of the driver. Taxis are more expensive, and I prefer the attitude/communication style of Uber drivers.
- Prof. of Driver. / The Mech. of the Vehicle / Price / Avail's
- Wait time, ability to book ahead, payment options, reliability of service, cleanliness of vehicle, recognized brand

- convenience (is there an easily navigable app?), price, reliability
- Wait time is most important, followed by ability to pay by pre-linked credit card.
- Safety and availability
- I always use an Uber. They are cleaner, nicer and cheaper as well as more safe.
- Price and availability
- - Looking for a quick and easy way home- Price- Easy availability with an app- less phone interaction, more technology based communication
- I prefer rideshares as I find Taxis drive more recklessly. Then I consider cost and wait time.
- Price, availability, frictionless transaction, safety, cleanliness
- Ease of access and wait time with price.
- Price/cost and ease of use. For example I like that ride shares I can pull up and just exit the vehicle once at my destination.
- Wait time - over half an hour for a wait is not reasonable.
  Payment options should be kept up with today's technology (Apple Pay, etc).
  Price - price from pick up to destination should be pre determined as to avoid discrepancy
- Convenience. The more bothersome to get a ride, the less likely I am to use it.
- Ease of booking and reliability. Prefer rideshares since they tell you where they are. Taxis sometimes come and often don't.
- Price and availability/wait times
- Safety, cleanliness and price
- Dependability, wait times, price
- Cost and convenience. I only use rideshare. Taxis are expensive, the costs unpredictable, and difficult to order. With rideshare you order from your app, know exactly how much the ride will cost in advance of placing the order, when it will show up, and it uses the most cost-effective route.
- Price/wait time and tracking ability
- Wait time and price
- Price, wait time. Prefer ease of use of Uber app. Taxi apps are all poorly designed and buggy to the point they are unusable. Pretty much only use a cab now if it's a spur of the moment thing and can hail one right away.
- Price, safety, if I can track the ride.
- Price or wait time. If I just want to get somewhere quick, I'm more likely to take an Uber. If I see a taxi passing by I'll choose that instead because it's cheaper.
- Price and wait time. Price because everything in the city is becoming more expensive, and wait time because it's usually cold outside if I'm using these services.
- Price and availability
- Price is the largest factor followed by wait time.
- Price,wait time
- Price and wait time for a vehicle to come pick me up.
- Safety, price

- Wait time, ease of booking, payment options & safety are my primary considerations. I prefer taxi companies where drivers have been vetted & there is a company to complain to if problems. Don't like rideshare.
- Price
- Price, payment options
- Price, and wait times, mostly. I don't really find that taxis show up, unless you hail them on the street.
- Ease of booking, paying bill, communication of destination, wait time.
- Availability of information, knowing where the car is and having a paper trail in case of any incident. Price for obvious reasons. If there is oayment through phone, easy exchange and don't have to fumble with cards in car after.
- Affordability and safety. The city has added too much regulation and cost onto the ridesharing and taxi.
- Price and accountability. I don't want to break the bank in order to ensure a safe ride home and I don't want drivers to feel like they can take advantage of someone's inebriation to overcharge them.
- Cost
- Price and availability. The cost to taking taxis has increased way too much.
- Taxis could be more energy efficient, I hardly see any hybrid or electric taxis in the city. A lot of them are big engined, energy consuming cars.
- Cost and then wait time always
- Safety - With UBER you know who is driving you Cost - With UBER this is a predetermined number Wait Time - Again with UBErR you always know how long your wait is
  Overall the communication with UBER (ride sharing) is superior to our standard taxi system
- Price and flexibility.
- Wait time and convenience of booking is most important. Price a close second.
- Price
- 1. Price - the cost to use a regular taxi in the city is quite high, when looking for a service differential price is the first factor of determination. A taxi ride shouldn't cost a tank of gas to travel the distance of a quarter tank of gas.
  2. Service quality- standards of service are vital.
- Price
- Price is usually my primary deciding factor. It's usually impossible to know expected wait times for cabs, so that isn't easy to factor. Payment options are secondary when I am in my home city (Calgary), but more important when I am in a foreign city.
- While price and convenience certainly factors, I also try to support companies that compensate their employees fairly.
- price and wait time
- Factors important to me are price, ease of claiming corporate expenses (IE Uber for Business), and most importantly wait time.
- If uber is in surge pricing ill use something else.

- I exclusively use Uber for ease of ordering, visibility to wait time and price, driver knows my destination when they arrive and payment is completed automatically.
- Price, wait time.
- Price, payment options, wait time, tracking via app
- Safety, Wait time and price
- Safety
- Safety. I only use taxis because they pass all security checks. I don't feel comfortable using uber alone, heard too many concerning stories from friends. I only use uber with my boyfriend, who insists on uber, because of quick arrivals and gps mapping showing when uber arrives/ is close by.
- Price. Ease & availability. Cleanliness track record.
- Price, availability, and safety are important.
- Price and convenience. Rideshares allow me to book a ride anytime without any effort or needing cash. Usually cheaper than other options as well.
- Payment options and vehicle cleanliness
- Price, wait time, pet friendliness, and previous experience with the drivers (professionalism, driving style, etc).
- 1) Availability, some wait times are long.
  2) Cleanliness and mechanical fitness of the vehicle and driver. This is related to perceived safety.
  3) Price for obvious reasons.
- Ease of booking (eg through an app) and payment simplicity. Knowing the price before the ride (eg not paying per min/km). Important because they make things more efficient. Also wait time.
- I prefer Uber as 90% of time they are much cheaper than a taxi. They also have my address automatically on their gps vs the taxi driver who I have to tell every turn to as they don't use gps
- Reliability, ease of booking/tracking/paying
- Convenience
- [removed]
- I like to take cabs becouse of the professionalism they take several classes to drive a taxi when ridesharing apps dont take no classes like for coustmer/driver safety dealing with disabled people road test to get hired with a company plus camaras which are looked after by the city.
- In my experience, Rideshare drivers own their own vehicle so are less likely to break the law, I.E drive over the speed limit/drive recklessly. (Cutting people off) as taxis don't have a rating system for the driver. As well price is a big consideration as taxis add fees that aren't well explained.
- Price, prior experiences, safety, payment option. Rideshares take care of payment so Uber eliminates the possibility of riders getting charged more than a reasonable rate as well as ensure the operators get a confirmed payment.
- I only use registered taxis. I refuse to use ride shares and I have no reason to use a limo.
- Price, markings, being able to flag down or call
- Wait time and easy or prdering
- Wait time, ability to pay through app. Cleanliness of vehicle
- Mobile app & transparency
- Timely, knowledgeable, courteous, clean

- Cost. Wait time.
- Safety, Reliability, Fixed Cost
- Price and prior experience with the Taxi company
- Reliable, safety, established
- Wait time, price, knowing that a car is actually on its way
- I use a rideshare because the car is typically cleaner, safer and the driver is nicer and the pre pay makes for an honest experience.
- Price, convenience
- Cost. Depending on trip length, Taxis are cheaper under 35.00.
- Able to reach immediately, price, payment options. Before Uber, getting a cab in Calgary was a nightmare and I had constant issues with taxi navigation. Much better since Uber has been here
- Price and wait time mainly. But also space for travel items such as strollers.
- [removed]
- Convenience of booking
  Convenience of payment
  Price
  Wait time
- Wait time, safety and price
- Pricing, wait times, and ease of payment are the most important. The price for various trips around this city, the time waiting inside/outside for a car especially during winter is a big factor as well.
- Price, wait time
- Payment option most important. Making rideshare primary choice.
- I don't use my phone much...it's not that great and I use a month to month plan. Therefore I don't have any ride sharing apps. I prefer to use a taxi. They're regulated so I feel safer. Also they don't have that thing where they charge way more certain times. Taxis-you know what you're getting.
- wait time, price
- Price is most important to me. Also convenience
- Price
- I use taxis as that is their main livelihood. They have been screened and are insured. I can use my credit card without worry about it being used illegally. I won't use ride share at all. I want to be safe when I step into a car, and can see the license and photo.
- Safety, price and time.
- Price, payment option. Uber, for price. Taxi for convenience when out shopping.
- Destination or purchases. If something is to large to take on transit, large grocery shops or trips to the airport. Price and speed are the main factors. Price is important as I dont want to spend too much and wait time as I am using the vehicle to get somewhere faster. Not to wait 20 minutes.
- cost and location and distant being traveled
- Loyalty to reliable service. (Mayfair)
- Price and ease of use (app) order by app, watch app to know when ride is coming. Pay by app.
- cost and wait times

- Accessibility, percision, trustworthiness, cost and payment options.
- Not having good computer knowledge and poor eyesight, I don't use apps or smart phones to "book" anything. I need to talk with a live person to book most things.
- Convenience, safety/reliability, price
  Needs the right balance of the above to determine if it is worth it to me
- Wait time - it allows me to plan accordingly.
  Cost - Should be a given.
- Time
- A taxi that won't speed, be on their phone or try and kill me and give me attitude when the don't get the tip they want.
- Cost and wait time.
- Safety, price.
- Convenience (app), cost
- Price, convenience.
- Safety stats of company or person so that I can make an informed decision about driver knowledge and driving record. Cost is a factor but not as much as safety!
- Safety. I can send my ride to friends to track my trip and info on my driver as well as i can see what rout they are taking and have a pretty good eta.
- Reliability, customer service, ease of use and booking, well maintained and safe vehicles and price.
- Reliability, safety, service.
- Price and option to order a ride via app instead of having to call a phone number
- Price and wait times are huge. I want the cheapest option in the least amount of time
- Price and ease of ordering
- Price , time , payment option , ease/convenience . Often Use uber as it's usually cheaper , and convenient pay and other process .
- Price and convenience.
- Immediacy. Comfort. Availability.
- Ability for real-time GPS tracking and payment through phone app.
- Safety, price. I prefer to get into a vehicle that records the interaction. But want something affordable. This far Taxis seem the safest and compete on price.
- Prompt access, and reliable service
- Price. To obvious to need to provide explanation.
- Taxi drivers are more professional as compare to ride sharing drivers. They know city better and more safe than others. Ride sharing operators have no camera for more safety while every cab is equipping with security camera. Cab drivers looks professional the way they dressed up.
- 1. Easy of Booking using an App that gives you instant update.
  2. Cost of ride.
  3. Easy of payment i.e not taking out cash or credit card to pay at the conclusion of the ride.
  4. Tips included in the cost of the ride.
- Price is the main factor because i'm on a tight budget. Wait time is another aspect because if i'm ordering a ride i'm usually trying to get home from the bar.

- Ease of requesting a service, wait time, price, safety, and payment options are all important considerations. I typically use Uber due to convenience of requesting a ride, ability to see updates (in real time) of wait, ability to pay through my phone, and knowing that my whereabouts it being tracked

- always try to use lowest price, not sure why ride share is so expensive in YYC compared to other cities i have been to
  ride share is much better for me, drivers are friendlier and take quickest way instead of trying to drag out your ride for higher fare

- Price, wait time, and cleanliness of vehicle. For these reasons I take ride shares all the time, and never taxis. It is easier to provide feedback for ride shares than taxis, so I feel like there's greater accountability for ride shares.

- price, wait time and payment options

- Convenience of ordering from my phone and wait time.

- Availability, cost and variety. Taxi wait times are still high and are often still more expensive than ride-share. Also it is nice to travel in different types of cars rather than the usual taxi models.

- Pricing and wait time. Pricing is important because it can get expensive going downtown when you leave on the other end of town.

- Is it a taxi company? If it is, I don't use it. I refuse to support Nenshi's buddies in the cab industry.

- Convenience (time and ease of payment) & cost.

- Payment option and seeing who will be picking me up (The uber app makes this all incredibly easy)

- It is mostly price for me as I am low income.
  I also choose the company that has provided the best service ie easy of booking and politeness of drivers

- I think about all the terrible experiences I've had using taxis and use a rideshare instead.

- Wait time and ease of ordering

- Price of the taxi/versus the cost of alternate methods of transportation, convenience of public transit, and the price of parking at my destination if I had to drive there.

- I want the vehicle to arrive on time, use the best route, and allow credit card payment. Taxis screw customers on all 3 counts.

- Waiting times and payment options

- Wait time and convenience (important because I am a busy professional), safety (I often feel safer in ride shares because you can book them on the app and you know who is coming for you), comfort (taxis can be old and smelly)

- Price, ease of access, wait time, dependibility.

- Safety, wait time, rate.

- Availability first, price second. Safety. I like that rideshares are tracked and have easy payment options that make getting home safer.

- Safety, pricing, convenience, tracking (user history for tracing rides and drivers).

- Price
  Wait time
  Reliability

	I will only use Uber as a mode of vehicle transportation when I need it. The app is very user friendly. I have never had to wait more than a couple minutes. You know the cost before hand and driver are way more reliable that taxi service. Prices are much better.
•	location to where i am at any time
•	Price, wait time, how arrogant the company is
•	I only choose Rideshare because of the reliability and promptness
•	Which one is most noticeable, many people can get raped or abducted from Limos, rideshares and Uber's
•	Price, ease of booking (booking and paying on the app), wait time
•	I only use ride sharing. Easy to use the app, quick, price up front, clean cars, friendly drivers
•	Taxi's have terrible service, often not pulling over or not coming even though they are booked. Uber is the only way I will book a ride going forward due to multiple terrible experiences with taxi companies. For the longest time they were the only option and acted as such
•	price first, then wait times.
•	Price, not to be expected to tip, ease of booking, wait times! The app for rideshare is very convenient, with only a few clicks I have my order in and I know exactly how long it will take to get to me, also the price is available right away and I won't get overcharged.
•	Price: benchmarking off a taxi it needs to be competitive (i.e. won't pay surge pricing, I ride 99% of the time but I'll deal with the antiquated cab system on NYE for example Wait time is huge, is so opaque with cabs. With rideshare you can at least see where the ride i. Payment: prefer phone
•	I use rideshare as it is most reliable
•	Wait time first if on a time line. Price first if I can wait a bit. Payment, well, if they aren't set up for cash/credit, too bad.
•	Safety, payment options, fares, wait times
•	Price, wait time, supply. Price is driven by supply and wait time.
•	Safety, ease of use, aware of the drivers' ID, that particular vehicle is not available to someone else, the short wait-times for pick-ups, the rate is not incumbent on the drivers' discrete option on where to go, less expense, no coercion for tips & cash issues... that let's out the taxi industry.
•	GPS tracking to see where my ride is and how long it will take to pick me up.
•	Price and convenience are major factors to me because I like to know how I'm spending my money and what I'm getting at the price.
•	For me, the most important factor when choosing a ride option is ease of use. For most of my adult life, I've avoided calling cabs to get places because of the difficulty of reaching an operator or the time it takes to get through. Any company with an app is at the top of the list for me!
•	Friendly, polite, patient and caring taxi drivers who go above and beyond helping those with mental disabilities.
•	Waittime and ease of booking (iPhone app)
•	knowing the price in advance, reliable app to protect myself from being ripped off and avoid talking on the phone and waiting longer than quoted

- Price, wait time, and payment options. It's all about convenience.
- Cleanliness of car, price, availability, price
- Price, wait time and reliability
- Cost and wait time. I don't have money to burn and my time is worth more than what they seem to think it is.
- [removed]
- Wait time.
- Integrity, Insurance, timeliness
- I will only use a taxi-there are much more stringent rules and held to a higher account by the CofC. There are no mandatory checks, background checks, vehicle checks by rideshares and that is APPALLING.
- Payment option and wait time
- Wait time. If time wasn't an issue, I'd use Calgary Transit.
- Price, cabs are expensive.
- Price is the biggest, followed by wait times, convenience and availability.
  If you don't understand why these are important factors I don't know why you'd ask.
- Time, price, convenience
- Cost, safety, cleanness, wait times
- Experience, friendliness, convenience, reliability, app.
- I don't use taxis anymore. Uber is just that much better.
- Price and cleanliness
- Ease of access - when I need a ride, my sole concern is how quickly I can get one and how easy I can get one.
- Ease of booking (online), knowing fare ahead of time is helpful as well, gps visual of arrival
- Price - because if I can get the same service for cheaper I will take that.
- Price, payment option
- wait time, winter tires
- Cost, safety, wait time, ease of payment, known price in advance
- Price, wait time, safety.
- Price , wait time .
- Wait time, cost, and payment option are my most important factors. Being able to pay through an app is important too.
- Price, wait time and payment all factor in. If I need a ride, I need it asap and can't wait around forever and I don't carry cash so they have to have debit or prepaid via credit
- Always rideshare.
  Cheaper. No risk of getting ripped off. Havent had a bad rideshare driver yet, had plenty of bad cab drivers.
  Rideshare drivers will do their best to get your items back to you. Cab drivers don't care.
- Price including knowing exactly what you are paying up front, payment is easily done, wait time is fast, choice of different vehicle if needed.

- Payment option - I prefer UBER because the payment is already linked to my credit card, i don't have to worry about pulling out money or the safety of the machines being used. The price is already pre-estimated so you know what to expect.
  Other factors; safety, accurate wait time, and traceability
- I take a taxi because they have more regulations and I generally feel safer.
- Cost. So rideshare would be cheaper if I am going from point A to point B. I would use limo for special occassions.
- Safety and cleanliness along with driver knowledge
- Payment options and safety. I refuse to use ride sharing because taxis have the cameras in the cars.
- wait time , price , no busy signals on phone
- I use associated taxi, as I feel comfortable with the drivers, they have cameras, the price is always the same and I can usually get a cab easily downtown
- I use checker taxi most of the time or my friend who drives for Uber. With 2 children I need to make sure they are safe
- It should be rules in place in regards to cab cleanliness .
  Some of them are absolutly stinky and discussting .
  Most of them yellow cabs
- Availibilty (i.e. how long I will have to wait to be picked up) and cost are the two primary factors. I am primarily looking for good value but am willing to pay a modest premium if that means I am home in 20 minutes rather than 30.
- I always use a rideshare over a taxi and or a limo. The limousine option is generally very expensive and the taxi services are expensive and not pleasant. I've had taxis refuse to drive me out to Valley Ridge when downtown. Never had that with a rideshare, as you put in your destination when booking
- time. If is have time to organize I love the uber app but if I just need a quick ride around the beltline I prefer the professionalism of a taxi driver.
- Price - has to fit into my budget
  Safety - know that the person picking me up has been trained and I could report them if there are problems
- Price
- Reliability. I have been in situations where the cabbies have refused to do pick ups at 4 pm, at Jubilation because it was outside the downtown-Airport corridor. 40 of us waited 90 minutes for cabs to chose to show up. They claimed there was not enough money earning potential in taking the fares.
- Price and reliability.
- Clean and tidy interior, safety, technology.
- The obligation of the driver to take me to my destination in the shortest distance possible. They should not take an extra long route to make more money and they should drop me off at the doorway.
- wait time and payment options
- Cost, convenience, able to use credit cards

- Uber all the way.. The reason being the cars must smell nice, look like it won't break down on route and will not take a long way to make more money as the trip is set on the app.
- Ease of contact (app= easy vs calling and on-hold= hard).
- Wait time
- Prices as well as ease of use and reviews from others and personal experiences
- Price, ease if use
- 1. Price. 2. Waitime
- Cleanliness, promptness, politeness, accuracy.
- Limos are far too expensive for me to use. Taxis have a long wait time and are often expensive. Rideshares are quick, and you can see ahead of time how much it'll cost. So I use rideshares most often.
- All of the above
- Price, wait time, ease of ordering and payment option
- Availability is most important.
- Price and availability. Often ride share is quicker and less expensive.
- Safety, Price, ease of accessibility and availability, payment options, and privacy of app info.
- ease of pick up. ease of pay. ease of connections. as in phone apps make ride shares the preferable option.
- Quality of app, availability, cost, real time ability to track driver en route, and ability to schedule trips in advance.
- Convenient
- Price and service.
- Ease of ordering one. Reliability
- Price
- Payment via app. Geolocation of driver picking me up. Price.
- Price and wait time are large factors. But mainly convenience, having the uber app that saves your credit card information, previous address and home address so it is easy to quickly get a ride.
- Price - this is obvious.
  Ease of use - ridesharing is readily available and I can quickly check availability and communicate the pickup location and time.
  Transparency - knowing when I'm going to be picked up and how much it's going to cost me ahead of the trip is important.
- Convenience and cost.
  I know several cab company phone numbers. A quick call and a taxi is on its way. It is familiar and regulated to a degree
- Price - as some drivers can take you the long way so you pay more
  Wait time - if I'm trying to catch a flight and don't want Park n Ride
- There needs to be a way to carpool, Introduce UBER Pools, to get more cars off the road plz
- Price and availability exactly when I need it. Also, a user friendly app.
- Wait time, taxi dispatch need to updated very carefully with proper technology

- knowing my price beforehand with the app is great.
- price
- Availability and cost. Looking for the best deal within the shortest timeframe
- cost, communication of wait time and arrival time - such as on the Uber app you can watch the car drive towards your pick-up location.
- I consider safety, price and convenience. Important to me because safety isn't guaranteed, I also feel like taxi drivers have to give better service they care more than uber.
- I consider price where uber exceeds by miles. Secondly, the average wait time is less with uber. Thirdly, it is cashless and upfront with uber trip cost. Uber is also secure where you know which car and driver coming.
- Price and wait time are the biggest factors however 99% of the time I take rideshare due to so many horrible experiences with taxis
- Price. Important because I am on a tight budget.
- Price - has to cheaper!
  Accessible- easier to book
  Timeliness of service
- Time if day and anticipated arrival time.
- Wait time and ease. I don't have time to call a taxi anymore.
- Taxis are WAYYY overpriced, they are FILTHY inside, and mostly the vehicles are OLD and worn. I ONLY take taxis when my car dealership gets me a taxi to take me home. I do NOT like taxis in Calgary because of their condition. And some drivers drive like maniacs.
- Availability, cleanliness, price, reputation & ease of scheduling. I spent so many years 'waiting' to get a taxi in Calgary, they are now my last choice. I remember they were usually dirty and stinky and the drivers were rude. They had a monopoly and it showed.
- No rideshare because it's not regulated and not safe. Not rich enough to use limousine. Limousine is associated with mafia life styles.
- Price and availability - I don't want to wait half an hour or longer for a no show.
- Price
  Because who wants to pay more than I have to?
- Trust, safety. I feel taxis are safer than rideshares - the drivers of taxi's have to be more accountable for their actions. Taxis have been around for many years with few passenger safety issues that I have heard of, but with ride shares I have heard of passenger assaults by drivers, etc.
- Price ! ensuring i have a safe and reliable ride.   With taxi service there is little to no follow up with the satisfaction of the ride unless its a major event.
- price in advance, wait time, knowing exact arrival time
- Price and payment options. Price because i'm a student, payment options because it's bloody 2019.
- Price and convenience
- I will only call a recognizable taxi
- price, time they get to me, trust i have in the company
- Price and wait time. I think it's pretty self explanatory why.

- If I need to book a ride it would be with Uber. Have tried many taxis like Checker and Associated. Drivers usually have no personality, can barely speak English in most cases and drive like maniacs always on their phones.
- Cost, reliability, safety, cleanliness of vehicle. Have been let down a few times but certain taxi companies so avoid them.
- Cost, wait time, ease of access. If you can't get through on the phone an app is just easier you can see exactly where your ride is and the route and price are set right when you get in the car
- Safety.
- Price and wait time
- Convenience. Ability to track and recall trips on an app. Not having to bother with a transaction at the end (ie don't have to get out your card and pay). Also Rideshares are usually cleaner and in better condition than taxis.
- Price, wait time, payment option. Because I prefer to pay less, wait less and pay easily.
- Ease of use, time, payment
- Price
  Wait time
  Payment options- with rideshare I already know my cost. With taxis in this city it can be more than double the cost if you don't pay attention to the route they take
- Flat rate and knowing where my ride is
- Normally it's price as with Uber at least I know how much it will cost before I take the trip but it could also be convenience. If I'm out somewhere and just want to go home and there's a taxi there I'll use it.
- Taxis are easier to track down without a phone but UBER is more user friendly.
- Mainly cost and convenience. With multiple options available, I am always wanting to take the least costly option. The ability to pay with credit/debit card is ideal.
- Price is huge and quality of service, which is why I prefer ride share over taxis. However quality of ride share is becoming significantly lower
- Price and wait time
- condition of the cab (odors, cleanliness etc), response time
- Price and payment options are the first things usually. These are important because I do not have a large income so i have to be careful. Paymrbt option is important because I do nit always have different options on me as to how i can pay.
- I always choose Uber. It's faster than a taxi, usually same price or less than a taxi and the drivers are always nicer compared to any of the taxi drivers I had in past experience. Also it's prepaid which makes it much easier.
- Vehicle, reputation, safety. I consider Uber more safe for my loved ones because of the built in safety features in the app. The alternative (taxis) have zero safety features that would protect them if a driver decided to do something awful or overcharge. It's all tracked in the app.
- Payment option and wait time. I usually like to pay card and get a receipt so taxis are good for that usually. Wait time is generally quite short with taxis.
- Price and wait time. Price because I am not rich, and wait time because I am impatient

- Convenience and personal safety - taxi's are often waiting at taxi stands at hotels which are well lit and manned. For a trip from home price matters, such as to the airport & will use Uber then
- Cost and payment option
- Price and safety are the biggest considerations for me.
- Environmental impact--rides hares options and limos are bad for the environment and usually disrupt traffic flow. Convenience- I would only call a taxi exclusively if I needed to get to the airport and if I had no other options
- Reliability, payment options
- Ease of ordering a ride on an app. I have no interest in having to make a phone call. Ease of payment w a cc in a system is better than dealing with payment in the car when the ride is done.
- 1 safety 2. Price 3. Wait time
- Easy of payment options. Cleanliness of vehicle. Ability to rate ride.
- Cost and convenience.
- Being able to determine exactly where a rideshare vehicle is located, how long it will take to arrive, pre-set pricing, knowing what time you will be dropped off. Being able to share your ride with someone for safety. Being able to identify your driver and having security features in app
- Price, wait time and experience
- Main one for me is price, I have a very small budget for transportation so I will go for the cheapest option. This used to be car2go and is now carshares. I am also considering buying a car with the loss of car2go as everything else is so expensive.
- Cost, ease of booking the ride, payment methods, and wait time
- Price - taxis are so expensive that I would rather drive myself to the airport or just not go out at all. Ubers make going out much more affordable. I'd rather wait double time for an uber than pay more for a taxi.
- Availability and convenience
- Ride share most often. Cash less and cardless transaction, real time record of trip, can inform others of trip while on it (safety), cost is reasonable
- wait time and then price
- Safety, availability, cleanliness, price and convenience.
- The price and wait time are a big reason I choose Uber over taxis. Taxis are a dinosaur and if they can't compete then let that system die. This mayor says he's progressive but he is trying to squash a new idea that people want
- I don't use rideshare unless I have to. Their business model is predatory and shouldn't be allowed.
- Price is definitely a factor. And the fact I am up to date on my driver's arrival time.
- Customer service, accurate wait times, ability to pay quickly, good driving record
- Convenience in hailing and wait time. Usually that means ride share, unless a taxi is present in immediate vicinity.
- Price and navigation. Uber is 8/10 cheaper than a taxi, but a taxi knows how to get there without asking you. Always price. The cost of everything is sky rocketing, a cheap Uber ride into downtown is the saving grace on a -25 day. Not a $23 cab ride plus tip.

- Does the driver know the city?
  The cleanliness of the vehicle"
  Price.
  Safety, Calgary taxis are scared but Uber an ride share are safe.

- I prefer rideshare because nice to see the price of the ride immediately, add multiple locations, and see the route you are taking and easily split the price. Its also easier to pinpoint your location via GPS than talking over phone

- Price, customer service, location

- Price, wait time, convenience. Essentially always use Uber.

- Cost, safety and ease of use.

- Safety and price--I'm a "taxi only" girl. Ridesharing doesn't meet either of those criteria for me. (I travel during peak times, so it's never less expensive; even if it were, I still do not feel safe getting into a stranger's car. Child of the 80s.)

- Their policies. Quite a few times, Taxi drivers have refused to take me because the the pick up and drop off point was within downtown and the fare won't be that much for them. With Uber there is no such issue.

- Price, wait time, accessibility. With Uber the sky rocket their prices during high demand times which is ridicules. But if I'm out of the down town my wait time for a taxi is 45 minutes to an hour and that is not very accessible.

- Availability of rideshare, then price, then access (wait time/rideshare vehicle proximity).

- Price- taxis are pricy if just shuttling people around. Opt for ridesharing
  Luggage space/capacity - if family off to airport... need lots of luggage capacity- opt for taxi
  Scheduled pick-ups, early morning rides to airport- opt for taxis where I can reliably schedule a taxi with a large company

- My choice is solely based on cost. If I have to wait an extra 10 minutes for a rideshare, knowing the cost of the ride ahead of time and that it will be cheaper, it is always more desirable.

- Wait time is the biggest for me. I want to be able to arrive at a reasonable time. If I call for a ride and its 10-15 minutes or more thats not reasonable

- Price, payment option, safety features (traceability of vehicle)

- Convenience, price

- Payment, availability in the area

- Factors: how many people are travelling with us and is it important to all be in a vehicle together or can we go separately, how much will it cost, how soon can we find one. If there are more than 4 people in the party. It's easier to use a rideshare to stipulate the type of vehicle.

- Price because I'm a student. Up

- Price and wait time

- Safety, price, wait time. As a woman (who has had friends have really terrible experiences with Uber), I consider my safety first when booking. Next up - price is important for obvious reasons. And I don't like to wait - I pack a lot in one day.

- if I can see the car coming on an app. So I can know when would they be here and when would we arrive the location.

- I take whatever is most convenient

- Price and convenience. I have a baby and a dog and do not own a vehicle. I need something safe and reliable as alternatice transport.
- convenience, ease of app, payment options and guaranteed pricing upfront. I rarely use taxis.
- Price mostly, but the review functions on the app and the ability to immediately follow up with the company if there is an issue also make rideshares attractive.
- Price, previous uses of different types of services. Whether the driver is encouraged to make your ride comfortable.
- Price, service and wait time
- Price (in advance especially). You never know what kind of traffic you may hit. So knowing what you are going to pay for the entire trip almost always makes the decision for me. Payment option too.
- Safe vehicles, resp drivers, I very seldom need a ride for hire, Only have used Uber in Calgary in last 3 years.
- Both price, wait times and convenience of using the service. These are important because they impact my plans
- I will only use a Taxi out of straight desperation (e.g. phone is dead, or no Ubers available). Taxis are pretty much always more expensive, dirtier, and has a less friendly driver. Driver ratings on Uber keep drivers accountable.
- Price, reliability, convenience and reputation. I've tried Uber, it cost me more then a taxi did for the same trip and I got better customer service from Checker than Uber. I stopped taking Uber. I took Checker just last night, as a matter of fact and enjoyed the ride.
- Availability, price
- Price and safety
- Wait time is important because it isn't nice waiting outside in the cold when you are leaving a bar or nightclub at night.
- Price, wait time, easy of payment and service. Ridesharing greatly beats all other options in all of these categories.
- Ease of booking and knowing the price up front.
- Price and wait time are super important and Rideshares do by far the best in both regards.
- Price, wait time, road conditions. If roads are icy and covered in snow — I'll wait for the #3 bus .... there are a prolific amount of terrible taxi and Uber drivers — with no ability to drive safely in the snow.
- I only use Uber because it's the quickest and available when I need. The wait times are always low. Price is competitive... and it has an app that works.
- Price is first factor, and availability. Uber is expensive during peak times so cabs are preferred then, but if it's normal time then Uber is what I always use
- Convenience
- Price and wait time. If I don't have to wait long (or at all), this is preferred.
- A Taxi is always my choice, reliability, price and convient
- payment option, wait time, customer service
- Price and wait time. Price is most important, especially for longer distance rides. Wait time is mostly only a concern during big events such as Stampede or New Years.

- Convenience , wait time, service
- I always use ride share (Uber). I find drivers more polite and feel safer (less crazy taxi driving) I attribute this to being able to leave a review. I also like knowing the price up front.
- It comes down to if it is an emergency, planned trip and distance
- Price point and availability are the most important factors to me because I want to be mindful of my budget, use my time efficiently, and be punctual.
- Wait time, rating system (taxis leave or are unreliable compared to Uber where you rate the driver)
- Reliability, wait time and payment by credit card
- Safety, punctuality, use of technology to use best route, reasonable pricing
- Price, wait time, ease of use.
- Wait Time and security
- Awful, awful taxi experiences. I only use UBER now so I can review my experience after
- Price, ease of use, wait time... I love that the ride shares are very simple. Open the app, select a car, get a price estimate and within a few minutes the car is there. They already know the destination. Bill your credit card directly. No fuss.
- [removed]
- Tracking, price, wait time, easy payment, safety
- Rideshare 100%
  I consider that it's cost effective and the cars are always clean,modern and safe. They show up fast and they are always friendly and the route is direct unlike Taxis which make money the longer you're in they're vehicle.
  Never had a bad experience with Rideshare.
- Price and wait time.
- Ease of booking and price.
- Price & convenience
- Price, driver competence, driver entrepreneurship, and driver customer service.
- Safe, reliable, wait time
- Ease of hailing. Normally uber to get downtown because the app is convenient, often a cab to come home because they're just waiting there
- Wait time, comfort
- I've never used limos and I stopped using taxis completely when rideshare became available in Calgary.
- Wait times and distances. Distances determine the final cost of the ride and waiting times are important during winter
- Ease of use
- Safety. Cost. Qualified.
- Convenience is most important, usually Uber is faster and cheaper.
- Price - I know what I'm getting with ride shares up front. Payment - it's all done on my phone and I don't have to pull anything else out. Safety - I can share my location through the rideshare app. I can also review drivers and Uber follows up.

- Ease of access, price.
- Wait time and ease of use. I only use uber and car2go
- Price and time
- Cost--I appreciate knowing the cost beforehand
  Timing--I like know how long something will take, and how long a car/taxi will take to get to me.
- Payment option. I know what I'm paying when I'm using in peek hour. I here'd lot of horror story's.Taxi rates are same. No chance of ripped of .
- Safety. I really like the tracking of the car and who is driving it that rideshare apps provide. I had a lot of uncomfortable experiences with taxi drivers in this city, and have never had one with uber.
- Ease of payment: worry over having enough cash or whether a taxi driver will take debit or credit or take cards without complaining. Rideshare elimates that so you can relax more during the drive. Advanced knowledge of price and known route of drive with rideshare. No worry about over paying.
- Price is similar between taxi and rideshare. However I feel safer taking rideshare. I have had some horrible trips with taxis and now choose to take them as a last resort. Wait time for taxis is often rediculous and ordering them is outdated.
- Price, wait time, driver reputation and ratings.
- Price, wait time, payment options and comfort. Some of the taxis are too small for my height. The rideshares are sometimes cheaper. The wait times for the taxis are sometimes quite long. I have never used Limousines as I assume that they would be too expensive.
- History. (How many no show Taxis?) Reliability. (Can't see the directions, taxis take longer routes) Wait Time. (Taxis require 30+ mins of planning) Convenience. Friendliness. Gratitude of the Driver. No refusal of trips. Accountability. Then price.
  I do not consider Taxis any longer at all.
- Price and ability to pay through the app. Convenience of using app instead of calling.
- Wait time and payment, security and availability as well.
- Price and wait time is the most important. My time is just as valuable as money
- Price
- Price, saftey, location tracker, seeing the route you will be taking
- Price, ease of booking, certainty in booking, ease of payment, safety, not getting ripped off by a taxi driver who pretends to get lost and then suddenly the fare is super high and the credit card machine doesn't work.
- Price, professionalism, safety
- I like knowing what I am going to pay before getting in the vehicle. I also like being able to give my input on the drive and then having a GPS so I don't have to provide directions.
- -price
  -waiting time
- Uber is ALWAYS my go to. Cabs are uncomfortable, inconsistent, unreliable and RUDE
- Ease of use. Ease of visually tracking car and being able to easily communicate with the driver. Not some archaeic taxi operator.
- Knowing the price up front before booking and it being a reasonable price.

- Which option will be most successful. It is often difficult to get a cab to the suburbs, or on a busy night, or to take you a short distance. Uber is much better for that.
- Price is the most important for me, next would be proximity to my location/wait time.
- Payment option is high on the list - I prefer Uber over taxis because there is no cash or card transaction when the ride is done. Payment is taken care of through the app
- Price and ease of ordering a ride
- The factors I consider are price, wait times and convenience. If I know I'm not going a far distance then I'll take whichever option comes first although I have a ride share app on my phone which makes that convenient unless I see a cab
- Price. I want the best deal to save money
- Price, ease of use, accountability of the driver, overall experience e
- Safety and speed. I like taxis because it's obvious I'm a passenger paying for a ride. As a woman I still don't feel safe using rideshares and most likely never will.
- Wait time and ease of use (apps). Fastest option usually wins for work.
- Price is the LARGEST factor
- Cost and cleanliness are my main factors, Uber used a fixed fare that is cheaper then taxis
- Trust, price, transparency, convenience, ease of use, wait time.
- Price. I like rideshare but sometimes it can be more pricey.
- Wait time, price.
- Ease of calling the ride
  Ease of paying - no cash, no machine
- Price, ease of booking, payment option. It's got to be easy, clean, safe and convenient. I like knowing upfront what the cost of my trip will be
- Facility in accessing it (app on the phone) and price
- Wait time, payment option, not having to make a phone call, cost
- Time, price, and method of payment. Through personal experience, rideshares arrive on time and take the fastest routes to the destination. Taxi services not only take longer to arrive but sometimes deliberately slow down to increase fare.
- Safety measures in place for female passengers
- Price, wait time, payment option
- Price, wait time, time of day vs night. I'm more likely to use an Uber during the day then late at night. I'm a woman and due to being a woman my safety is at a higher risk then most men. I've experienced sexual harassment from both rideshares/taxis. Taxis have accessible information incase of repor
- Price, convenience, and wait time
- Price is my main concern, Zi go yo the airport 8-10 times a month and using ride sharing service is the cheaper option when I don't have time to take the bus.
- Price and availability.
- Taxi offers more visible regulations which make me feel safer. Limos and ride share don't offer this same feeling.

- Price. I want the cheapest price for my ride. Ease- Uber knows the exact address I want to go to and I can track the ride. Tacos never know where I want to go.
- Price wait time reliability and safety
- Price and wait time.
- Price and wait time. I need them to work for me in this capitalist economy.
- I almost only ever use Uber. I feel safer in them as they have the licence plate and name of the person driving you in case something happens. I had a horrible experience with a taxi driver in Calgary and now I'm afraid to take taxis alone.
- Price and wait times. Price becomes less of a priority depending on the situation - outside in the cold, wait time is more important. All options should accept card payment as it's becoming less common to carry cash. Tracking app is also a factor - if kept waiting long it's easy to assume a no-show.
- Location, speed of driver to door, convenience & ease of payment, tracking, driver rating (App) . More likely to hail a cab or take a cab from a cab-line (airport/hotel/hail downtown) otherwise I choose Uber. I used to use Car2Go go to a destinstion/ Uber or taxi home. Miss Car2Go as an option.
- Price, wait time/availability. Size of vehicle.
- Price, speed, safety (knowing who's care I'm getting into).
- Accessibility and price are the most important. The use of apps and knowing where your ride is, is very beneficial. Payment is easier by paying less, beforehand without needing your cards with you. You can also pay for other people's rides easily. Taxis are good for certain situational, limos too.
- Price, wait time, knowing what the fare will be for sure before I get in the car, safety
- Wait time and convenience for ordering. It's also nice to pay in the app.
- Safety, payment option and convenience
- Price and convenience. I will take a taxi if it's there, otherwise use a rideshare
- Price combined with payment method. I hate waiting to pay with a taxi. Uber I can just jump out. Also with a taxi I've been refused rides so many times for a variety of reasons: gender, length of trip, time of day. Never been refused with Uber.
- Price and safety
- Price because these services are way too expensive in Calgary. Wait time during the winter because of the cold
- Convenience. Cost. Safety.
- Price is number one, expect when departing the airport, then it's connivence and the taxi company wins.
- Price and wait time
- Price, wait time, payment, and tracking abilities are all important. I only use ride shares because I can tell the price ahead of time, see how long it will take, track the route and the vehicle to see when it will arrive and keep my reciepts through the app. Plus it's cheaper than taxis.
- Price and wait time. Ride shares are substantially cheaper and more convenient.
- Price, payment method (always being able to pay by card, automatically) and convenience of ordering (being able to use an app)

- Price, payment option. I like to see exactly what I am going to pay before I get a ride.
- Wait time and payment options. As well, vehicle cleanliness and service
- App based with option to decline the driver if they have given poor service. Reward those who provide good service.
- Price and wait time. I like the ease of ordering a Uber over taxis. It finds your location and comes immediately.
- Price and wait time
- The process of ordering - rideshare app always wins.
- Payment option I don't want to make a payment w/ my cc, takes too long, I don't want to pass my card to the driver & get my wallet out due to safety. I use rideshare bc I can put in my location ahead of time I don't have to tell the driver & waste time while they look it up, gps shareable tracking
- Wait time, or whether it is a planned trip...I.e. going to the airport
- Time of day,What events are going on in the city & how big of a rush I am in.
  The cost of Uber surges soo much after hockey games/concerts/2am so if I have the time to wait, and am not in an area where I feel unsafe, I will take the time to wait for a taxi. Otherwise, Uber is always my first choice
- Cost. I generally use ride share to save money.
- Convenience of ordering and wait time are most important to me as I usually take them for shorter trips downtown. Price is an important factor for longer trips.
- I love the convenience of Uber from scheduling ahead of time, knowing when/where he will arrive, and paying via app. I don't have to worry about change, credit card scams, or just trying to find a cab!
- Ability for it to pick me up cue side anywhere. I don't have to call and wait or track down a cab.
- Price primarily. Because it's already very expensive to go put for dinner. The wait time. Need to accept card.
- price, payment options (e.g. via the app), convenience.
- Price and driving habits. Taxis drive recklessly and always make me carsick
- I always use ride share because of the fair price, timely service, and added safety of knowing the name of the driver and the specific vehicle registered to the driver.
- Use a rideshare because the entire process is convenient. Having just moved to Calgary, the "my location" features were very helpful so I could always get a pickup even when i was in an unfamiliar area. Automatic payments are very helpful. Emails with receipts can be used on expense reports for work
- Cost, accessibility, past experience with drivers (if they have scammed in the past, or been shady while driving me home late at night I refuse to take them again)
- I consider using a taxi when they are stationed at the place I'm leaving and I know traffic isn't too bad where I'm heading. I will also attempt to get a taxi when Uber rates are inflated due to high demand. Taxis are usually quite busy at this time as well. Uber is often faster and more reliable.
- Use uber exclusively unless the taxi is right in front of me.   App is so convenient, can see ride coming, payment auto handled, car always in good shape and driver doesn't ask any questions... no fear of being taken in wrong direction. Limo is extra cost for no value to me.

- Price and wait time
- Price. Wait time. Ease of booking.
  Wait time is extremely important. I want to know where my car is and how long it will be. Ride share is the best for this.
- Wait time, price
- Cost and wait time!
- Price first and foremost, ease of use and tracking of the vehicle, wait time, transparency in pricing.
- Price, payment options, safety - unlike taxis, rideshare does not charge extra while sitting in traffic, there is no argument of paying with credit cards vs cash as it is paid through the app, you can view your driver ratings before getting in a rideshare to feel more safe.
- Cost and wait time. I am usually travelling far across city to airport and need to be on time
- Ease of access, service, reliability, safety and price. Outside of transit, cabs are my primary mode of transport.
- Price and availability are important, but safety and accountability of drivers/companies is important too.
- Cleanliness, availability, price and customer service
- Price
- Price naturally and payment/access options. I use rideshares because I know upfront what the cost is going to be and do not have to stick around to pay the driver on arrival
- Ease of getting a ride, price, payment options
- Price, professionalism.
  Cabs are generally more expensive and the drivers care less about their customers. I've had far more pleasant experiences in an Uber than in a cab.
- Price, payment option, wait time and the method to summon the car, safety and security
- Wait time I think would be the most important
- Pricing, availability, convenience
- Wait time and reliability.
  With Uber and Car2Go (when it was here) I knew when the driver was coming or when I could leave.
- Cost and wait time, ride shares are usually more reliable and cheaper.
- 1. Price is most important - a matter of convenience and affordability, but also safety. I live downtown and want a safe and cheap way to get home after working late.
- Wait time, convenience, and price.
- Price, wait time, convenience, paying through app, size of vehicle.
  Paying through an app makes it quicker and safer to get out upon arrival versus sitting in the car completing payment.
- Wait time and price. Normally Ubers are cheaper than say taxis but holy f tryna get from like a concert, 3km drive for $47 no way.
- SAFETY. A massive amount of young women in this city, including myself, refuse to take a taxi due to the safety risk associated. There have been too many assaults on female passengers by taxi

drivers and because there is no way to be tracked in an emergency, I only use trackable ride shares now.

- Price and wait time
- Price
- I always have to factor in how much a taxi will try and rip me off.
  My only concern with uber is that their gps system sucks, so we might get a weird detour.
- Price and wait time, I take what is cheapest
- I use mostly taxi and ride shares, limos are way to expensive. So saying that, price is one major factor. Time wait is also a problem in Calgary I have been left stranded for over 2 hours, many times by Associated Cab so I won't use them.
- Price and safety
- Price and payment option. Most of my rides are for work and it helps to have my receipts stored digitally (Uber does this). Paying in a taxi is slow and I always lose those little receipts
- Convenience, price, app payment.
- Price and wait time.
- Price, credit card payment, safety measures.
- Price for sure. Calgary is so spread out and I don't live near downtown so finding the lowest cost is crucial.
- Price, wait time, convenience of hailing, whether or not I have a taxi chit. Most important is price.
- Price and convenience
- Price and availability. Ride share is cheaper earlier in the day but after hours I prefer to hail a taxi- they are usually close by and I feel safer
- A quiet clean car, a driver who can speak English.
- Price.
- I use rideshare for quick response time and pickup time. Rideshares are generally cleaner and more professional than taxis in Calgary and the price is usually more desirable.
- Convenience in booking, price, time takes to arrive, cleanliness. How price is determined. Payment option,
- How much the trip is going to cost me, I check what say Uber is saying for a trip (as it varies) and I know generally the approximate cost of a taxi, and choose based on what is better. Ride shares tend to get to me faster, and I can share my driver contact information with friends as a contingency.
- Easy access to booking over the internet & price.
- Wait time and accessibility. Will call a rideshare for an out of the way pick up location (residential, usually), cab for downtown because of ease of pick up.
- price, wait time and ability to pay with card - most important is how close they are to me
- price, availability and ease of use
- Price and availability quickly.
- Security, wait time, price. Saftey and security is number 1. Services that can track what vehicle i am in are far more secure.
- Rideshare. It's cheaper and payment is automatic off your Mastercard. As a female, I hated taken taxis. Always felt creeped out by the drivers . That's not to say all uber drivers are good either .

- Time, payment options, convenience. Ie: when we arrive at an airport we take a cab to our destination. If we are leaving our home to go to the airport, we use uber or car 2 go.
- I prefer to use taxis. I would not feel comfortable using a rideshare. I find taxis to be affordable and the wait times fine. I always prepare a head of time and don't try and call the taxi companies at the last minute for a pick up
- Convenience and price. Ease of payment.
- Price - the cheaper the better.
  Wait time - I tend to run behind so I wanna be able to go as soon as I'm ready to go.
  Payment options - it's nice to be able to do everything on my phone.
- Wait time, and availability
- I use taxis because ride shares are new and I'm uneasy about them. Price and wait time are factors.
- Convenience first then price
- Price, waiting, consistency
- Convenience of booking (not having to make a phone call), wait time, payment option
- Taxi cabs in Calgary are overpriced and service is usually atrocious I use ride share because of the better customer service period.
- wait time and price but in general a great customer service.
- Price point, availability, being able to review the driver and see their previous reviews is why I mostly choose to rideshare.
- Competitive pricing, quality, clean vehicle.
- Price, wait time and payment option. Never having cash etc- paying through an app is awesome. Obvs want a short wait time and want to do it all at the cheapest price.
- Transit wait times and outside temperatures. I don't drive and depend on transit to get places. If it's a long wait or too cold to walk to the train I'll get am Uber
- Price, availability, location and distance I'm trying to travel
- Price + convenience, the uber app is simple to use and affordable.
- Effortless ride booking, Price and Wait times.
- Wait time, price and convenience of pickup. I like to have predictability with schedule.
- Price. I like having a negotiated rate up front so that priced isn't jacked up on me due to route taken or traffic.
- In the winter, wait time is my number one consideration. The rest of the year price is predominately the most important factor because I need to get around in a fashion that is affordable and time saving. Accessibility is also important - rideshare apps makes the process of booking a ride easy!
- Ease and convenience, payment options, price. Ultimately it is about what's the easiest and most effective way to get somewhere
- exactly: price, wait time, payment options and cleanliness
- PRICEEEE
- Wait time is most important during peak times. Otherwise price.
- Cost.
  As a young entrepreneur, I just want to be able to get to where I need to effectively and in the cheapest way.

- I consider price, honesty (rideshare has good platform, vs taxis that might take advantage) and wait time. I loved car2go as well, due to the ease.
- Price, wait time, quality of service, and payment options. These options are important cause I contribute them to reliability.
- Price. Time. That order. Calling a cab and not knowing when where who or what is showing up is awful, plus how are you suppose to review your awful driver by calling 311 ... that's a funny one
- Price, wait time and reliability. If I am at home going to a place I want something reliable that I know will arrive. If I am out going home I will usually take whatever is fastest/available in the moment.
- wait time
- Price and wait time
- Lowest price, especially between venues in the downtown/Beltline area. Also wait time since most rideshare are spur of the moment requests.
- Price and live feed of wait times
- I enjoy the convenience of easy payment and ease of knowing how long and how many transportation options are available for ride share. I do also take a taxi if they happen to be lined up and available at the location, but do not like the uncertainty on fare price depending on traffic.
- Price, wait time, safety. I will choose rideshare over taxi for safety reasons unless rideshare has surge pricing. If rideshare is too expensive I will risk my safety with a taxi.
- Price - I live in the suburbs, I use ride shares because they are significantly more affordable than taxis.
- I typically use rideshare so Payment is already taken care of and I know the exact amount I am paying at the end so I can't get ripped off by taxis taking a longer route to make more money
- Whether or not they are screened for criminal activity, prices, how fast arrival time is. Safety is priority
- Price and wait time.
- Price, wait time and reputation.
- Wait time, price, tracking data to follow how far my ride is
- Uber is usually cheaper. And the drivers drive much better than taxi drivers and have a better attitude.
- We consider safe driving and clean cars that's why always take sedan limousine it's very important to us to be in safer vehicles and professional chauffeur Not in private car with anyone thanks
- safety. Taxi drivers are my last choice, too many unsavory experiences, rideshare you know your driver and you can share your trip with a loved one to track you
- Wait time, price. I live downtown and if taking transit will take just as long, I won't pay extra
- Price and wait time in that order.
- Convenience, customer service, and cleanliness. Not found in cabs, ride share is far superior and encourages entrepreneurial thinking. Cabs company's are corrupt and looking for a monopoly.
- Price and wait time. No ones taking a limo home at 3 am.
- Wait time, availability, cost
- Price and safety. Safety and feeling like I am in control of my ride experience and money

- Easy access; safety
- Cost, efficiency, and ease of use (ie, Ordering an Uber is way easier And faster than a cab).
- Price and customer service. Ride share or limo/sedan wins hands down over taxis.
- Price, convenience, service.
- Price - limited money available for transportation.
  Safety - public transit in certain areas can make me feel vulnerable. Quality of drivers.
  Comfort - clean and quick access
- Wait time, price
- Rideshare all the way. Taxi if I can't get Uber. Limo when you graduate high school and that's it.
  Safety and cleanliness, then price. I feel more safe in a rideshare vehicle than I ever have in a taxi.
- Cost and accessibility
- Price, wait time and ease of finding a ride.
- Price, personal condition and how likely I am to be taken for a 'ride'
- Convenience (ordering on an app), price, accessibility (especially on weekend nights), pay by phone app, knowing who your driver is.
  Short wait time
- Cost, payment options, wait time.
- Price and wait time. Ride share can be cheaper but not during busy times. Taxis have ripped me off before though so only use them if they're much cheaper. Wait time matters too, mostly when it is cold. Will hail a taxi if one is visible.
- Price, wait time, payment option and ease of use of phone app. All of these are the most important.
- Cost, as I am a poor millennial. Ease of knowing how long I'm waiting (apps are nice).
- Price, payment, safety.
- Safety and security.
- Wait time and payment options i think are more important. People pay for taxes or uber's of any price when they need to use them. I feel price is a benefit but in Calgary the taxi wait times have been so bad for so long it's more important then the price.
- Price and wait time, safety (I.e. is the driver easy to identify with an employee or car number)
- Accessibility, price, wait time
- Cost, wait time, accuracy.
- Wait time - using Uber I can request a ride and typically wait less than five minutes. With a cab it's hit or miss whether my scheduled taxi shows up.
  Payment options - Using Uber I know I'll never be lied to that the card machine doesn't work and be forced to pay to be driven to an ATM.
- All these factors.
  But frankly as someone who travels often including second and third world countries the inside of our taxis are nasty. They often smell , are not clean and are cheap vehicles. They are often the most expensive , therefore not likely to get in one !!
- Price and wait time are the top for sure.
- I only use rideshare or a limousine due to fixed price available beforehand and time. You never know how long a taxi will be but limousines can be ordered and rideshare tells you exactly when

- your ride will arrive. This is important because I have waited upwards of 45 mins for a taxi in the past.
- Friendly, cheap, and will take the quickest way thereZ
- Wait time is important because total trip time is important when on my way to work or an appointment.
- safety, payment option. I don't feel safe in taxis as I've been in bad situations in taxis before. It's convenient to not carry payment with ride sharing.
- Ease of booking
  Prompt service
  Payment options
  Affordable
- Ease of ordering - I use apps & the checker app stinks; payment options - I don't carry cash or sometimes even credit card; price because I'm poor; and wait time.
- Price and wait time. I need it to be affordable and timely.
- Wait time and payment options. Important because I usually use ride share when I've been out drinking.
- I only use rideshare. Taxi drivers are rude and their vehicles are filthy. Rideshare provides a clean, reliable experience for a fraction of the cost. Even during surge pricing, I will wait for the rush to pass instead of taking a taxi as an alternative.
- Price, safety, convenience (availability).
- Rideshares are important to me as the apps are easy to use and you can see the ratings of your driver and they can rate you as customer. Payment is up front so you don't have to wonder how much the fair will be at the end of the trip.
- Wait time, Price, Payment. Using a ride share app I can see were the driver is. As well no exchange of money.
- I never use a taxi. They're more expensive, slower, and thr drivers are alway s horrible.
- Price: a cheaper cab
  Convenience: ride share apps (Uber) everything is already integrated (payment, easy to order, tracking of drivers approach)
  Having payment be in the app and instant. I can just leave when I'm dropped off
- Price.
  To save money.
- Ease of use via app
- Price, wait time, ease of payment (no cash or debit transaction), clean cars (taxi usually dirty or smelly). Taxi drivers more often than not take a long route, or don't know where they are going.
- Wait time and convenience. Ride share is without a doubt the most convenient, efficient and enjoyable.
- Wait time and the ability to pay through an official app.
- Insurance, safety, regular inspections. I don't feel rideshare like Uber is safe and should be removed from calgary. Either deregulate the taxi industry or kick Uber out
- Price is the most important, followed by wait time. I would assume all options accept credit cards.
- Price, convenience, ease of payment

- # of available cars, ease of booking, tracking, payment in advance
- Hailing on app, wait times, price
- Convenience of knowing the price when I book a ride share, the fact it is usually cheaper and I know who the driver will be when they arrive.
- Ease of calling the ride (app), on demand/ wait time, automatic payment, price
- I use taxis as it is the only way I believe to keep myself safe (as a female) in Calgary. Registered taxis means that if there is an incident I have a legal recourse.
- Price is a big one. As well as no in car payment for safety reasons. Rideshares allow you to see you price before booking.
- Safety, ease of getting a car.
- price, wait time, payment option Wait time is probably the most important factor.
- Response time/price
  Ability to hail one from roadside
- #1 is price. Why pay more for one service when going the same distance. And otherwise reliability of the driver, ensuring they'll get me to my location safely
- The accountability of rideshare apps are why I generally choose to use those. The fact that you can track wait time on your phone, see where the car coming from, and not have to handle a physical payment all give a sense of security that isn't the same with taxis.
- Price is the biggest factor when on a budget. Often at peak hours taxis are the cheapest but any other moment rideshare companies are cheaper.
  Very minimal times I will choose a taxi for shorter wait time as rideshare companies are fast.
  Never considered taking a limo.
- Prices and wait times
- Proximity to where I need to be picked up, wait times, cost
- Price and wait time.
- Ease of access and payment
  History of customer service (taxis not good)
  Ease of access (phone !)
  Did I mention ease of access
- Ease of use, using a phone app to get a ride is much easier than calling a taxi company
- Price and wait time. Also, I like rideshares so I can track on the app and not have to explain to the driver where to go.
- Price and availability. Typically I'd take the least expensive option and then factor in the wait time
- I like to be able to know what it's going to cost before booking it, being able to track it, being quick to pick me up, and not having to pay at thre end of a trip.
- Price is the most important factor - I want value, wait times - I want to be able to leave when I want to, user friendliness (ie apps etc) helps me see in real time where cars are and I can easily book
- Price, convenience
- Price and wait time, convenient. Ability to know when they will arrive
- Price. Wait time. I don't have a vehicle so need quick affordable access.
- Price and wait time

- Price first and then wait time. Price because I want the cheapest option and wait time because I usually take these transportation options as a last resort.
- Price as it can get rather expensive especially during winter months with colder weather and slower driving
- Price - budget
  Wait time - I want to go when I want to go
- payment
- Price and waittime
- Payment options, safety, wait time
- Wait time, ability to control the path (ie: drive yourself), and price (car2go was the cheapest)
- Price, wait time and the level of service.
  Ride share is usually cheaper, the wait time is shorter and due to the rating of the drivers and then rating you a better experience.
  Taxis don't care at all.
- Wait time, price, convenience of contacting/doing business
- Price and availability
- Ride share I know the price up front. No longer a cab will go the long way home for a higher fare.
- Convenience, driver attitude. Price somewhat but lesser so.
  For too long taxi drivers were rude and dismissing of clients, not wanting to take credit cards etc. I one hundred percent support rideshares.
- If I'm starting from home or an obscure location I'll book an Uber and if I'm downtown with lots of cabs available it's easier to just hail from the street
- Safety and service
- Price and wait time
- Reliability in terms of enduring a vehicle arrives as promised/requested, cleanliness and comfort, a reasonable (but not necessarily rock-bottom) price
- Price wait time and to be honest the driver's hygiene
- Price, payment options and availability for when I want to use it. I want to be able to go when I need and have it be easy to pay
- Price, wait time, ease of getting one, ability to rate performance
- Ride shares usually have a shorter wait time and are convenient to book on the app because it uses your location if you don't have an address.
  Taxis are convenient because you can hail them at the airport, outside bars, train stations, etc
- Price is one consideration but the deciding factor is usually wait time. I'll check an app and see whether a taxi or Uber can pick me up faster. More often than not it's an Uber as there appear to be more available than taxis. Definitely during holidays or Stampede it's almost impossible to taxi.
- Payment option, size of vehicle relative to amount of people
- Price, wait time. Important for budgeting and when trying to get somewhere by a certain time.
- Wait time, payment option, location within the city. If I am in the suburbs or the far reaches of the city, I use a rideshare. If I'm downtown traveling to the suburbs, I'll use a rideshare or a taxi if one is next to me at the moment. I prefer rideshare due to seamless payment.

- Convenience
- Wait time and payment method. Easiest on ride share apps. Also being able to see the car on the app on its way to you is helpful.
- Wait time is the most important. Trying to get a cab December weekends or during stampede week is next to impossible, but there are plenty at the airport.
- Price, wait time and ability to see visibility of the vehicle on an app. I like to be able to track where they are so I know when to be ready in the lobby of my apartment.
- Price, wait time, ease of booking. Ridesharing is very easy to book from my phone which is a big incentive.
- I will never use a cab in Calgary due to the fact I'm putting my life at risk.   The majority of the cab drivers have no regard of following traffic laws.....run red lights....illegal upturns.....not stopping at stop signs.
- Price, arrival time, tipping expectations
- Price and wait time. Usually I'd rather take Car2Go, then Uber, then a taxi. In terms of cost, and potential wait time Car2Go is the best. However it's a poor option during rush hour or when unable to drive. Taxis and Uber are about the same cost but I don't enjoy calling taxi services, prefer text.
- Price, wait time and payment options.
  Taxis are generally late, no set cleanliness standard and cannot pay by app.
- Price and safety
- Price and wait time. I don't want to wait long and I'm concerned about the costs.
- Price and availability are the major drivers. If both are available - Price is king. If availability is limited, I will forego an acceptable threshold of surge pricing for immediacy.
- Price, professionalism, efficiency and pleasantness
- Price and safety
- Prices, wait times, great customer service.
- I prefer to use a ride share as I can book using an app on my phone without having to make a phone call and I can track the car and know exactly when it's coming. I also know exactly how much the ride will cost before I get in the car.
- I go for affordibility
- Ability to get a ride, safety, payment options, ability for driver to get when I need to go.
- Payment/price. On most busy days like during stampede the fixed rate of taxi's is more affordable than ride shares, where as during unbusy/non peak times ride shares are more affordable
- Price!! Cheapest always wins
- Ride share is most important because a lot of people I know have recently sold vehicles to help their carbon footprint of living downtown. Now that car share is taken away that is now very challenging even to just grocery shop.
- I typically use rideshare because it's more affordable and I most likely use an app to know exactly when it arrives and leave special instructions for the driver if needed
- Wait time is the first thing. Ride shares have a great app and are usually a lot quicker at picking you up

- Cost and ease of use
  I want something that is simple, the cost is upfront. I like rideshare services because my route is tracked, I feel safe and I have a clear understanding of what I'm paying
- Price and wait time - uber is so far the best prices, faster and most reliable
- Price and wait time.
- wait time, price and payment options, ability to track rides and rate drivers/see reviews
- Safety and driver accountability. I want to feel safe and protected in transportation, especially when travelling alone or at night. Wait time is also a factor, due to cold weather and safety at night.
- Safety and cleanliness of the vehicle (i.e. have all standards been met?), price, wait times. Driver information: does the driver have a safe driving record and is he properly licensed? Who monitors the drivers to ensure passenger safety?
- First is price, then wait time. If the wait time is long and the price is high I just take transit.
- Convenience, transperancy, safety
- Price and payment option
- Price, distance of ride, accessibility and what is readily available
- Price, distance,
  How to request - If I can do it from my phone it's likely going to be my first choice. Being in a noisy environment, or not able to make a call is a frequent occurrence. It's also frustrating not being able to get through by calling on busy can nights.
- Knowing pricing in advance is important. Also being able to track where the driver is in relation to you is really nice.
- Availability, convenience, confirmation of destination (ie they know where they're going)
- Price, wait time, ease of booking and ease of completing transaction, overall safety
- Payment option and reliability of service - being able to choose who you want to drive you based on their reviews
- Wait time, number of stops I have to make (and how long each stop will be), and my pick-up location. Sometimes rideshares (Uber) is less convenient to me in the maze of downtown during rush hour because you never know if they'll go to right side of the street and they're hard to pick out, etc.
- Price would be number one as I use taxis/ride share everyday that I work to & from. The minimum a month I spend is about $500. I usually leave for work the same time everyday. If there was a long wait for a taxi, I would take ride share and vice versa.
- Price! I'm on a tight budget.
- wait time
- Wait time and price. Wait time is most important.
- Convenience and wait time. Giving preference to the most luxurious of the options.
- Price, wait time, customer service are most improtant. Uber for the win.
- Price and availability
- Price, wait time
- Price, wait time, convenience, trustworthiness

- I use these when I need to get somewhere farther, I usually pick ride share because they are cheaper generally. However I prefer taxis because they are usually around more and never charge more when it's busy.
- Wait time (connection time), payment option are important because it allows me to increase my usage of rideshare.
- Waiting time
- Using an app, not having to pay after the ride it is auto charged through my app and CC, knowing how much it will cost before I start the ride. I will always use Uber over a taxi.
- The company I'm supporting and that the driver is fairly paid for their work.
- Price and wait time.
  I prefer knowing the price ahead of time as it makes me feel safe (not getting ripped off). Time to wait is also important so I can plan better.
- Price and wait time
- Is the driver making a living or working to make extra cash.
- Price
- Price, wait time, and payment options
- I will never take a taxi again of at all possible. Rideshare services are much more user friendly and allow rating on specific drivers, meaning that they actually care about customer service. Also, taxi drivers are constantly and consistently the worst drivers on the roads. Taxi's should be banned.
- Price, safety, follow up if there are problems with a driver overcharging or driving unsafe by management
- Price is the biggest thing, with ridesharing such as Uber you know an approximate up front which makes it easier to decide. Plus the convenience of paying for it on your phone and providing a tip after, not having to wait for the machine to connect such as in a cab
- Wait and cost
- Price, Easy to get one - not having to call and wait on hold or in a queue, availability/wait time, ability to track the car, payment option, cleanliness, safety
- I exclusively use ride shares, as I feel as though they are safer and have more accountability measures in place
- Price and wait time are both important to me. Also important is the experience by which I can hail a ride. Trying to flag down a cab is annoying, some cab companies have apps, using an app is preferable because you can track the person and see where they are and how long it will take to get there.
- Reliability, knowledge of the city, accountability. I prefer Taxis by far
- Price, Wait Time, Safety, Ease of USe
- Ride share arrives when you schedule it to. Calgary taxis are known to be impossible to hail in Calgary from most places.
- Price is the main thing but wait time is a big factor too
- I take rideshare most of the time because it gets to me quick and I don't have to call- I prefer app. but if it is a "peak time" like stampede I take a taxi. Price is the most important.

- I prefer rideshare services like Uber or Lyft as it's primarily faster and cheaper. Some cabs can take forever to arrive but Uber can pick you up in
- Convenience,
- Safety, price, reliability, technology, tracking, easy payments, email receipts
- where I'm going and if I've been there before will dictate if I take a cab or a rideshare. If I don't know exactly how to get there and the best route I won't take a taxi
- Professional Driver with a reputed taxi company, his Batch should be displayed, driver gone through city training, Mechanically Sound & clean Car
- Ease, clear communication, and affordability (which is enhanced by knowing the cost of the trip ahead to time).
- Price, knowing what the total will be before entering the vehicle
- Wait time, ease of use to get one (app) , payment option
- Availability. Taxi drivers are often jerks about short distances, so I'd rather use Uber.
- I like car2go if there's one around. That's my #1 choice. Then Uber. Especially because it's super easy. I can track it, it's cashless, and I have a record of exactly who's Uber I am in. In case there's ever an issue.
- price, I am cheap. Ease of use app, I don't want to talk to a human being. Availability, I want to know my ride will come quickly.
- Wait time, price, ease of payment
- Price and wait time, I want my service fast at a reasonable price.
- Ease of use and price - Uber
- payment options (prefer debit), safety
- Price, and convenience of an application to show you exactly how close drivers are, how long it will take to get to the destination, and a set rate.
- Ease of payment, ability to preview driver, their review rating, ease of booking. Prefer ride share (Uber) over taxis as I feel more safe knowing exactly who is my driver. There is accountability and transparency.
- Frictionless experience. I love hailing, directing and tipping within an app. I also consider price and wait time. If a taxi is right there I'll take one, but usually can't handle the wait and dispatch experience.
- Prompt pickup (availability). Safety provided by vehicle and driver. Price.
- Usually use rideshare. More convenient for pick up / faster at getting a ride
- Rideshare aka Uber because it's cheaper, easy to book, no cash exchange no drivers trying to rip you off

2a. What else would make you feel safer using a TAXI?

- Many times I've felt that taxi drivers are too reckless. Their driving often scares me. Not sure how to fix this.

- [removed]
- GPS tracking of the ride in an app I could share with my husband
- Being able to share my location, driver info and car number with a friend.
- Winter tires, SUVs, automatic payment like UBER the swipe machines are sketchy, drivers cannot refuse fares and leave you in the freezing cold, minimum requirement of drivers available on the road ie on weekends in downtown
- Their rating by other users displayed.
- Cameras although I feel tacos are the most safe vs ride share.
- I generally don't use taxis but when I do I feel pretty safe
- In a taxi, I am at the mercy of the driver. Recordings have "gone missing" when the driver is at fault.
- Knowing drovers history of customer care. They can display all the above but that does not mean my driver may not manipulate the drive or make his on discretion on if he wants to terminate the drive
- If they didn't try to scam you out of money by taking the worst routes to your destination
- I feel safe in all Calgary Cabs...   the exception is cell phone use should be forbidden while behind the wheel.
- Quite often the driver is not who is pictured in the license inside the car, how often are drivers check to make sure the driver is the one licensed to do so.
- Shorter shifts. Honestly, I've never had an Uber driver weave in and out of lanes (though they are often so cautious it also feels dangerous) but I have had taxi drivers make me feel VERY unsafe. Fatigue is a chronic problem I believe.
- Enforcement of distracted driving laws. Almost every taxi I have been in over the past couple of years, answer their phones or text messages while driving. Ride shares require drivers to use their phones as gps hindering this
- If there was a GPS record (like Uber) which shows the route taken.
- Good English skills; not asking if I'm single; willing to drive me home even if I live far (I've been told no for a ride so many times based on where I live)
- The City should actually confirm that drivers are following their rules. Have undercover audits. I have lost count on how many times a taxi driver asked me where i was going before he would let me in the car, sometimes refusing if it was short.
- Not worrying about "broken "machines
- Ratings based on drivers. Knowing who your driver is.
- None
- Clearly identifiable identity tag (short number easy to remember) besides a easily recognizable photo of the driver
- I do not feel safe in a taxi
- Covered in above comments. Don't like that a single taxi company appears to have a monopoly on airport business. No competition means no benefit to consumer.
- Quality of training course should be mandatory for all drivers including rideshare and limo drivers and should be directed more around customer service, city knowledge and accessibility.
- GPS tracking that you are able to share with others

- Taxis are awful. They are not reliable and the drivers are awful. The amount of times I've had taxis not turn on the meter and demand $50 flat rate for a $10 ride is ridiculous. Or how they take longer routes on purpose to make more money.
- I don't like taxis
- Space for ongoing feedback, like in ridesharing apps
- Well I'd feel safer knowing in gonna be able to put food on the table because prices have dropped and I can afford to actually take a taxi without going broke.
- Winter Tires required in the Winter
- It is hard to see who is driving a vehicle. No one has access to where you are. As a woman I much prefer Uber as there is a record of where I am and who is driving at all times. Don't feel as safe as Uber's
- Seeing customer ratings for drivers
- Taxi drivers not talking on their phones all the time.
- Nicer drivers.
- Friendliness of driver. I stopped using taxis for personal use (only for work, 1-2 times a year with another person in car) after 3 consecutive uncomfortable experiences in taxis. One driver rude, the other 2 spoke in ways that made me feel unsafe.
- Using a navigation device that can be see by the customer.
- They already are safe and do a much better job.
- If the cars were well maintained.
- If the city talrqins drivers then it is doing a terrible job. Maybe need recertification? Also the cars are not well maintained.
- As a female a concern is when they are taking unlit back roads at night.
- I feel safe in a taxi
- I hate taxis.
  They are old smelly cars with bad slow drivers because they try to prolong the ride to get more fare out of passengers.
  I do everything In my power to never take taxis.
  Uber is my preference.
- Good english speaking
- Maybe GPS in the taxi.
- Driver speak English.
- Cars are bad for the environment and society. I'd feel safer if there was better public transportation available.
- Security checks on drivers and shorter shifts to ensure the driver is not driving when they are exhausted.
- Having the GPS system to track my location while in the cab. Uber knows where my driver is, why can't Associated/Yellow cab have the same system.
- A better map system

- The ability to share my location and driver information with others during the trip. I also would like driver information easily available at the end of a trip in case there is anything service related to report.
- Nothing really. I already feel safe
- Having an app like Uber does makes me feel safer, since there's a way to track my whereabouts and a record of the trip. There is no record of me jumping into a taxi I flagged down, so if something happened, I wouldn't have proof of the trip.
- If laws against them using their phones while driving were actually enforced. They all use their phones while driving
- If car2go or something similar were brought back.
- make an app where I can quickly open up the drivers ride profile by punching in an id number or something and I can see ratings of him.
- Way to let my loved ones know where I am. Price up front for the trip.
- Know how long they have been working. Knowing the path they should be taking. If that taxi driver in Winnipeg who rape that women was convicted...
- Nothing
- Regular driving test! Let's face it, most taxi drivers are terrible drivers!!
- If the drivers were less angry, followed the traffic laws
- QR code that takes you right to a webpage to make complaints
- An app that records who the driver is and the pick up and drop off location
- Training for taxi drivers on what are appropriate conversations to have with customers and what isn't. What things should never be said, like never "complimenting". Recording of all conversations in taxis, visual and audi would make me feel safer.
- Not sure
- Being able to share the status of my ride through an app so people can see I made it safely home.
- Introducing an app similar to those used by rideshares, where customers and drivers are rated.
- Defensive driving.
- I did not know I could call 311 to complain, or that they pass annual police checks, this should be advertised. I've always called the company directly to complain. Being able to rate taxi drivers and the vehicles would make me feel safer.
- Haven't used a taxi in years. Turned off by the grungy interiors. Never knew I could complain via 311. Did not know about background checks (also -- really? Some sketchy looking folks operating taxis...)
- Tracking of vehicle
- I want to know each driver's rating in real time. Calling 311 is ridiculous, that info is never shared with customers. Ride sharing app is shared immediately. That is way more trustworthy than being able to make a complaint at 311.
- I don't use taxis as I do t find them as convenient
- not as much in Calgary, because I know my way around, but I appreciate see the route the are taking on a GPS (phone). It makes me feel like I'm not being taken a bad route.

- Nothing. I've taken cabs in third world countries and many of the safety precautions here are unnecessary.
- Displayed GPS so drivers don't take advantage, especially if the passenger is inebriated
- I don't feel unsafe in taxis
- Just because the taxi is pained does not mean its safer. Ride share is actually better because peoe have actually reviewed it. Its like reading a review before eating at a restaurante. I have had lots of bad taxis and no way to give bad review for driver
- Mandatory functioning payment systems and reprocussions against drivers accepting cash only.
- Better drivers - honestly thought we were going to get killed in a cab in Dec 2017. The driver had no business having a driver's license, let alone driving for a living.
- [removed]
- App like Uber to share my riding status with others.
- They're fine.
- Experience driving in Calgary winters
- Not having to exchange money. Knowing how much the ride will cost before I get in.
- Getting to both rate my driver choose my driver. I would feel financially-safer knowing the cost of my trip before accepting the ride and being at the driver's whim.
- I feel like taxis are safer than rideshare.
- I feel that most of the times that I've taken taxi the cars were so dirty inside. The overall condition of the taxi car always makes me sad, taxi always looks like it needs some repairs and doesn't feel safe to drive. I'd feel safer in a newer car
- Signal an unsafe ride to authorities without calling (e.g. a button)
  Must have an option to pay by card (I have been in many local cabs that told me the card machine wasn't working)
  nforcement of the requirements you listed
- Ability to rate the driver and car. A lot of the times the cars stink are dirty and for the same price I can get better service through Uber.
- I use taxis because I feel they are safer
- An app that allows payment to be done remotely. The $20 deposit and Credit Card machine being "broken"(and they don't tell you until you're at destination) makes be use a ride share every time.
- Somewhere to report which taxi you got in
- I feel extremely safe using taxis in Calgary.
- Payment App
- Na
- N/A
- Nothing. I feel pretty safe inside taxis
- I've never felt unsafe in a Taxi
- Professional driving certification and Drivers that don't text or spend time on the phone while driving.
- Driving the speed limit, knowing the city

- Some type of agreement or ability to end the ride immediately
- I feel very safe in taxis generally.
- Strong language skills to make communications easy.
- Knowing more about my driver (how long they've been driving, how long they've been in calgary...). An estimated price before the trip starts. Some sort of incentive for drivers to be respectful and welcoming (rideshares use reviews for this).
- If money was not transferred in the vehicle
- Standardized payment methods, price transparency, taxi drivers not refusing a credit card after a ride and demanding cash only, ergonomic arrangement of payment method.
- More training and/or road tests and/or enforcement. Many taxi drivers drive very aggressively and it is dangerous and uncomfortable to ride with
- Taxi # - something to identify which you're in, in case you forget something
- Being able to rate my driver and them be given direct correction to improve service, often taxi drivers are the scariest drivers compared to ride share
- I feel safe in cabs, more so than in uber or comparable offerings. One thing would help: Not able to lock me in.
- Having better drivers. Taxi drivers utilize driving as a profession, and they are, by and far, awful. I cannot count the amount of times that I'm driving myself somewhere and see them departing their lane or driving 15 kmh under the limit. Bad.
- No reason not to have an app tracking the location of the can when in service.
- Driver rating
- ability to share the taxi number or ride with a friend. taxi drivers never giving rides with the meter turned off
- If the ride can be tracked via an app.
- I use taxis a lot but only use Associated. I have good experiences.
- Information about the driver available before getting the ride. Ability to verify fare beforehand. Less fraudulent activity from drivers
- I don't like taxis took them for years when their was no other choice Very unhappy with the pricing and availability these new options are a godsend
- Being told the license plate number before the taxi arrives
- Better winter driving skills.
- A rating feedback system for each individual driver similar to car share companies.
- Easily identifiable cab number to submit compliments, complaints or for if you forget something. Better drivers and use of an app or some sort of improved tech
- Driver's actually following road laws. Not running red lights or double-parking on road.
- Share location with other people.
- friendly conversation
- Agree to rates before getting in the taxi. I find at the airport the initial meter is higher than what is posted on the window which is bad for Calgary's image.
- Actual Enforcement of these items. Taxis are typically terribly driven, break traffic laws and vehicles at often badly maintained.

- Competent driver who follows the rules. Totally independent of any test they may have passed. Safe vehicle.
- If a random mechanical check is done on a more regular basis. I use cabs multiple times a week there are some that feel like death traps. Even if surprise checks almost like a undercover customers. You would be surprised how many speed too.
- A driver/ passenger rating system like Rideshare apps provide
- Sharable information through an app about your ride.
- Strict oversight on taxi drivers eligibility and background checks on an ongoing basis.
- I wont ever feel safe in a taxi
- I'll never use a taxi again in my life. These things you list have nothing to do with safety or service. Any evil intentioned person could pass this list.
- Being confident they knew the route they are taking instead of asking the rider for directions. It's unprofessional and it doesn't project the sense that they are taking the shortest route to save you money.
- Having two-way accountability (similar to Uber). Being able to identify the specific driver easily and be able to report problems immediately (like Uber).
- A passenger rating system akin to that used by Uber. It gives a customer more security to know that other passengers have felt safe with this driver and deters the driver from doing and saying inappropriate things.
- Seeing the route being taken
- I don't feel unsafe
- Easy reporting
- Knowing who the driver is and understanding past issues people might have had with them. Knowing where they are and we're they are taking you and having someone know that.
- I had a taxi drop me off and tell me he wouldn't go any further once. Had one follow me into my house. Both times I was drinking and wasnt able to get their information after. And many other have very similar or worse experiences than mine.
- I feel fairly safe taking cabs in Calgary
- Proper driver training (ie substantially more training than Canadian commercial drivers are required to have).
- "Secret rider" program to spot check drivers.
- I think taxis are fine. Just slow and inconvenient.
- More stringent driving exams on a yearly basis.
- Tracking service
- Being ave to share your ride status and rating
  Drivers
- Sing able to track location of the driver and to share location with friends / family
- I feel safe using a taxi
- Having knowledge of Calgary
- Actually having a taxi on popular nights like NYE.
- An option to share my ride with my family or friends.

- Attitude. Don't drive off until my belt is on, this would be a good time for asking my radio choices and climate control too.
- Have the taxi numbering/license tag match and be visible from all sides. The city metal plate is too small to be seen at a distance and doesn't match the car number
- Not sure but i've had drivers speed excessively and drive unsafely making quick unsafe maneuvers regularly. And if you complain to the company they will block you from using their services. So something that can actually ensure day to day safe drivin
- Nothing else
- Better app to book and track vehicles, previous rides and different payment options.
- Drivers should be having to go through background checks to ensure that I am not riding with someone that has any intentions on harming or assaulting me.
- Not sure
- Better drivers
- If I had the ability to track the ride and driver information on my phone. Also, they should have to take some sort of standardized exam about general city area, i've been scolded by drivers for not "knowing where I want them to go"
- Display in the back that shows the routes available and the route driven.
- Being able to share your location with friends; this feature is available in ride share.
- For the drivers to receive training on sexual harassment. Have a policy that if you receive a complaint of sexual harassment that they will be fired - they need to have a reason not to sexually harass women. Create an app to rate each driver.
- Proper driver training and driving skill testing. The city license doesn't seem to cover this, or if it does, it's too easy to pass. Taxis are often a hazard in traffic, lacking professionalism, and I frequently feel unsafe when I'm in them.
- Mandatory winter tires during winter months.
- Visible GPS with the destination pre-set when you give your directions to the driver. To ensure you're being taken to i'm your destination on the most efficient and safe route.
- having my live location displayed to a trusted third party such as a friend or family member so they can ensure i've gotten home safe
- Knowing rhat the driver works for a local taxi operator, is vetted and supervised by them, as well as the Taxi Commission.
- Having drivers that are actually safe drivers, lots of taxi drivers are [removed] drivers.
- [removed]
- I want an easier way for them to be accountable. It is not a convenient or easy, or often safe thing to try and see their name and then phoning the city. No one wants to phone the city to give feedback. Make an app that gives me a way for feedback.
- They should take an intensive driving course. They're animals on the road.
- Nothing I stopped taking a taxi since ride share came in due to safety concerns
- Not taking a taxi.
- I almost always feel totally safe in a taxi.
- If I had options I would avoid taxis like the plague

- Universal app from the city. Dealing with the taxi companies for issues is an absolute nightmare. Governing them more strictly would be helpful with more 21st century options to get help instead of calling.
- Drivers not diverting from the most convenient, or fastest route in order to add distance and drive up rates.
- None, just let them drive. No need for tests beyond a drivers license
- Being able to trust them. They always try to take longer less known routes. Driver ratings like rideshare
- The driver should be aware of cultural sensitivities.
- Some sort of way to view what route my taxi is going to take me (either by app or Googlemaps displayed on dashboard via phone)
- If I could rate and review the driver before getting in the vehicle
- Seeing the cab following a set route easily
- [removed]
- I think the things listed above make me feel quite safe when using a taxi. I additionally like that the drivers name, picture, and car number are given in the Checker Cab app and think that could be standard for all taxi companies .
- A set GPS route I can follow using my phone to know if we're headed off route and to ensure the route is efficient.
- Likely won't do it
- Route visible
- Set prices or routes to ensure drivers to not take advantage of customers by driving longer distances for each fare.
- Drivers' familiarity with the City and speed limits.
- Having some kind of confirmation of who is driving. I feel safer in an uber because there is a record of who picked me up
- Feeling of accountability after the fact without needing to take down information while in the taxi.
- I don't trust people who aren't driving cars that they own. They always drive harder
- English speaking driver. With Uber I enter my destination.
  I shouldn't d have to navigate to destination.
- Friendly drivers, an emergency button in the back.
- On the rare occasion a cab driver has used their phone while driving which has made me feel unsafe. I don't feel it would be effective to report this to 311 so if there was another way to keep tabs on this that would be helpful.
- Don't use taxis. Drivers are least safe, often don't know the city and paying is always a hassle.
- Clear prices before the ride begins. Guarantees that service won't be refused due to far location.
- Would love to be able to submit reviews like uber
- Secret passengers testing driving skills
- Some way of being able to track what car/driver you have. This is why I feel safer in an Uber because if anything were to happen police would know exactly who to turn to.
- App that tracks your location and route

- Tracking so if there is an incident you know which cab you were in. I've had experiences with awful cab drivers and no way of knowing who they were or reporting them.
- Drivers who aren't falling asleep/obviously exhausted, personal hygiene of drivers, GPS tracking of all trips and records of drivers for trips. Most importantly, proper maintenance and repairs of vehicles. They're terrifying. I'm a mechanic.
- If you could use an app and rate drivers and also tip or pay within the app as well. Would be great to be able to submit feedback online and track my trips in an app for family to see I'm safe.
- Drivers that didn't try and take advantage of intoxicated drivers by deliberately taking longer routes
- How many day she it's been even since the they've been in an accident or been reported
  That the car is within a certain mileage
  And updated
  Cars/licenses aren't shared
- The only things that really matter are the condition of the vehicle, and knowing that driver and car are licensed and insured. The majority of taxis I've taken over the last five years have distracted drivers that take aggressive risks.
- Nothing. I don't feel unsafe using taxis. I choose not to use them because they are less reliable to get, often take longer, and are more expensive.
- Ability to pay or track on an app
- Forbid the taxi driver from setting the tip option. Too often I've been in cabs that have a 35% tip as the FIRST option. To take advantage of people who are either hard of sight, intoxicated, or accustomed to a different tip setting is DISGUSTING.
- I can't think of anything else.
- Taxi drivers go through city training?? Would have never know....
- Non smoking drivers.
- App with trip location tracking
- Not really sure. I don't use taxis, only Uber.
- Drivers not being on the phone
- Audio in the cameras and regular checks of the footage and no smoking in the vehicle even on breaks because some people are allergic and it makes the car stink. Most cameras don't have sound so they can say alot of sketchy things especially to women
- If there was friendlier service or a way to rate/contact them after the ride. They need to be held accountable
- I feel safe in Yellow Cabs
- It should be against the law for them to leave you stranded if you are inebriated
- When I book it rather than picking up a taxi on the side of the street. I know that they are there for me.
- Never take taxis
- I don't use taxis anymore because I prefer Uber's. Uber's are way better.
- App that will allow you to book and track your trip to ensure all goes well.
- GPS Tracking locations.
- I feel safe using taxis.

- Better reputation.
- Having a set fair, constantly feel scammed and ripped off by taxis.
- Knowing that the industry is properly regulated, and that regulations ARE enforced.
- Knowing that the vehicle is most likely tracked using GPS.
- GPS map that I can see our route on - both for safety (knowing I'm being driven where I want to go) and finance (knowing I'm not being driven farther than needed for extra fare).
- Rating drivers like Uber.
- requirement to share live GPS location with a friend.
- an app with GPS which knows I am riding, I can call for help if needed, can see my route during and after to ensure I wasn't taken on a 'trip', etc etc
- Online payment
- I dont' believe that Taxi drivers go through a very intensive City-led driver training. Have you ever ridden in a taxi, driving skills are not always the best. So this is something that anyone on the livery industry requires.
- I normally choose one particular taxi company that has never let me down.
- Driver rating and ability to provide feedback and read other passengers feedback.
- If Taxi and UBER are doing same job than it should be same by law for everyone
- [removed]
- [removed]
- I dont use taxis in Calgary , they are overprice and usually disgusting, I will use as a last resort
- A similar app to Uber, where I can be GPS tracked during my ride and view my drivers information, like license plate number, type of vehicle, and the drivers photo and first name.
- A level of accountability on par with rideshares (i.e. in-app route tracking, no cash exchanges, certainty that they will take a credit card (which unfortunately has been an ongoing issue))
- as a blind traveller, knowing the driver has some familiarity in dealing with persons with impaired sight. specifically, how to guide from door to car, how to interact appropriately, assuredness of honesty in payment.
- All above
- The ability to rate my driver.
- If there were more female drivers & there was an option to choose that.
- Better drivers
- I find a lot of taxi drivers drive very slow while you are in the vehicle to have the monitor run, yet anytime I have not been a passenger and have shared a road with a taxi driver they speed/cut others off, no signals. Driver training needs enforcem
- Tipping clarity
- Taxis seem to be safe as is
- Feel safe now.
- I like taxi service
- Nothing that I can think of

- There is no protection for the rider once in the vehichle. I have had a driver take the wrong turn which resulted in an additional 15mins drive and when I refused to pay the additional charges he yelled at me from the taxi obscenities and threats
- I believe the drivers need to have a barrier installed to separate the passenger compartment to mitigate assaults from passengers. I think the majority of taxi drivers are safe.
- I have never felt unsafe in over 35 years of using taxis in the city. It's sufficiently regulated, in other words.
- Knowing there criminal check wasn't just for the few years they have been in the country. And where are all the women drivers???
- driver training. large vehicles, big enough so that I can comfortably be seated in the back seat.
  Will the driver get off his or her ass and help with parcels?
  Customer service, will the driveer
- n/a
- Better maintenance of cabs, better driver training
- Not being refused a ride
- English speaking ability to read a map
- ---that the company the taxi/driver is driving for is on board AND just as efficient as all of the above points of interest.
- Needs to be a rating mechanism in some app similar to what Uber has.
- An app telling the cost and route
- An app that you can track a ride and share with friends. Guaranteed pricing before you get into the car to begin with with the Beginning and End of the ride defined before the ride starts.
- Easier to report drivers. 311 is a hassle and takes too long
- Safe driver; no speeding or lane cutting
- I feel safe using taxis most of the time. The feeling of being unsafe usually comes from the driver - either their demeanour or their driving capability. This is something that is hard to implement requirements for but regular driving tests help.
- Cards with their name,car # and times
- professional drivers , not in Ride-sharing
- I dont feel unsafe, I just feel unsatisfied with the product / service I receive for the price
- I already feel safe enough inside taxis.
- The ability to see the destination the company is going to be driving me to my Dest.
- I would like some proof of insurance coverage and driver competency displayed. A police background check.
- I already have no concerns for safety.
- I won't ever use a taxi again.
- After being in an accident in one, I'm not interested in using taxi services.
- Following road rules, speaks English
- Often the cab license does not look the driver. I think the car is on the road 24x7 and swaps out drivers. I trust a ride share over a taxi.

- A ban on talking on the phone the whole ride.
- Improve city-led driver training - taxi drivers are some of the worst drivers in this city
- Better driving. When not using a cab, the worst driving I often see is by Taxi or TNC drivers. They swerve across lanes to make a turn to pick up a fare, often tailgate. This type of driving doesn't make me want to use them.
- GPS tracking
- People that speak fluent English
- If taxi's had an Uber-like app, where I have the driver info (picture, make/model of car), I'd feel safer.
- I feel pretty safe right now and because of that I choose taxi over ride share
- I feel pretty safe in a taxi. Maybe a plexiglass separator between the driver and me, like they have in new York?
- Ability to set destination and pay through an app as in ride shares, so no need to handle money/credit in the vehicle.
- Live GPS tracking that can be viewed thru an app/website.
- Payment via an app not a transaction in the cab. Driver rating available
- Taxis could be more energy efficient, I hardly see any hybrid or electric taxis in the city. A lot of them are big engined, energy consuming cars.
- Better driver ID through using an APP. It is extremely important for me to know who my wife or daughters are driving with, especially if they have had a couple cocktails. (both children and 19+)
- Proof of insurance
  Proof of driving history
  Proof of driving competency
  Full and complete all sectors police check
- Online application to track my requested destination and route taken, as well as online payment so I am not taking my wallet out in a taxi.
- Can we do something about aggressive driving?
- Drivers that actually know where they are going.
  Drivers should have to use google maps so they cannot go the long way.
  Drivers should have basic english skills.
- Good drivers
- Sharing location with others
- I feel safe and comfortable taking a taxi.
- Nothing else.
- I already feel safest in a taxi. Drivers are held accountable by the City and it is their livelihood, more likely to provide pride behind good service versus part time uber drivers for extra cash.
- License and other identifying info inside the cab.
- I don't use taxis. Generally the cars are dirty and stink like death. The drivers look like they've been awake for days.
- Being able to hold a driver liable when they drive around the block, or take "the long way" on purpose in order to increase the fare.

- Having more female drivers. Encourage women to become taxi drivers and offer incentives.
- Taxi driver ratings. Like on uber
- I really don't believe some drivers have passed all the checks. Maybe the "car owner did" but not the person driving it. Not sure how you control that or the condition and smells inside the taxi!
- Drivers not talking on phone while driving
- Better app, safety features in app, identifiable driver (copy Uber)
- Nothing. I wont use taxis
- Cabs are already regulated city for safety
- A way that makes the driver accountable for how they drive.
- Eliminate taxis
- I have never felt unsafe in a registered taxi. Never.
- Someone (partner, parent) being able to track you on an app
- A way to ensure they can drive well.
- A tracking app
- I think current regulations work BUT we had a late night driver who refused to take the route I wanted my 11 year old son off said "mom I'm scared." Livery didn't investigate. so I feel safer with UBer.
- As a single woman, I do not like getting into a strangers car or even letting them know where I live. I don't feel that way at all in a Taxi.
- a way to submit directions to my destination, do I don't get taken for a ride...
- Trip should be tracked in thier back office and randomly sample should be verified
- Reviews and ratings by previous drivers
- Trackable experience. Last time I used a taxi, the drive was uncomfortable and the drive tried to keep my taxi chit. He didnt want to write the cost of the ride on the receipt. Booking line was also busy for half an hour.
- Confirmation that electronic payment systems are working (numerous incidents where systems where unavailable). Correct Tires (size/speed and load rating).
- Drivers banned from using phones outside of navigation.
- Separation screen from driver and passengers (taxis like they have in the uk)
- GPS tracking
- If taxi drivers were required to pass a driving test every so often, as many taxi drivers drive dangerously in the city.
- All of the above. Driver has had some screening.
- more female drivers
- Courteous driver and clean cab, they should use application like uber to save driver and fare info in case of dispute. Not all cab are tidy, most are not and smelly
- I want to say locks that can be released if I have to get out. I don't like hearing a click of a lock that I didn't request.
- A barrier between the driver and customer at night time. As a customer I feel the drivers safety is just as important

- Faster response times on occasion- waiting at night and guessing as you dont know which taxi is yours. Knowledge of which vehicle is the one you called.
- app, driver ratings in app.
- A decent app with an incident panic button.
- Driver must be wearing an easily readable ID batch matching city issued photo ID in the vehicle.
- Trip tracking by third party
- Yearly driver training and speed limit regulators of the cars. Also full gps tracking and speed monitoring.
- Pre-pay trips.
  8hr max work day.
- Safety stats on company and driver. Experience.
- I find taxi drivers use their 2way radios a lot while driving. And I dont like that.
- no further requirements are necessary.
- Being covered in the event of a collision.
- Nothing
- Tracking
- I dont use taxis because they are way more money.
- Real-time GPS of Taxi route.
- Ability to rate driver
- outside competition, so customer service is the most important measurement of service
- Taxis have security cameras and the drivers are professionally trained to drive those taxis. Taxis can be easily identifiable due to their unique appearance having dome light and
  Particular paint color.
- All the details and GPS route sent to my or to a designated person's email or text.
- Female drivers at night. A text message going to my emergency contact as to the details of my ride including taxi number and pick up time.
- A number to text the city or police if something is wrong.
- If the taxi company and friends/family could track my ride, if I could text the company/police/etc for help if I felt unsafe while in the vehicle, if I could see reviews from past riders.
- An app, like with ride shares, where you can let a third person see when you've arrived safely at your destination. Also, better vetting of drivers.
- GPS installed in the vehicle in order to track the location
- If there was zero tolerance for being on their phones/hands-free or otherwise.
- I would never feel safe in a taxi, i only use Uber.
- I do not ask for the driver for his drivers licence or ask if he has had training. I have never felt unsafe
- If they actually included all of the above, as they do not currently.
- I usually feel safe when I take a cab from a reputable company.
- Background checks, if not done already
- User rating of the driver, on-board GPS.

- Tracking on an app, ability to know who your driver is before you get in.
- Ability to track rides (a log of previous rides but also who the driver is and whereabouts). Standardized pricing is also necessary.
- Drivers who are actually safe, and not constantly distracted with there phones and meters.
- location of taxi for pickup
- The city to follow up more quickly, maybe a text to talk to operator for problems with taxis
- If the drivers would stop talking on their cell phones and maybe take a defensive driving course
- more frequent driver license testing, mandatory winter tires.
- Maybe having gps trackers installed and panic alarms
- An conspicious, built to be photographed on smartphone display with all the drivers info should something happen.
  Feel safer in an uber as if something were to happen, there's a definitive record of who I am and who the driver is. Not so in a cab
- I want to know they are insured specifically to act as a taxi/commercial vehicle. That is a different insurance from what a private citizen gets and the price reflects that difference. Driver demerit points and accident history[at fault].
- The taxi has taken the most efficient/shortest route to destination
- The ability to rate a driver and see others ratings. Knowing that they will show up when ordered and not leave me stranded.
- If a camera and audio device is recording, and if the taxi has a commercial insurance
- Better access to GPS driven options would help me feel safer when riding in a taxi. As a man, I don't ever feel 'unsafe' in a taxi by standard terms, but knowing that the route the driver takes is arbitrarily confirmed by a neutral source is helpful.
- Ability of drivers to speak clearly in effort to be understood.
- I would feel better if they spoke good English and communicate with them
- [removed]
- [removed]
- [removed]
- Not older than 10 years old car - you know safety impact are better.
- Nothing else
- Pehapse submit complaints by text or app?
- A public driver rating system would be helpful.
- A driver should not be able to touch or use any kind of electronic device including cell phones and meters while the car is in drive.
- Price regulations.
  I've on numerous occasions had cab drivers with " broken " meters or meteres that suddenly jump 5-10$ upon arrival ect.
- ease of hailing a taxi from phone app, transparent cost for the trip, cost trip known upfront, known wait times for next available taxi, known availability of taxis near me

- App so I know who my driver is, see their customer feedback score, and someone local who knows the area.
- Better driver training and annual testing
- I used taxis several times (8 times) over Stampede, all the taxis were in need of mechanical repairs, squeaky brakes, shot suspension, no air-conditioning, etc. Taxis should have to have quartet maintenance checks to comply with.
- Make it cheaper. A panic button to silently alert the authorities.
- mandatory winter tires
- Enforcing no cell phone use while driving
- Nothing, I only use Uber.
- Having an app that has the same features as Uber and Lyft as well as the same safety features as Uber.
- Insist of receipts being given with the drivers number or name so if we lose an item we can reference a specific driver.
- Introducing a city taxi app that can be used similar to UBER. I like that I can track my ride on the app and I know if someone has gone off route. I also like that I can share my ride with contacts to ensure my safety.
- I feel like the regulations are good in their current state
- A driver that understand English so you don't get lost and charged a higher fare than expected.
- Panic button in passenger area
- Ensuring the taxi drivers a held accountable if they make mistakes and jeopardize the fares safety.
- [removed]
- I feel very safe in Taxis. Some seem like they need a little more mechanical upkeep but I generally don't have any problems.
- To have them clean. So many are filthy.
- As compared to the UBER app, I like to know who my driver is, they say my name and I can hold up a color coded light . So, getting to know my driver better, having them know my name - especially as a single woman going to clubs
- Knowing there are consequences if they refuse a trip due to disability (e.g. walker).
- Nothing
- Associated cabs have the worst customer service call takers and dispatch are very rude they need to learn how to talk to people over the phone and not hang up the phone instead
- keeping the driver off the phone.. Bluetooth or not
- Don't use them. Wait time is too long
- Training the drivers to not drive like they do not have a license it is crazy how they can't seem to drive safe. As well require they show the meter the last two times I took checker cab they wouldn't show me the meter
- Being able to share my trip status with others, or knowing the route the driver is taking, like with Uber.
- Almost never use taxi
- Drivers familiarity with different areas of the city, main routes etc.

- Nothing
- Navigation experience around the City and confidence the driver isn't trying to take a longer route for higher cab fare.
- not a fan of taxis. tend to be some of the worst drivers on the road. also sense of entitlement to pick ups in some circumstances.
- If drivers obeyed seat belt and basic traffic laws
- A respectable taxi company
- Less rude taxi drivers. Cheaper fares departing from the airport.
- Happy with current level although some are dirty
- Make them more like Uber drivers. Most taxi drivers are creepy and not customer centric.
- Taxis do feel safe and secure, however they feel very commercial as compared to using uber. Less friendly for the most part.
- If the taxi drivers spoke better English.
- Nothing. I have never felt truely unsafe in a taxi.
- If using the Taxi app, have a Customer Survey link sent after drop off to provide immediate feedback - Have a QR code displayed outside or inside the Taxi to go to the Taxi company's website or Customer Support in case the need arises (esp for women
- taxis are fine, would like a UBER pools way to take taxis, like on the way from the airport to downtown could drop off a couple people at diff places
- better apps
- App follow the ride.
- Seeing the rating or review of the driver. Seeing that others have had a good experience with them.
- Maybe a tracking app. But in general I have never felt unsafe in a taxi, I know they had to go through more hoops and a certain level of professionalism is offered.
- Location tracking in real time. Driver information.
- Drivers not being on the phone the entire driver whether it's texting or Bluetooth.
- License plate number inside the vehicle should be displayed. So we can use it for complaint purposes.
- Ability to communicate effectively with the drivers.
- I have NEVER felt safe in ANY taxis. The drive like maniacs, and their cars are dirty and sometimes WORN!!!
- There must be. I am not the right person to know.
- A security screen between drivers and passengers. It protects everyone. GPS that the drivers actually use instead of relying on my directions.
- an easy rating system, i have never felt unsafe due to persons. But the driving i find to be less then desirable most of the time.
- Some sort of digital tracking between the driver and myself like the ride share apps (i DONT mean the stupid rating systems) so we AND the driver can feel a higher sense of accountability and awareness.
- A clean tidy vehicle and a respectable courteous driver

- not making them look so sketchy
- If they didn't drive like a maniac
- Less aggressive driving, better service attitude from drivers. Some are very rude.
- Set route before you start the ride, price already set.
- Being able to rate the driver
- Able to track trips - see your drivers name and details, be able to look that info up after. Also btw, the taxis are rarely in good condition and clean despite what the bylaw says.
- If the drivers had to have a driving text every 6 months. They might go through training but after some time old habits come back
- Nothing. There's always people factor. Doesn't make and Uber or taxi safer. At least in Uber your GPS tracked by your app and can call your Uber if you leave something in it
- Taxi drivers always speed and cut off cars, sneak into merging lanes last minute and rarely use signal lights. I'd feel safer if better habits were enforced.
- Won't use a taxi
- Just overall better interaction with drivers. I've had taxi drivers try refuse my service dog which is certified by Alberta, been snapped at, have been treated poorly for travelling with a service dog. I found reporting to 311 didn't lead anywhere.
- Knowing that the video cameras are tamper proof and video footage cannot be deleted or altered by the driver or taxi company.
- Real time route tracking similar to uber
- If the mechanical inspections were more stringent. I've been in taxis that did not feel or sound mechanically sound
- Show up time reliability
- If I could control the locks, especially in the back seat
- Panic buttons that connect to police
- Not being able to track the taxi arriving and or send that information to a friend to also track is a serious safety gap.
- [removed]
- Nothing. I will never take a taxi again. I've had too many horrible experiences with inappropriate drivers and the company not willing to do anything about it. They also rip customers off on pricing and take advantage of people.
- That they are going to be honest drivers and not take different routes to make more money/ make the route longer and that they won't abandon someone part way to their destination
- If there was better technology to track the location of the taxi (especially to get a taxi to find me for pick up) or share my location, if I could pay by an app and not have to carry cash.
- No exchange of money or credit card. Real-time record of trip
- I've found driver other than the listed on the vehicle driving a taxi, mostly during nights. This is a major concern with Taxi.
- I will never take a taxi again
- An app that combines all taxis into one and allowed them to bid for your business would be nice.
- Since I've been in Calgary I haven't used a taxi. I normally Uber.

- Some sort of digital trail - unless I purposely pay attention to the taxi registration number, I have no log of which car or who the driver is
- Test for ability to write and speak and understand the English language.
  This should be a test prepared and administered by an academic organization, minimum pass grade 80%. If fail must wait one year to retake.
  Apply to ALL taxi and ride share dri
- not sure
- Mostly it's about the drivers. You have to tolerate whoever you get.
- Quicker/more reliable access to taxis during peak times/poor weather conditions. Many of our fleet park when road conditions are poor, as the risk of an accident is too high/costly. I get it. But it's not helpful to those requiring transportation.
- Educate the drivers that it's against the law to refuse rides, even if it's a short ride.
- I would appreciate it if taxis were required to give you a route confirmed by their system before the trip starts. I have known too many people whose driver takes a longer route to make a little more money.
- Having some method to track what Taxi I was in. Unless I consciously remember to take a picture of their license number, as soon as I step out there is no real way to follow up on an individual drive
- Can't think of anything else
- App tracked pickups and drop offs.
- N/A
- Having the ability to share my trip route with others.
- Being able to track the ride in an app and a way for someone else to track my physical location while I'm on an ride
- I don't think I have ever not felt safe in a taxi
- Pre arranged cost of trip. Mapping instructions for drivers to ensure most economic route is chosen.
- An easier and more efficient process for reporting taxi drivers.
- The drivers being made to ensure you're comfortable. Now they don't care because taxis have held a monopoly for so long. They're often rude or speaking on a phone to someone else, and I've never had a taxi driver know where common places are located.
- Vehicle tracking (if the route is strange, or I get dropped off in the wrong location, can someone track the route the vehicle took?). Ability to rate a driver.
- I would encourage all to check lisense ate on Uber cars. I believe that is enough I'd for cars, riders see drivers picture on Uber. They know who is driving has been certified.
- Charging for phones and or an app that let's me order one
- If they had all the features that Uber does via app.
- I'd like taxi companies to incorporate a "report a concern to City of Calgary Livery dept" built-in to all apps taxi users use, that would automatically pass through all relevant info to yyc, eg; livery plate #, driver's livery license, etc,.
- Nothing.
- If all the taxis I observe while driving about the city followed the traffic rules.

- I personally do not feel unsafe in a taxi. The standard of service and cleanliness is often much worse than ridesharing, as well as price and ease of getting one.
- Taxis are the worst I would never consider using them, nor feel safe doing so.
- MANDATORY DRIVING COURSES- minimum of a winter driving course. A 'defensive driving' course would be good (and I s needed) as well. I have been the passenger in NUMEROUS near-miss Uber accidents, it's so scary. Many have NEVER driven in snow.
- Honesty. No tricks , don't take the longest possible way.
- If the taxi drive knew the city. I shouldn't have to explain the route!
- An app that tells me who is picking me up, reviews of them, where they are, etc.
- I don't necessarily feel safer riding a taxi. If i got a record of the ride perhaps with the drivers name And photo like uber does.
- GPS tracking via app
- Being able to share my ride with a friend digitally.
- A way to track the arrival of your cab
- Clearly shown id number for the taxi and driver details so that I can reach the person if I forget something in the car.
- Non smoking
- Having an app that tracks you via GPS.
- I will never use taxi again after all of our horrible experiences
- Taking them off the road altogether
- I would never use a Taxi, too expensive and its feels too public.
- I do not have safety concerns when using a taxi
- What else could they possibly have?!
- An app that tracks their route so they'll stop taking laps to drive up cost
- Larger cars
- Taxi companies could easily implement something similar to the apps that rideshare companies are using. This is a major factor in the appeal of rideshare services.
- Better application and share my location capability.
- Real time GPS tracking of rides.
- Not using a taxi
- A driver or star rating
- I don't think we need any more Improvement.
- I no longer use taxis. There's nothing that makes them display their information and they aren't tracked.
- Knowing that the route is the correct one, that extra mileage isn't being added. Driver acceptance of destination, not upset because drive isn't long enough.
- These are all great. However I still don't feel safe with most taxis. I have had a lot of "creeps" you could say. Making my trips uncomfortable. To the point where I have reported drivers in the past.
- Knowing who the driver is in advance and their reputation as a driver

- They were held accountable at the driving level AND the dispatch level. A way to rate the experience and the performance and evaluate the ride.
  No refusals Based on distance EVER.
  No decision to stop a ride due to distance (yes this happens)
- Being able to track the route personally and being able to send the ride to family or friends
- More accountability for individual drivers.. ie reviews.. winter tire requirement
- Seeing the route they are taking
- Tracking where it goes
- Emphasis on safe, defensive driving
- Knowing more about the drivers history.
- The drivers not being absolutely rude and Terrible drivers. I have gotten out of taxis twice due to poor driving and feeling unsafe. Ride share has never done me wrong
- Having an app that I can track it and share my location from. GPS.
- Knowing there is a GPS inside the vehicle that can be tracked
- driver profiles/stats
- Having the ability to report a poor taxi experience online. Being able to book through an app similar to a ride share to know who the driver is beforehand
- A collective tracking app the city can monitor. More obvious taxi pickup locations.
- Apps to track my location
- GPS route preview
- Nothing.
- Some sort of emergency button to directly contact the company or authorities in case of an immediate emergency.
- More women drivers
- Taxi drivers should take sexual harassment training and training around what are appropriate conversations to have with passengers
- Taxi's that don't have obvious defects, check engine lamps, rattles or shakes. Drivers that have a better command of city navigation - don't appear lost.
- A better driver.
- Knowing car model, license plate, cab numberpolice clearance driver pic when ordering yes.
- Not much, though perhaps a Taxi app that included similar features to the Uber trip safety kit would be useful.
- Taxis being better drivers. There are way too many that run red lights and/or cut other drovers off.
- Criminal background check.
- Having an easily accessible record of who drove and the route used.
- Some drivers are more personable than others—I like to chat and feel at ease with a chatty (but not distracted) driver. This goes for Uber, too. I don't like to get a vibe my ride is too short. Uber knows my destination before hand.

- Knowing they were better drivers. As a motorist on Calgary roads, I see taxis breaking TONS of road rules all the time. Stopping in inappropriate places, not going the speed limit, etc. All of these don't ever make me want to take a taxi when I need.
- GPS tracking of route and a log of ride data (driver, time, etc) provided vía an app similar to Uber
- Customer support on app.
- None
- None of these are important to me. I care about price and the driver not being able to judge me and refuse my ride
- A tracking app for your trip
- Nothing. I dont take taxis.
- None. They are just too expensive.
- An app to track where the taxis are when you call, wait times, routes and payments like a ride share. I find taxis unreliable when I call if they will actually show up. Half the time they want cash and are more expensive than rideshare.
- I feel safe using them already
- I would not take taxis unless there were no other options.
- Taxis are not safe. The drivers think they're above all. It would make me feel safer if they would observe the local laws.
- I will only take a taxi when Uber is not available.
- GPS tracking
- Taxi's feel less mechanically safe. Check engine light is one, bangs over potholes. Taxi drivers tend to be more aggressive drivers
- If we had a way to track when it would actually be arriving instead of standing in the cold waiting & making sure no one else takes our cab.
- More taxi driver training of safe driving and treating customers with respect.
- My route was tracked by GPS and uploaded to a system.
- Having an app so that you can track what vehicle you are in and who the driver is. Also making drivers use GPS!!! So they actually take the best/fastest route
- Having an app where you can share your ride with friends in real time.
- Monitoring for reckless driving or speeding
- Having the driver information delivered via text or email after a trip to ensure consistency and safety.
- Knowing they will be help accountable for taking advantage of intoxicated people. Not resisting rides from people that are only 5 minutes away (it's late at night I'm not walking home alone as a female)
- As of now, I feel taxis are very safe.
- I don't feel unsafe in general. The fact that it's a taxi cab is enough for me. Having said that given no rating it means the experience is not standard... older/newer car, moreless english/knowledge of city
- Nothing. I don't use taxi's
- Accountability for the driver.

- If the driver spoke fluent English!
- Maybe an app that connects to your ride so you understand your fare. I've never felt like I've paid a fair fare after a taxi ride and feel very suspicious. However, I'm never concerned about safety in them.
- Able to view number of 311 complaints/compliments the driver has plus other city requirements the driver has in the app, track and record the taxi ride in the app (eg: driver name, ratings, taxi number), able to share trip with others.
- Sometimes back seat seatbelts are not always functional.
- Taxi drivers that constantly say they are cash only, or won't take short trips of very long trips need to be held accountable
- Taxi drivers being held accountable for their conduct. There is no way to determine whether a particular cab driver is honest and trustworthy with no publicly available/posted reviews. Taxi regulations should be strengthened to discouragemisconduct
- Connected to my phone. GPS tracked trip logs.
- If they followed a visible gps. I have been on rides with taxi drivers and they take the long route which costs more
- Some sort of tracking app that connnected to my phone and a better way to complain about poor service or scary rides (an app that connects directly to my ride), the ability to share my ride with family live so they can watch where I am
- If taxi speed could some how be tracked. I've taken a number of cabs were the drivers assume passengers are to intoxicated to notice they are driving too fast or unsafely.
- Feel safe already.
- I feel safe currently. All measures above meet my criteria.
- Taxi app that tracks your ride and the ride can be shared with other people so there is a record of the passengers location.
- [removed]
- Direct GPS tracking and discrete emergency response activation like that which is used during ride share services. Right now, there is nothing stopping a taxi driver from exiting the designated route to a remote location and assaulting a passenger.
- Them actually paying attention to the road.
- Removing auto locking doors in vehicles.
- Seeing a digital map with route, having a set price beforehand.
- If there was a way to rate them. I've had very poor experiences in taxis because there is no consequence for bad customer service. I've never heard of complaints via 311
- Honestly more driver training.
- Ensuring that there are indications put in place to ensure it is a real taxi.
- Being listened to in the cab and not being driven around by stereotypically creepy mean who have often made inadvertent homophobic comments to me whilst in the vehicle.
- The ability to see my route on an app as I am in it. Maybe If you punch in the taxi # so you can follow along. Also, please don't ask me if I have a husband or boyfriend- that's scary
- Sometimes I like to ask the driver a question. It nice if he can speak English

- Lower price
- I would never use a taxi unless I had lost my phone and felt I were in imminent danger in my current location/situation.
- Shorter wait times, that I maybe had the option to track which vehicle I was in (outside of taking a license plate photo myself before getting inside.
- Rides being logged digitally.
- Online automatic payment option
- Knowing for sure that where the taxi is taking me is correct - GPS?
- nothing. taxi is not safe
- Company able to determine what vehicle i am in. No cash payment to avoid "my machine isnt working" rate electronically enforced by pickup and drop off location.
- [removed]
- Seeing that drivers are not checking for available trips while they are driving me to my destination.
- The requirements above is sufficient.
- If taxi drivers were trained to use GPS instead of asking me for directions. I don't drive and I don't always know the way. Half the time it's nerve-wracking because they get lost or seem confused about directions. Train on Canadian social Customs
- The picture license posted. They leave their cellphone alone when driving
- Policing taxi drivers for driving too slow and to fast I belive they get away with way to many driving infractions
- Knowing the name of the driver, being able to book and check reviews over the app, knowing what the approximate price of the ride will be before getting in the vehicle.
- Mandatory snow tires on vehicle in winter. All seasons on after may long weekend and off oct 15.
- The same as Uber- being able to rate the driver and see others comments. A constant rating means drivers are more likely to do a better job. The lower their rating- the less rides they'll get.
- Know in advance who is the driver, the license plate and car make. Ability to share that info quickly with friends or parents for safety reasons.
- Winter tires. SUV style (larger)
- Na
- Not much, taxis are just too expensive and impossible to get one at peak times.
- N/A
- That drivers pass professional standards for driving. As a pedestrian or cyclist in the city, I have had 3 near misses from taxis.
- Having clear knowledge of what my rights are and if taxi can deny a passenger. As well, if a taxi driver used their GPS for navigation
- Using an Uber instead
- Share route with a friend
- I feel the visible options are much more important for a taxi as I more often get into them through hailing.
  I would also like to be able to easily rate drivers directly (QR code displayed, etc)

- Feel safe if I didn't receive verbal sexual harrassment from many Taxis. Complaints to 311 don't go anywhere. Need reprocussions ex. suspension+harrasment training. Voice recording with the security cam. Driver details on accessible electronic record
- I already feel safe
- Photo ID that they are registered. Gps tracking of vehicles while clients are riding. Easy Id of who/what car you are riding in or for that information to be available to me in written form
- Good ratings/review on the driver
- Cab drivers are terrible drivers and the cabs are beat up.
- N/A
- None of these are very important to me.
  I have never felt unsafe taking a taxi
- Easier ability to share location tracker with friends or family. Driver info accessible on phone.
- Not exchanging cash or cards. Uber app is better more safe to track drivers and remove money exchange
- Review system like that of Uber. Ie, has this taxi driver driven well in previous rides ?
- If the uber diver has same training as taxi driver and meets same courses that taxi drivers are forced to go through!, as well there should be limit for number of years for the car for uber like there is in taxi1
- To be honest nothing. They are safe yes but their customers service is horrid! ALL taxi companies in Calgary are horrid!
- Less aggressive driving.
- An app (similar to UBER) where you know who your driver is for each trip, can pay via card (cabs still refuse fare if you don't have cash), and feedback would be more accessible & would enable helpful feedback (cleanliness, driving quality).
  Exams
- Rate the drivers. Mutual respect. Cleaner cars. Cheaper costs.
- App tracking the vehicle
- Having the destination, route, and price determined before departing
- Safety inspection check up displayed in veh - last maintenance date
- No auto locking back doors. An app tracking the trip.
- all TAXIS have built-in GPS unit that company can track if something went wrong.
- The ability to share my ride with someone while I'm travelling.
- Friendly drivers. Some are unapproachable, and not helpful whether its waiting, paying by debt or cash or helping open a trunk for luggage.
- More background checks
- Help buttons
- Knowing that they're being GPS tracked and can have their license revoked for taking passengers on unnecessarily wrong routes.
  Not allowing cabbies to pick people up if "the card machine doesn't work" which is an absolute lie every time.

- Ensuring the driver is actually who is supposed to be driving is the driver.
  Taxi drivers taking training regarding sexual harassment, ensuring how to act appropriate with female patrons !

- Honestly, I've felt safer in ride shares than some taxis. I had a taxi once ask me to pay cash up front, I was 18 and drinking and did it. He drove two blocks than kicked me out in a seedy area of downtown. That experience hasn't fully left me at 30

- Knowing that they are upfront about the route they are taking and are not just taking advantage of your time and money.

- A taxi number visible inside the cab.

- Tracking device through an app

- Just knowing that the car is well maintained. Uber cars seem to be hit and miss. Their lack of training also scares me as I've had drivers not know how to use the GPS and staring at their phone or missing turns.

- A way for loved ones to track you

- Rating system for safety (like Uber ratings but for safety). Taxis should be audited by "secret shoppers" for driving habits and behaviours.

- I quit using taxis years ago as i found alot of the taxi drivers to initiate inappropriate conversation often in a racist direction. Taxi rides often made me feel uncomfortable. I also find taxi drivers to act like own the road often blocking traffic

- Being able to send your location to emergency contacts.
  Seeing a driver rating/ reviews before getting into TAXI

- Why does the city require a city drivers led training. Seems over stepping.

- Vehicle type - taxi's are older, with less safety features than the majority of ride share vehicles. Taxi's need to be new and we should also be able to rate the driver via app.

- If we could leave reviews of our driver, if we could pay through a secure method, and if we could track the route by GPS.

- Taxis are much safer then Uber's and suffer because of all the regulations placed on the taxi industry that is some how avoided by Uber

- Driver ratings. No tip requirement

- Apps with security features similar to Uber

- An app that has history of the driver/car I'm taking.

- That the driver understands English.

- I would feel saver if I didn't have to do an in car payment

- Driver ratings

- Panic buttons that can be lit by the passenger to alert other drivers but not the taxi

- Being able to track the car through an app so if anything goes wrong you have all the driver and taxi company information.

- A text number to rate your taxi driver or give feedback with a vehicle number displayed.

- An app that tracks the taxi's whereabouts, ability to rate the taxi, ability to pay for the taxi through the app and not have to handle cash late at night

- More identifiers in case you need to report something that happened.

- Why would citizens pay the city to do what Uber is doing for free.   Foolish!!!
  Comment is referring to 2a.
  Thanks for not allowing me to comment in 2a.   Bad survey.
- No comments
- An app to track with driver feedback!
- Drivers using GPS more so that they can get to my destination easier, a check in function to keep track of trips
- If I knew who was driving me. The license on the dash means nothing since it can't be read from the backseat.
- Having an app that tracks where I am and the route they took
- For ride shares, I am able to share my location and route to my destination.
  Background checks.
- A display of the route the driver is going to take
- Ride tracking - pick up and drop off times
- A rating system to hold them accountable.
- Being able to share your trip with family/friends
- I simply won't use taxis due to aforementioned reasons.
- I feel as though there is many good factors in place, but as a female it can be scary to ride alone especially if you're intoxicated and may not be able to properly check who your driver was, whereas with ride share it is saved into your phone
- In vehicle training for the cab driver. And they should use GPS or a map to get to a location. This allows the client to consistently understand where they are and how far they are from there destination.
- I don't. They are some of the worst drivers in the city
- I don't feel unsafe using a taxi. But does the city led driver training include sexual harassment or assault training, or responding to a person in distress? Would be good.
- The ability to rate the driver
- Friendly, trustworthy communication with the customers
- I generally feel pretty safe in taxis (except for one-off experiences I've had where the particular driver made me feel unsafe).
- I generally feel safe in calgary taxis
- An app that tracks my location within the taxi and that has a panic button which could alert police or an emergency contact. Taxi drivers having sensitivity training.
- Better, honest drivers
- The ability to chfck in and out on an app would be great.
- Ability to give/read feedback from other passengers, like a rating system
- Quit giving out licenses that those who do not know how to obey traffic laws.
- Courteous drivers. Not being too pushy but willing to make small talk. Good grasp of English language.
- Their driving abilities and able to know their way around the city. Uber is way better

- If i would know name and who that person is.
- Nothing always feel safe.
- Don't like taxis or their service
- A safety button to call 911
- If these were enforced? I always feel unsafe in taxis. They're old and if the driver is a creep and you get out quickly, you have to remember the cab number to lodge a complaint.
- If there was an app that could show your whole trip like Uber does.
- The fact that I know who my driver is when I use rideshare, and I can report any problems specific to them easily because I know their name and have the information saved with my receipt through the app
- I don't believe the taxis are being inspected properly and efficiently. They need more inspections. Taxis should get an app like Uber.
- I feel pretty safe using a taxi but I don't because I don't know how much the ride will cost before getting in the vehicle
- I'm not feeling safer using taxis than Uber's
- If the drivers actually waited until a had my seatbelt on before they started driving. If they actually followed the rules of the road.
- Drivers with more navigation services, Complaints be more thoroughly followed up especially in the realm of passenger harrassment.
- I think taxis are well regulated, especially compared to other rideshares.
- GPS tracking through an app like ride share
- Better driving. Taxi drivers tend to be fast and reckless when driving to be able to pick up more people in a short period of time
- Uber gas a phone verification system to ensure that it is actually the driver driving, not someone using their car/license.
  Ability to rate the driver
- Vehicle tracking via web and/or app to share with friends/family.
- Pre-payment and set price ahead of the trip so there is no question on rates, total charge and having to provide payment t the end of the ride
- Don't ask me questions. I've had taxi drivers ask about where I am going, where I work, what I do (I work in HR / recruiting and often they ask about getting a job), do I own my home, politics, etc. It's awkward and can feel uncomfortable / invasive.
- DRIVING LESSONS WITHIN THE CITY. So many times I've been in cabs where they have a valid license but they are terrified on the road. Very timid, constantly hitting the breaks. This should be mandatory!! Indefinitely!!!
- Better drivers. Taxi drivers always speed, often refuse to drive you after drinking and will only take clients if it is convenient for them.
- Processes and procedures that provide an standard service with no improvisation
- Knowing that the driver has had a background check is great. Also making sure the driver has an appropriate attitude makes me feel secure.
- They are reliable, they have been trained. They have the proper insurance.

- Having a set price ahead of time. Knowing the driver/car details ahead of time.
- The driver does not always match the license posted in the car. Sometimes say they are driving for their dad or brother
- Price
- I will only feel safe on the streets when taxis no longer exist.
- Drivers need to have a clean driving record and criminal record check at LEAST once a year. Have a rate your driver like ride share
- Potentially having a text line to the city for complaints.
  Being able to share your current location/trip details with loved ones.
- An app that tracks which driver picks up which passenger
- Ability to track, driver accountability, swifter pick up(less time waiting in vulnerable places)
- Not waiting in the cold like we always need to do with taxis
- Nothing in particular. I've never felt unsafe in a taxi.
- I'm a 220 lb white cisgendered male in my early 30s; I feel safe at almost all times.
- Not having creepy old men who are drivers.
- Using an app that tells you how long it will take to get to your destination and approximate cost
- I'm getting a ride with a professional driver who has city knowledge, not a rookie driver, security cameras should be mandatory, mechanical should be every 6 months, there Batch should be visible
- Safety isn't really the issue.
- Can rate the Driver
- Better availability. Sometimes the wait times are brutal.
- A record of me entering the cab. I've had a lot of creepy cab rides. It just doesn't feel safe to me.
- Tracking app so driver can't go astray or gouge prices
- I feel taxis are safe
- Drivers who know the rules of the road.
- Being able to preview the driver and their reviews prior to booking.
- I already feel quite safe in a taxi.
- Effective driver training.   I
  Know you say it's being done.... But really?
- Dont take taxis

2b. What else would make you feel safer using a RIDESHARE?

- I wish the city didn't place ridiculous feed on rideshare services seeing as they don't place the same fees on taxis
- I feel pretty safe
- Logo to identify the vehicle that is coming to pick me up

- Camera, some sort of marking on the car so you know which one to approach late at night
- Winter tires, SUVs
  Otherwise I always felt I had safer nicer experiences than calgary taxis
- Clear marking on car , more designated ride share pick up spots at high traffic area (eg 17th Ave sw) or Flames games
- I know who is coming. If something happened it is easy to track who the driver is based on the app
- Honestly, rideshares feel much safer than a taxi, hands down. The protections in a ride share are focused on the passengers. Plus, everything running through an app means I am less likely to be cheated at the end of the ride.
- Nothing
- Same as above. No cell phone use!
- Mandatory outside identification.
- I would like a default option in the app to ALWAYS SHARE my ride details with a person (my partner), whose info could be tied to my account.
- I typically feel more safe in an Uber than in a taxi.
- Not having drivers hit on you; good English speaking skills
- I do not care about the City's licence. That sounds like a fee grab. I have never felt unsafe in any rideshare vehicle.
- Nothing they are great
- Nothing
- I always take rideshare over taxi. I am always feel confident and safe when doing so.
- Same as listed above
- Nothing
- security camera perhaps
- Drivers should also have TNC Licence with photo ID displayed in vehicles and also have a TNC decal license on vehicle and camera should be mandatory in vehicles the same as a taxi.
- More safety checks on the driver, and ongoing sensitivity training.
- They are a godsend. Flat rate no matter the route, yeah. Car/driver/plate info on my app, yeah. Rating system, yea Get with the times. Ride share is the future and cabs are the past.
- Camera in vehicle . Passing a back ground check
- A sign/number that would make the vehicle obvious. Maybe a randomly generated number they can place on their window whih corresponds to the ride. The number would change with each ride .
- Nothing, I don't trust those apps and I will never use them.
- An emergency button on the app. - directly calls 911 and alerts taxi company
- Winter tires required in the Winter
- I feel much safer in a rideshare
- I always feel safe in rideshare like Uber
- Never had a problem.
- I feel safe in a rideshare. The ability to rate drivers and share my ride in real time is fantastic.
- N/a

- If they were subject to the same rules And regulations as taxis.
- I feel safe in a rideshare
- Ride shares have been fine by me thus far.
  I don't feel unsafe in them.
- Always feel safe as I can share ride with my husband.
- GPS
- Cars are bad for the environment and society. I'd feel safer if there was better public transportation available.
- Security screen on drivers no prior criminal activities
- I feel safer in a Rideshare than a cab.
- I feel safe in rideshare and am comforted by the fact that I can share my location and interact with the company if there is an issue - while it is occurring, via messaging and app functionality.
- A security camera that taxis are required to have.
- I just don't feel safe using a rideshare. They are basically cheaper taxis, which means they must be cutting corners somewhere
- I feel safe using rideshare
- If the driver actually had to be familiar with the area they were driving in. Sometimes directions on the phone just don't cut it. Taxi drivers generally know the city better.
- I would rather use something like car2go.
- Nothing. But why do they need a city drivers license if they already have one from Alberta or another province. This seems like additional red tape for no reason.
- Nothing really, this is my preferred option.
- More standardization
- Big fan of Uber's feature that let's a friend watch your trip progress to make sure you made it safely to your destination
- I'm not sure what the requirements are for rideshare drivers but it would be good to know that they have very minimal driving in fractions of any kind. So if they had like too many speeding tickets they wouldn't actually be able to operate.
- I like how Uber has the identifying lights
- City licence displayed in the vehicle.
- Defensive driving
- I did not know you could rate Uber drivers through 311. This should be advertised.
- Ability to assess the driver / vehicle and change my mind without a $ penalty.
- Easily identifiable logo on outside to prevent people pretending to be drivers. More background checks (reference checks) on drivers that might highlight safety concerns not on police report. Having cameras would also be great.
- I feel safe
- I like that with Uber you can select a colour to identify your ride.
- Nothing. Rideshares are very safe here.

- License being visible, a police background check requirement, and a security camera. This would also help with drivers who claim a passenger messed up their vehicle.
- I don't use them
- N/a
- A lot safer than a cab because the payment is made in the app and in advance
- The app reviews + verifying the car (plate is given and the drivers name, you can just ask them) make this a pretty comfortably safe operation
- I will always use Uber now over a taxi. See the above checked responses for why. I have never felt unsafe in an Uber. Plus I can share my trip with a family member.
- Nothing. Uber goes above and beyond
- They're fine.
- Ability to report a driver that doesn't show up
- I already feel safer in a rideshare than a taxi
- Nothing. I feel completely safe. I get to choose my driver. I get to make an informed decision based on my or other's experiences.
- More obvious signs showing that they are a rideshare vehicle. Mandatory criminal background checks.
- I like rideshares and I think they are amazing. I never had any problems riding Uber, always use and wouldn't change anything. I don't like taxi because their vehicles are almost always dirty inside and the vehicles arein a bad mechanical condition.
- Ride share apps already cover it
- Compulsory driver Training
- At this point; nothing. I am fully satisfied with the experience.
- I feel extremely safe using a rideshare.
- If the city worked with the ride share app to follow up with any complaints against the driver submitted within the app.
- No interest in ride share
- Nothing. I feel safe in Uber's.
- You should support the Taxi companys. Those drivers put their kids through college and provide for their families. Don't let Rideshare undercut ,they won't last.
- Some kind of professional driving certification
- That the app keeps a record of who I rode with each time
- There needs to be objective standards for rating. This relies too much on subjective opinions.
- Knowing how long the driver has been operating with the ride share company
- Some type of rule around confirming your ride. Most drivers don't confirm.
- I feel safe in rideshares with current measures!
- As noted.
- Physical representation outside the vehicle to signal it's a rideshare, ie. a sign/sticker/colour
- None.

- It's hard to rate poorly when your own rating could be affected - not sure if driver ratings are accurate.
- One tap ability to contact police non emergency/ 911, driver/map complaints, contact friends through the app—and have it discreet.
- Lots of drivers have cameras in their car, but mandated and easily obtained dash/interior cams
- Vulnerable persons background check. Ability to hide address of my personal residence.
- Nothing. I have had no issue with Uber or related platforms.
- Easier identification
- i usually feel pretty safe
- As long as thee are reports of women being assaulted by drivers they will never feel safe. Rideshare companies need to do better vetting of the drivers. Drivers need to have the same police checks and driver training that taxi drivers need to follow.
- License plate number in the description
- Rideshare does a great job
- Anything that makes it easy to ascertain I'm getting in the right vehicle for example the drivers name and picture on the outside of the vehicle
- Cameras in cars would be a good idea.
- Across some ride shares, some had security cameras which I appreciated and made me feel safer.
- Vehicles must be clean and in good working order.
- Share location. Others can see where you are.
- some kind of rating
- City driving course. Policy on fragrances.
- Nothing. I have had zero issues rith ride share in the hundreds of times I have used it. That's the reason it's out pacing taxis
- More regulated. Background checks driver training.
- If the person had a very bad review that they be pulled immediately from the app until a review is done.
- More rideshare options available to allow for more competition (Uber, Lyft, etc)
- Don't feel there is enough control over the accuracy of driver screening. So wouldn't use this type of service
- Strict and ongoing checks on drivers and cars.
- I do feel that a police check should be mandatory.
- Accountability for drivers actions and cameras inside the vehicle to record rides and help settle complaints and disputes.
- Security camera inside
- Rideshares so far have felt very safe to me (unlike taxis for the most part)
- License plates on the back AND front of the vehicle. Odd that this isn't a requirement in Alberta.
- I don't feel unsafe
- I would feel safe if car2go was still in calgary

- I have never had a poor ride share experience. Even though it's cheaper than a taxi I would pay the equivalent to have the MANY available features these companies offer that taxis dont. The drivers are always nicer and make me feel much more safe
- Insurance.
- Ride share vehicles feel safe to me.
- Ride share is fine. I would just prefer the driver didn't talk to me.
- I would like to have the drivers city-issued licence displayed inside the vehicle like in a taxi.
- I feel safe using a ride share
- It's pretty standard with the app. Have used uber etc all over - they have all the bases covered with the app.
- Nothing
- They've done a better job of tracking and putting in procedures than the local taxi companies
- Camera
- Uber logo displayed on the window.
- Not sure
- More easily recognized vehicle.
- Same as with the taxis.
- Sharing location with friends through app is already a feature and very benificial.
- I feel safer in a rideshare than a taxi.
- Mandatory winter tires during winter months.
- Security camera on the inside of the vehicle
- i like the light up uber sign in their dash board.
  i feel safer when i get in the vehicle and see the uber app open on my phone, i typically ask "who is this uber for" so they have to recite my name back to me before i enter the vehicle.
- I do not feel safe using a RIDESHARE.
- So far have all been decent, no complaints, cannot say that about taxis.
- Calgary taxi companies don't really give a damn about cusomer service!
- This is my preferred method of travel because I do feel safe in them. I personally check the license plate vs what the app is telling me. I strongly value the ability to rate the driver on EVERY ride with ease. As well as for everyone else to
- Don't use rideshare
- Nothing
- If there were a sticker or something on the outside of the vehicle, so you knew before even speaking that this car is in fact an Uber. Making it so that drivers can only contact you through the app.
- I use rideshare a lot in modern cities. No qualms about the current set up
- Having the Uber pickup at YYC in a better location for arrivals, not upstairs on the departures floor at the very end of the building
- Making the drivers and their vehicles much more visible when "in service" something more than a sticker.

- Knowing the vehicle is being maintained well for the weather (snow tires, proper wiper blades for rain/snow, etc.)
- I feel safest in a ride share
- Nothing else, I feel safe in rideshare vehicles
- Stricter rules for who can start driving for rideshare. Drivers licence should be displayed so you know that the driver is actually the drivers license is owner. Rules on how many hours cab be worked a day. I had a driver falling asleep at the wheel.
- They must go through city-led training
  Security camera within the vehicle
- These should be treated as taxis and have the same requirements. I think security cameras would be very important for others who might feel more vulnerable and so I support that because all passengers have the right to feel as safe as possible
- Security camera
- Better press. Drivers should stop assaulting women.
- I generally feel safe, however an option wherebuy a notice is made by the passenger that the trip has ended safely might help some. If this notice is not given within a few minutes of the expected end time of the ride, further actions can be taken.
- None
- Continue to have a identifier (like the red circle) for passengers to check
- If drivers went through a background check and this was indicated on the app. See also comments in taxi section above.
- Secret customers from Uber testing their drivers
- As I said before, I feel very safe in an app like Uber due to the fact they rate eachother and you can see who the driver is and it is traceable.
- Background check
- I feel safe in rideshare.
- Honestly nothing, I trust the ridesharing drivers to be professional, clean, and friendly. The vehicles are typically new and meticulously maintained.
- Make it easier for drivers to be allowed to drive for ride share companies so we don't just have off duty taxi drivers all the time
- Having the details of the ride in my hand
  CAN base my ride on the ratings and details one the car and driver
  All rides are tracked
  Something is actually done about it if there is ever a complaint
- Knowing the driver and vehicle details, and being able to follow the car on the app are all that really matter.
- Nothing. I don't feel unsafe using rideshares.
- Video cameras, emergency button within app
- Being able to see a drivers eating and decline or cancel your ride with no penalty.
- I would feel safest driving my own vehicle, but the city of Calgary has removed the car sharing company Car2go.

- A security camera in the vehicle might add to my feeling of safety. This wouldn't be a deal-breaker for me though.
- Knowing that those who are driving a vehicle had to take an additional test demonstrating their knowledge of the city
- Already feel safe using app.
- Non smoking drivers
- Rideshare Vehicle has an identifiable logo/sticker/light?
- Not much
- Its perfect so far
- A secret safety alert instead of having to phone 911 if your in danger inside the vehicle, a simple/small camera inside all vehicles would be smart. For the same reasons you'd have a camera in a cab.
- I have never used rideshare and don't plan to.
- I feel safer using a rideshare
- I feel safe now - because I know what the driver looks like so I know it's them.
- Nothing. I think they have done a good job
- Identifiable symbol that car is part of ride share program
- Camera's inside the vehicle which are monitored by the Rideshare company. I had an uber ride which the driver had his dog inside the vehicle on the front seat, we had to get 2 ubers because of this. Leave your personal life at home if you are driving
- I don't use Rideshare!
- Uber symbol displayed on the car.
- Being able to pick up a rideshare from the arrivals level of the airport.
- Knowing that the industry is properly regulated, and that regulations ARE enforced.
- Knowing that there is a solid GPS tracking method in place.
- I don't use rideshare services.
- Nothing could make me feel safe using a RIDESHARE
- the review system solves all issues, if the vehicle is dirty, mechanically unsound or the driver is bad, the reviews will reflect that, and i will not choose that vehicle.
- Ride share Identification on vehicle (say like a park pass or large card in window)
- City-led licenses and training should be mandatory.
- I do not use Rideshare.
- A small sticker in the window to let me know at a glance that the car I'm getting into is the intended vehicle.
- Nothing knowing the ride is GPS tracked and ability to get direct feedback through the app.
- Nothing - ride share is awesome. I will never use taxis again.
- it is far better than any taxi , and if the car is not clean you usually get an instant refund
- If the driver wasn't given my personal phone number.

- as a blind traveller, knowing the driver has some familiarity in dealing with persons with impaired sight. specifically, how to guide from door to car, how to interact appropriately, assuredness of honesty in payment.
- N/A
- More female drivers
- i don't think it's reasonable to require a city's driver's license, but background checks would be essential.
- Pictures of the drivers on the app. Lights in the vehicles. Background checks - making sure they have driver training/ no criminal background. If the person has a past of DUI they should be monitored etc.
- Licensed through the city with police check.
- Nothing currently
- Need to clean cars
- Security camera inside vehicle
- I can let me friends easily know where I am, the driver details Are available on the app if there is ever an issue, they have more respect because of the rating system, more inclined to be friendly and nice.
- Insurance details for passenger liability coverage
- I have never felt unsafe using a ride share.
- Some way of identifying the vehicle.
  If their are problems in finding the car, how can I call back/rebook?
  Making a complaint?
- n/a
- Drivers are not professional.
  Vehicle should clear mark
- It's safe enough just make it fair for the drivers, city could take percentage instead of 3$ flat fee. Shorts trips are always a problem. Taxis had issues refusing short trips now UBER came but you guys making it difficult.
- Never had an issue
- Rideshares should have all of the same requirements as a taxi. Notice rideshare does not have security camera, not easily identifiable, don't display drivers license, driver has not gone through training, bill of rights not displayed.
- n/a
- I have never used a rideshare.
- Better identification of the car, In the US they have front license plates so its easier to confirm its the correct car so something identifiable on the front that would be unique to the specific vehicle would be nice.
- i would never take a rideshare
- I feel safe using ubers most of the time. Again, the feeling of being unsafe usually comes from the driver - either their demeanour or their driving capability. Driving tests can contribute here.
- looking at the plate number and making sure it matches the number on my app

- I wont use them
- i don't feel safer they are so unprofessional , only X cab driver are good
- Company logos are not always easy to see. I would like to see the company logo as a 3rd confirmation (ie: car, driver, AND company).
- perhaps there should be a sign that goes up in a window saying that it is a ride share that can be taken down by the driver if using vehicle for personal use
- Some visible sign like a sticker on the car that it is a ride share company
- Having some kind of rider insurance — I wonder what would happen if I were in an accident with an Uber driver.
- Better / safer pick up points, same access as Taxi's.
- Proof of insurance coverage and a recent driver's competency test. A police background check.
- I have always felt safe in an Uber.
- - Having a camera
  - More identification on the vehicle
  - Go through driver training
- If drivers underwent harassment training. I've been asked some in appropriate questions as a female riding alone. It happens in Taxis too.
- Ride share works amazing and does not need your intervention.
- Nothing, the standard is already higher for them than Taxis
- Some sort of car recognition for the program would be nice. Proper insurance
- Requiring an easily identifiable logo for the rideshare company displayed on the window.
- Bad drivers should lose their ability to operate as a TNC. There have been a few rides where I genuinely feared for my life as the driver was aggressive. Despite describing these instances in reviews, no idea if anything was done.
- Ride share is the way to go
- Nothing, I already feel safe.
- Licensing and registration like taxi drivers. As a female, I don't feel safe using rideshare alone, and when using with other people the price and service is not as good as taxi service
- I don't use rideshare
- Same as the taxi, a plexiglass separator between the driver and me.
- Driver license displayed.
- Agree with a background check, but why a city driver's licence? Seems silly to lump those in together.
- I feel very safe
- Taxis could be more energy efficient, I hardly see any hybrid or electric taxis in the city. A lot of them are big engined, energy consuming cars.
- Camera
- We always feel safe in a Rideshare. I have used throughout Canada and the US and have never had a problem. Cannot say the same for taxis

- Proof of insurance
  Proof of driving history
  Proof of driving competency
  Full and complete all sectors police check
- Passenger Bill of Rights displayed in the vehicle.
- Knowing my driver is getting paid emough that they can get adequate rest to safety operate a vehicle, especially since these are often secondary jobs.
  Also would like to know that the vehicle is properly insured for it's professional purposes.
- The red sticker on the back window should be more visible. Perhaps on the passenger side somewhere so that people can see from the curbside.
- Nothing needed. Feedback in app and 311 is enough.
- Good drivers
- It might be just me, but I don't think there's anything that would make me feel safe using a ride share.
- How do you REALLY know that the guy driving is the one whose license is described? This is no different than people sharing IDs to hit the liquor store. With the cab company, you have a company with oversight . . . in theory.
- None, would rather support the taxi industry in need.
- If Rideshare drivers were not constantly paying attention to their phones. I do not feel like these drivers use appropriate care at all times.
- Having more female drivers.
  Security camera or audio surveillance inside the vehicle.
- I feel very safe currently
- They were already good and you took it away
- city should look after regulating ridesharing apps same as taxi for example how they have fees to pay plus how cabs are numbered according to the population so many cab driver complain about to many uber cars in the city.
- Panic button, like the ones for drivers on taxis but for the passenger.
- I would never use a ride share. I prefer to give the cabbies my money
- I don't really use these
- A way to ensure they are actually decent drivers.
- Don't over regulate Uber. We need cheaper transportation options esp. with the terrible transit system we have in Calgary.
- I don't use Rideshares so I cannot comment on the above.
- I am good with everything that is in place.
- Mandatory Dash Cams (for external viewing).
- A vehicle marking Uber, like a mandatory light logo in front window
- same as the taxis
- I don't care where I complain - just want a clear way to share safety issues or other concerns.
- Nothing. I will not use a rideshare.

- Better ways to identify the vehicle other than 'black ford suv'
  more female drivers
- I don't feel safe at all. I don't have a phone so no app. It's all about apps. I keep thinking of the ride share guy who dumped the woman nowhere and went to get another more lucrative ride. You can't legislate stupid or meanness.
- I don't feel safe using rideshare as anyone can still pick you up. There are no identifying marks to show you're in the correct car.
- Location tracking through customer phone.
- Not really concerned about safety. App and driver ratings are enough
- City tag number visible on and in the vehicle
- An easier way to report unsafe driving or unprofessional behavior and dirty vehicles.
- See my comments in No. 1. Many of us depend on others to drive us because of visual/cognitive/ other challenges incompatible with Apps, smart phones.
- Clear pickup areas from popular venues
- Better visibility that the car is a rideshare car - like those uber lights they have in some
- 8hr max work day.
- Specific driver detail prescribed by the city. Driver history annually, company history annually.
- Cameras in the car like taxis.
- They should have to meet all of the same requirements as the taxi companies.
- Being covered in the event of a collision.
  Not needing to worry about having excessive additional charges billed (cleaning fees for dirty/wet shoes during the winter).
  Price gouging during peak hours.
  Some form of registration with the city
- nothing
- Camera
- Feel safe using Uber. License plate number matching from app helps
- None
- Interior cameras
- make all providers, including taxis meet minimum transparency as Uber & Lyft customer service provides
- They should have cameras in their vehicles and should be trained like taxi drivers. They should have gone through rigorous police clearance checks and should be properly dressed up to look as professional drivers. Their vehicles should be clean.
- 1. An electronics method of verifying the identity of the driver is the same as conveyed to the passenger when requesting a ride.
  2. Providing details of the driver's insurance.
  3 A full identification with picture of the driver clearly display
- have more of them
- Better vetting of drivers.
- Nothing else

- None.
- I already feel significantly safer in a rideshare than a taxi. Taxi drivers are crooks and liars.
- Very harsh penalties for breaking rules, especially for women's safety.
- The only rideshare I use is Calgary Transit Access
- I dont use rideshare or car share services either. I considered it but it doesnt make sense for me or my household.
- Ensure drivers are fluent in ENGLISH.
- Front-end license plate or badge to crossreference with app.
- Easier to identify cars
- I have never had a concern using a ride share vehicle in Calgary. Absolutely no safety concerns and this is the primary reason I will use them over other services.
- Most of rideshare drivers have very little driving experienc that is unsafe for public each individual driver need vigorous training just like taxi and limousine and fares has to be regulated by the city. There are way too many rideshare cars on road
- Winter tires during the appropriate season
- A noticable thing on the car to know that the person is a qualified person
- Cameras
- It has always been the best option for me.
- Some sort of panic option in the app!
- Insurance ; current driver license demerit points and accident history [at fault].
- I want to know they have good insurance.
- NA
- Stop allowing underaged (
- If they have commercial insurance and a camera/audio device. Also a 6 month mechanical car check, not a 1 year
- Standardized rules for all rideshares & perhaps an emergency button either in the app or in the car?
- Not restricted from picking me up at exact spot by ridiculous taxi mafia
- Drive should pass city exam. Security camera. Proof of insurance.
- Sleek English
- [removed]
- cars should be identified on the exterior for safety from copy cats acting like legit drivers / driver should identify passenger by name before passenger accesses the car
- More decals/signage to acknowledge this vehicle is a ride share vehicle. Maybe a certain license plate design to state the obvious
- I think it's suffient
- Nothing. I feel safe already.
- Drivers should be held to the same standards as taxi drivers.
- To be easily identifiable, like light on top, dress professionally
- Sharable tracking in place so that I can advise others where I am, live in cab feedback with rideshare co, responsive customer service, vehicles are normally in better condition than taxis

- Help button on app
- I love it. So easy and such a great experience to use.
- Better driver training with retesting a ton of these people including taxi drivers are incredibly bad drivers.
- Security camera
- A panic button to silently alert the authorities
- Winter Tires manditory
- Enforcing no cell phone use while driving
- Background police checks
- Not much really.
- Driver has gone through City-led driver training.
- n/a
- n/a
- Same regulations as taxis
- A comfortable car or SUV, not some small car.
- Panic button in vehicle
- NEED to be forced to have a camera that records the interior of the car, like a taxi does, and needs to have some sort of training. Any Joe Smith off the street can be a rideshare driver. If taxis and limos need training, so should ridesharing.
- [removed]
- I dont feel safe using rideshare, much prefer a taxi
- I think Uber needs to have a limit on how many cars they are permitted Most taxi drivers I know are having a hard time paying Bill's and making ends meet
- The use of CCTV/cameras in all rideshares - but operated by the city, without driver access.
- Knowing they have had training...some male drivers scare me. Taxi drivers are always professional
- Photo of the driver on the app
- Knowing that under no circumstances would I be left on the side of a freeway in the middle of a snowstorm. If there was mechanical difficulties the driver would be obligated to get another car to pick me up.
- not all drivers have a camera. I think it should be a must for rider and driver sense of security
- I wish they were more visible or obvious. I always worry I'm getting into a strange car. They stopped doing the windshield lights for some reason and those were great.
- None. Way better than city taxi
- Feel very safe already
- If the apps had larger pictures of the drivers faces, it would make it even easier to identify the right car. And maybe a light or sticker on the car. Displaying their license would be nice too.
- I almost exclusively use rideshare and feel very safe.
- Drivers familiarity with different areas of the city, main routes etc.
- aren't all those 'suggestions' already requirements or standard practice for most ride shares?

- Minimum standards on roadworthiness of vehicles. Proof of minimum level of insurance
- how about good ride share customers
- Annual vehicle testing and maintenance records. Vehicle is toad worthy with appropriate tires.
- Drivers must had had a criminal check done
- So far, I've felt much safer in an Uber than any taxi.
- I like the uber symbol that has the ability for me to change the color, that is on the window of some ubers. this helps me identify the correct vehicle.
- If you didn't put requirements on them at the airport. Let them pick me up wherever they want.
- Nothing. I have never felt truely unsafe in a rideshare car.
- Easily identify the ride share vehicle.
- Again a QR Code to link to the Company's website or Customer Support or even to City 311
- its fine
- ?
- If they had to meet the same driver checks that taxis do. If the cars were more easily identifiable. Why is there no security camera ?
- It is very safe and secured.
- Camera inside the vehicle
- Larger rideshare logo.
- Security camera, identifiable vehicle. When using Uber/Lyft in California, they are identified with Uber stickers.
- I LOVE rideshare. Cars are ALWAYS clean, they drive extremely safely to keep their good ratings, and the cars are ALWAYS in very new condition. They are a million times nicer to use than taxis. And WAYYY cheaper too.
- Ban rideshare. Put your time, effort and money on public transit.
- City holding drivers and rideshare companies accountable for behaviour.
- Nothing, feel good about all the mechanisms in place
- More stringent background, criminal checks. Not possible for ride share, but important to me and gives me a sense of security if the vehicle is readily identifiable. ex: all Yellow Cabs are yellow, so when I get in I am reassured I am in a safe veh.
- would like the ability to review the rating of drivers and choose a particular driver in my region, instead of the auto select.
- If the driver went through city regulated training. Also I strongly disaprove of the extremely unfair rating system against drivers.
- I want to see their info the same way I would in a taxi to prove they are licensed and safe
- I personally just wont use the service
- the ability to share my current location witht others, as well as open communication with my driver
- If it was easier to get in contact with someone at Uber. Once had an issue with a driver and no one from Uber ever followed up. Driver gave me a Zero because I wouldn't give him my number and he was a creep.
- Driver training certification.

- They're pretty safe
- n/a
- Cameras in the car.
- Gps tracked
- Ratings
- Most Uber drivers I've had seem like they have less than one year experience driving in Canada, especially noticeable in winter. Ride share drivers should have a higher license class and a higher minimum number of years experience.
- Already feel safe
- I feel better knowing drivers are checked by both Uber and the city.
- Add a visible license inside the vehicle and a proof of Uber insurance. Otherwise they are already miles ahead of taxis in terms of safety.
- Ride share having a help option in the app if the driver is going off route.
- Can a driver be accepted by Uber without necessarily passing the City's protocols? Found in South Africa Uber put drivers forward despite lack of City licensing.
- Have never felt unsafe. The Rideshare app provides high security to both rider and driver. Each knows who the other is and have security of payment
- If the driver was female
- The app is enough
- For the most part I feel
  Quite safe w the ride shares.
- Not sure if this is already a requirement in Calgary, but I think it should be required that drivers have the ride share logo visible on the windshield and back window. I think drivers should also be required to pass a city exam.
- Convenient pick up locations at the airport.
- Share my ride feature, which is currently in place with Uber
- The price is set so even if the driver goes a different way it is still the same price
- Experienced drivers, better driving skills, and less reliance on GPS suggesting sketchy routes.
- An exterior light to identify the vehicle as a rideshare
- Ride is identified by licence plate number but no front licence plate in Calgary so have to approach a car without being certain, or go around the back of a car to check. Prefer to also have a front plate for rideshare vehicles
- I find route sharing, driver info, vehicle info and ratings good enough.
- I already feel 100% safe, they don't need more regulations.
- preloaded payments rather than keeping your credit card information so they can charge you any fee they want
- Knowing the driver is actually paid appropriately and not being exploited by private interests.
- The fact that I can share my ride with someone so they know I have arrived at my destination safely.
- Same conditions as stated above regarding written and spoken English language test.

- Vehicle photo on app, or some way of identifying the vehicle as a rideshare vehicle. I'd also like to know they also have to pass an annual police background check.
- You can complain on the app and get responses from the company, unlike taxi. These ratings can be read and viewed before selecting a driver.
- I do not feel safe ridesharing. I will not use ridesharing. The above "precautions" are only helpful after an incident occurs; there is nothing preventative included (except for background checks, which isn't enough for me to feel safe).
- Because of the fact that Uber takes serious action, drivers have been very courteous and the service has been great.
- Driving it myself (i.e., car2go)
- Mandatory posting within view of passenger of driver's photo, ID and name
- If rideshare drivers were required to undergo city-led driver training and had mandated maintenance checks.
- I feel significantly safer using a rideshare than I do a Taxi. The biggest difference is before and after the trip I have a record of the exact driver that I was with. This makes me feel much safer if I ever need to follow up.
- Easily identifiable vehicle.
  A passenger bill of rights for this would be cool too
- N/A
- When incidents are reported to the ride share company, they should have to take action. A friend left my house in an Uber with a driver who tried to seduce her, locked her in the car, and ultimately dropped her off on a highway. Uber did nothing.
- A password that's only known for that specific trip to be provided on the app
- Displayed credentials
- Vehicle tracking (if the route is strange, or I get dropped off in the wrong location, can someone track the route the vehicle took?).
- I believe this is safer than a taxi. You don't know your driver in a taxi.
- Na
- I don't intend to use one again, ever.
- Nothing
- I don't do it when alone. Too risky.
- I do not feel unsafe, I am happy with the competition and service.
- MANDATORY DRIVING COURSES- minimum of a winter driving course. A 'defensive driving' course would be good (and is needed) as well. I have been the passenger in NUMEROUS near-miss Uber accidents, it's so scary. Many have NEVER driven in snow.
- If I knew they were paid fairly.
- Clear indication of vehicle, which company it belongs to
- I would use it.
- Drivers must abide by all driving regulations (eg no distracted driving)
- If they no longer were allowed to operate in YYC
- Nothing, its perfectly safe and way less sketchy than taxis.

- If they all had the uber light on the window. I got in the wrong car once because it was the same model but they don't all have lights.
- Signage with a unique identifying number
- I appreciate that rideshares such as Uber allow you to share your location with a friend so that someone knows exactly where you are. This makes me feel extra secure as a female when traveling alone.
- I do not use rideshare very often.
- Never use
- I already feel safe.
- I'm happy with all of this and feel safe using UBer
- Being able to choose between Uber and Lyft
- Nothing because Im more than satisfied with the way it is.
- I don't feel unsafe using a rideshare
- Nfc tap to confirm correct car
- Camera! Company logos on the vehicle - not something to be removed - minimum insurance amount - passenger bill of rights displayed - dedicated inspectors on the road 24/7
- He ability to do multi-stop and wait.
- Not sure. Rideshare is already easily the safest option.
- Security camera.
- More government oversight and driver accountability.
- Clean criminal record or only minor non violet offenses
- More Tranning and similar regulations like Taxi driver.
- All have cameras inside their vehicles.
- I like being able to rate the driver and having the license plate # ahead of time.
- It's safe as is.
- A city exam akin to Limos, and fairly priced. Drivers Display DL. Also, you can ID these cars easily. They must display company Logo in their windows. As well you can pick a color from the app that displays in the car that is booked for you. Easy.
- More info for drivers training like taxis need to take
- Detailed annual criminal record checks and winter tire requirements
- Not sure
- More professional behaviour from drivers
- Great the way it is
- I feel safe using a ride share.
- Rideshare vehicles marked in some way to indicate they are a legitimate rideshare driver
- More signage on rideshare cars
- Stricter rules around driving qualifications. A special test. Video cameras in the car.
- Mandatory camera
- Security camera inside car

- The ability for authorities to track all rideshares currently running. With drivers and their vehicles on a list, in order for the police to be informed of all drivers currently working under rideshare companies within the city.
- Option for male or female driver
- Visible rideshare logo on car. Protocol to about double checking the name with driver and who the driver is supposed to pick up. Sexual harassment training and training around appropriate conversations to have with passengers
- Nothing, rideshare is what I consider the safest way to travel.
- Drivers licence on display like a taxi, To ensure the driver assigned is the driver behind the wheel. Vehicle Inspection sticker visible, passenger bill of rights visible, complaints via 311. More visible exterior markings.
- Apps shows credentials
- Driver pic on app
  Police clearance
- Knowing for certain the driver is competent in the local language and is aware of local driving laws and regulations.
- Having an emergency button on the phone works well.
- Easily identifiable light or icon on the vehicle.
- Riding with someone else, especially at night—having the ability to drop off or pick up another passenger enroute would be a good feature
- Camera's inside the vehicle? I feel safer in a rideshare than a taxi regardless.
- GPS record of route
- Initial police background check.
- None
- Drivers not being able to switch vehicles and just having to stick to the one you read about in the app
- Nothing rideshares are pretty safe if you follow the guidelines and are self aware.
- Ugh, never really feel 100% safe in an Uber. I've had some really terrible drivers, so I'm always prepared to end the trip early if they are horrible. But, sometime taxi drivers cannot drive correctly either.
- You can see how long it will take them to arrive, your predetermined route, and your predetermined price. There is also no change of money so you don't have to haggle and your reciepts are automatically available.
- I think annual police checks would be fantastic
- I already feel safe using them
- This system has always worked well for me regardless is the city and I find the experience to be far superior than taxis
- Ride share is safe already.
- I already feel very safe in a rideshare.
- Driving shift regulations to prevent a driver from overworking

- GPS shareable tracking on app, I share my location and vehicle info with my husband when I'm riding alone
- I feel safe using rideshare. All the information is available to tell the police or Uber incase an incident occurs. Only thing is, many drivers seem to easily get lost on common Calgary DT streets, so maybe better GPS is needed
- Better background checks, more training.
- Better vehicle identification -- logo, clear Uber indication in window
- Frustrating that you have to pay a fee to cancel an Uber if the driver has a low rating or you are waiting a long time. Makes you stick with a driver you would otherwise abandon for safety reasons.
- I feel safe using rideshare
- I feel they are doing a great job.
- If I'm the driver didn't match the description on the app you could cancel the ride with out penalty and wait for a driver that does match
- If they had more driving training, however, I've yet to have a poor driving experience in an Uber and I use them weekly.
- If the driver is highly rated that works for me... it implies a clean car and problem free service
- Nothing. I have been taking uber at least twice a week for a year and I feel very safe
- I would never use ride share!
- More regular police checks, maybe breathalyzers for the drivers. Some sort of camera - although many do have those themselves.
- Nothing. The rideshare program feels safe currently due to its business model, city requirements, and to also be able to talk to the rideshare company's customer service line to hold the driver accountable for their actions
- Photo on app of driver, the vehicle and inside vehicle. Option to decline driver for another next closest. A decline would go against drivers reviews
- I don't use.
- More clarity on actual fare vs. Estimate in app. Ride share should be open to more drivers and not only those who also have a specific class of license. Allowing more participation would improve service
- All good
- Cameras inside vehicles.
- If they knew the city better, only using GPS they often miss better routes
- Nothing, the rideshare apps make me feel very safe and secure. I don't need to compliment or complain through 311 because Uber will take care of me if I have any complaints (unlike taxi services or the city)
- Mandatory cameras in the vehicle
- Feel safe already.
- All of the above make me feel safe. Standards are to my liking.
- Clearly identifiable car (sign or decal?)
- License displayed in car to confirm person driving is the actual driver hired.
- All my rideshare drivers have been pretty decent.

- The fact that ride share apps display GPS tracking during the entire ride and have discrete emergency response activation are the reason why I choose rideshare over taxis every time I need transportation.
- Better GPS.
- Camera inside the vehicle, removal of auto locking locks on vehicles
- Some have a large sticker in their window to identify they are an Uber (or other company).
- Mandatory logo lights on front windows
- I've always felt safe using any rideshare services.
- Ways to ensure it is the correct rideshare vehicle. (Ex. Requiring drivers to say "uber for [name]?")
- Nothing that I can think of as they have always felt much safer than cabs
- Visible identification- some have the symbol on the windshield but all of them should have that. I was told that was only given to early drivers
- License display on the interior   Vehicle identified on the out side
- Easily identifiable vehicle
- I love rideshare as is!
- I feel endangered by rideshares as a cyclist or a pedestrian. Rideshare drivers need to follow proper curbside parking and signalling requirements. High rate of near-hits with rideshares as they are harder to anticipate without visual like a taxi.
- Display of credentials, similar to that of taxi licence display
- Knowing that there's accountability for drivers actions- clear reporting system & consequences
- I like that rideshare you can text someone your route aswell for security .
- Same requirements for Taxis should be applicable to Rideshare companies.
- Having car2go!!!
- The requirements above is sufficient.
- I don't currently use rideshares
- I feel safe using a rideshare.
- Road test before licence issue and retest every 2 years.
- Having a camera inside incase the driver falsely charges you a clean-up fee so you can easily dispute it
- I feel safer in rideshares than I do in taxis
- More punitive penalties if they cancel a ride and strand me
- Na
- Not much but maybe a good knowledge of city routes and geography
- N/A
- I feel safe as is. In fact, safer than taxis because other users are able to rate their drivers on the app. This doesn't exist for taxis.
- Nothing
- Nothing, Uber actually has done a great job with its safety enhancements (sharing a ride with others, emergency button, etc)

- Drivers training through the city
- A yearly background check for drivers and showing as completed on the app.
- I already feel safe
- Reliable pickup so when you order a ride, they are there when they say they'll be and not late because they took a bunch of wrong turns.
- Uber and Lyft need to have decals with car numbers to call 3-1-1 about complaints when the stop in bad locations to collect passengers.
- Not consider at all it's not a way of transportation for us thanks
- I have never felt unsafe using a rideshare app, but I appreciate seeing reviews.
- I like when there is the Uber logo in their front window.
- seee above
- Nothing.
- Driver training - specific for driving with passengers with annual exam test
- I feel safe.
- Safety inspection check up displayed in veh - last maintenance check point date
- Required drivers training and a background check.
- RIDESHARE currently feels the safest, more so than TAXI's.
- Camera in the vehicle, emergency button in the app, more oversight regarding discipline or complaints.
- Clean driver's abstract. Security check bi-annually
- The driver confirming us by name before we get into the car. Often they wait like a taxi but it is less obvious they are a ride share if it's dark or the whether is bad
- More background checks
- Help burtons.
- NA
- Criminal record checks.
- I've been very happy with the ride share apps I've used. Nothing I can think of
- If all rideshare vehicles had an Uber light in windshield.
- I love rideshares and I have always felt safe in them.
- If they had to have their cars inspected first and prove regular maintenance, safe tire tread levels, and undergo a centralized driving test.
- Cameras
- Nothing, this system is flawless.
- Nothing.
- If I could refuse a driver based on reviews.
- Proper training and inspections. Taxis go through annual taxi inspections and Uber's do not. Also there is discussion that Uber's won't have the same liability requirements
- I'm pretty comfortable with the current rules
- More of a background check on drivers. Or options to choose a higher rated driver.

- I like that I can share my trip with a friend so they can track it too.
- Share location with family
- I feel the most safe using a rideshare.
- Displayed license in vehicle.
- City collaboration promotes these transportation systems.
  City encourages systems they are available 12 months of the year. And not spending money on a gimmick three months of the year called e scooters.   Foolish use of $$
- No comments
- I feel safer currently.
- A higher level of training for driving in a busy city
- I can't think of anything else. This is the only way I travel because I feel much safer than in a taxi
- Drivers should be held to the same level as taxis.
- If I could drive myself with a car2go
- That I am able to share my location and route to my destination.
  Background checks.
- Knowing that the vechile has good winter tires, especially in Calgary that is super important and that the drive has undergone drivers training.
- Friends and family can track ride
- Always enjoy it when they have a feature to share your location while in the ride over text.
- Camera In the vehicle.
- Drivers should be tested by companies. There are many who can hardly speak English and aren't good drivers.
- Nothing else needed in my view.
- Uber is constantly making it more safe. I think it's good.
- In vehicle training. Mandatory class 4 licence. Police clearance. Vehicle inspections.
- I feel much safer in a ride share than a taxi
- Nothing additional - depending on the company knowing their training included a respect training piece and a bystander intervention element
- Identifying decal to indicate a ride share vehicle
- Cameras in the vehicles, driver information displayed in the vehicle, identifying factors on the vehicle
- Interior camera that goes directly to Uber?
- Option to share location or vehicle number with a friend on phone
- Less cabs on the road
- More visible markings on the car itself
- Rideshare logo clearly displayed
- More details about the driver, written reviews etc.
- I always feel safer in an Uber, I can send my location to someone while I'm riding.
- Car inspection.

- Love this service, I have only had great experiences with this service
- A driver ID number so complaints can be made after the fact
- I always feel safe using ride share and if I don't, lodging a complaint is incredibly easy. I would like to see winter tires be mandatory
- When they say my name as they pull up.
- Ensuring that every driver have an identifying logo or something similar on their car. Otherwise I feel quite safe in a rideshare
- Camera in vehicle
- I enjoy using rideshares much more than taxis, it takes forever to get taxis
- More clear passenger rights posted, better identified vehicles, interior security cameras.
- Knowing that the driver has a clean, safe driving record.
- Cameras
- Camera in the car water driver and passengers interactions. Scent free vehicles
- Identifiable markers as a rideshare.
- It should also be noted that ride share such as Uber now has more safety features in the app such as sending a link so a friend can gps track your ride, and a help button if you don't feel safe.
- Same as above
- DRIVING TESTS WITHIN THE CITY BEFORE ALLOWED TO DRIVE OTHER PASSENGERS. So many people use ride share as an easy source of income, I get it, but they are not fit to drive city streets. Specifically downtown. So scared at the wheel it's terrifying.
- Cameras inside the vehicle
- Drivers must have good standing. Drivers with speeding tickets etc. Should not be allowed to drive.
- Identification
- Making sure there are strict background checks, and that the drivers are polite and make me feel secure.
- I do not like supporting ride share companies. I don't think their business model is fair.
- I feel pretty safe.
- My money is supporting someone's career.
- Nothing, I have never felt anything but perfectly safe in a rideshare.
- I feel very safe using Uber. I like the feature where I could share my ride with family or friends and that I could easily connect to 911 in the app.
- Accountability to the city / passed city tests
- I feel very safe already
- Nothing- it works well
- Criminal background checks, stronger safety options for bad drivers.
- I feel most safe during a ride share because there is a clear route, clear price and the ability to share my ride with someone I trust
- Driver should have gone through city training by taxi commission, His Batch should be displayed, Car should go through mechanical inspections every 6 months, they should have the city knowledge,

- I think the apps (I mostly use Uber) have done a good job addressing safety, including features like flagging changes in route, etc.
- Knowing that the City of Calgary no longer required rideshare companies to provide detailed trip information to the City.
- Just making sure it's identifiable. Which, I believe Uber requires as well.
- Protection of my data in the app
- Many safety features are in place for rideshare through the app
- I feel safe using ride share, safer than taxis because I can share my ride with friends and family so they know when I am picked up and dropped off. Taxis don't have that.
- All security measures in place including police background check.
- I feel safe using rideshare. Maybe a panic button in the app?
- I'm still unsure about insurance implications.
- Training. Real training. And passing a test.
- Knowing there are background checks

2c. What else would make you feel safer using a LIMOUSINE?

- I don't generally use limousines
- I don't use limousines
- Sharing location and driver info with a friend.
- The limos /black cars minimum price Per ride is ridiculous and needs to be changed.
- n/a
- No cell phone use while behind the wheel.
- I don't have any comments.
- Only taken one ever. Don't have enough data to comment
- I don't use limousines.
- I do not care about the City's licence. That sounds like a fee grab.
- Not applicacable
- should be required to have cameras same as taxi's
- [removed]
- Maybe like, seatbelts. Cuz they don't currently have them.
- Winter tires required in the Winter. Free booze in the back.
- I don't feel unsafe in a limousine
- They're fun to go out in with friends
- N/a
- I usually use car services, whenever possible.
- I don't use a limousine
- I don't really use limos but have never felt unsafe in them so it's probably fine as is.
- GPS

- Cars are bad for the environment and society. There shouldn't be limousines. I'd feel safer if there was better public transportation available.
- Security screen on drivers no prior criminal activities
- I don't ride in them.
- In car camera
- Nothing really.
- I never use limousines.
- I would rather car2go.
- N/A
- Nothing
- Not sure
- Not sure
- Defensive driving
- I did not know you could submit complaints to 311, this should be advertised.
- Never knew I could complain via 311
- Nothing new
- I don't use them.
- I feel safe in towncars
- N/a. I have never taken a limo. No imput for you. Sorry
- I don't really use a limousine ever
- I don't use limousines
- Everything that Uber does
- The ability for passangers to get lit
- Everything I've listed as feedback for 'TAXI' service above is also feedback that falls under 'LIMOUSINE' service.
- Not applicable
- Only taken from airport. More professional than cab.
- Payment App
- I never use limo services.
- Limos are fine
- I don't take limousines because I'm not a boomer.
- Proficiency with vehicle.   And knowing the standards are higher than regular taxis.
- I feel quite safe using limousines in Calgary.
- None.
- NA
- N/A. Not financially well-off enough to utilize limousines enough to make a judgment. The above boxes are all checked, though, as this should be the pinnacle of riding options.
- Not much
- i never take limousines

- N/a
- I'm not a limousine user hard to comment accurately
- Primary is the mechanical condition
- Driver feedback rating similar to car share
- Not applicable.
- Better marked cars. I was offered a black suburban by a hotel which pulled over on the way to the airport and made me get out into another unmarked vehicle in the rain to complete the fair. There were no meters or markings. I still have both kidneys
- I do not use limo service
- Strict checks
- Have not ridden in one in many years.
- Limousines feel safe for the most part
- I don't feel unsafe
- Limousine is too expensive
- Na
- Nothing really. All good.
- Too expensive for me
- I simply don't use limos. To expensive
- I don't use limousines
- Don't use as too expensive
- Stop aggressive limo drivers at the airport competing with taxi drivers for my ride. Display limo rates comparable to taxis at air port, and offer same rate or negotiable rate.
- N/a
- Nothing. I don't take limos
- Like I can afford to ride in a limo.
- Same as with the taxis
- Share location...
- Mandatory winter tires during winter months
- nothing, I only take limousines with large groups of people and have never felt unsafe for that reason
- I feel VERY safe using a LIMOUSINE. My first choice if available, 24 hours a day.
- N/A can't afford a limo
- Don't use limos
- Non
- Limos feel safer in general because they seem to have much higher standards for hiring, professionalism, attire, customer service....
- I have always felt safe in a limousine.
- I don't use them
- N/A

- Security camera within vehicle
- Not sure
- Nothing. Haven't taken one in 18 years.
- Stricter requirements on mechanical safety of limos.
- Unsure
- Cannot afford limousine rates.
- I don't use limousine services.
- Only use limos from the airport.
- I will never ride a limo
- Limos feel safe as you usually have a big group of people with you, safety in numbers!
- Background check
- Vehicle maintenance as well as drivers not having access to passenger compartments while passengers have access to alchohol
- Able to track on an app.
- N/a
- Mandatory seat belts and prohibiting alcohol.
- N/a
- I do not feel unsafe using limousines
- I don't use limousine
- I don't plan to use a limo any time soon.
- I can't think of anything else
- No comment
- Nothing, the limos are nice but pricey
- I've never used a limousine and don't plan to.
- I feel safe using them as long as I called them rather than picking them up on the side of the street.
- Not applicable. Never use
- I don't use links so I wouldn't know
- I don't use limousine.
- Knowing that the vehicle is most likely tracked using GPS.
- What am I, made of money? LOL
- i don't ride in limos.
- Not something I use enough to comment besides basics above.
- I do not use limos.
- We don't use limousines.
- Dont use limo
- Never use them
- usually overpriced, do not use allot although I used to

- A similar app to Uber, where I can be GPS tracked during my ride and view my drivers information, like license plate number, type of vehicle, and the drivers photo and first name.
- N/A
- proper tires on the vehicle for winter conditions
- Nothing currently
- Am not use
- Nothing that I can think of
- I don't take them
- Nothing, I've never felt unsafe..
- n/a
- Limousines are often structurally unsound due to their conversion. They are vastly less safe in even minor collisions. The inspection must be more rigorous.
- N/a
- Limousine should also have same requirements as taxi.
- all of the above are a good start--don't have anymore.........
- I have never used a limousine.
- I don't use
- I wouldn't use a limousine.
- safe driving
- Same as what I put for Taxi and rideshare
- Id shown at intervals of long time rides
- n/a
- I don't use limousines.
- Not to much, don't use them.
- Proof of insurance.
- Rarely taken
- Na
- If taxi's had an Uber-like app, where I have the driver info (picture, make/model of car), I'd feel safer.
- I don't use limousines, but I imagine having more safety protocol in place like cameras would be a good idea.
- I can't say I've been in a limo before.
- Ability to set destination and pay through an app as in ride shares, so no need to handle money/credit in the vehicle.
- Camera

- Proof of insurance
  Proof of driving history
  Proof of driving competency
  Full and complete all sectors police check

- Dont take limos.
- Good drivers
- Can't comment, haven't used one.
- Decal on window, bare minimum.
- Don't use them very often. Always have felt safe in one.
- I don't use limousines sober
- Removing the hourly rates from limousines. Have had town car services speed and drive dangerously from the airport so they could get more trips in on flat rates.
- Limos are already regulated perfectly for saftey
- Clearly stated prices
- N/A
- I don't use these
- I can't afford limousines.
- I don't use Limo's so I cannot comment on this at all.
- I am good with everything that is in place
- Confirmation of correct Insurance, correct Tires (size/speed and load rating).
- same requirements as the taxis as listed above
- When I win big in the lottery I'll use a limo! LOL
- I never use limos.
- App, ratings in app
- Never used one
- 8hr max work day
- Same as for all livery companies
- Background check
- They should have to meet the same requirements as taxi companies.
- Camera
- None
- Interior cameras
- I have never used limousine.
- dont use
- None
- Not being owned or run by a taxi company.
- N/A
- I dont use limo's
- Same as taxi
- Don't use these services
- Insurance and driver's accident history [at fault only].
- I haven't taken a limousine

- An audio and video device recording
- Sleek English
- [removed]
- posted mechanical report
- Camera to record in which the driver had NO access to.
- Suffient perhapse driver rating as well??
- A public driver rating system would make me feel safer.
- Should be held to the same standards as cab drivers and rideshare drivers
- Enforcing no cell phone use while driving
- Nothing
- An app like Uber and Lyft with the same safety features as Uber.
- n/a
- n/a
- I'm too poor for a limo
- Nothing.
- NA
- Don't use them
- Seatbelts. I've never noticed seatbelts in the few limos I've ridden in.
- Almost never use
- don't really care about limos. a mode of transport that is not necessary for most.
- Available seat belts
- Reliably company
- Not much - they are well dressed and polite and rank similarly to ride share drivers.
- I do not frequently use limos. But I have no complaints about the times I have.
- Nothing. I rarely ride in limos and I have never felt truely unsafe in one.
- Again a QR code to link to the company website
- its fine
- better app
- I always have felt safest in a kill.
- Real time location tracking and driver's information.
- Number in vehicle communicated to passengers prior to pick up.
- I do not use limos - they are insanely priced.
- Don't any use City money. Limo users pay for what they want.
- Camera?
- never felt unsafe, pretty consistent and dependable.
- Digital connection between driver n customer
- I personally have no need for limo service
- If they didn't cost an arm and a leg

- n/a
- By paying more for the service you would assume a more professional driver and mechanicaly sound ride
- Never used one but again, they tend to show poor driving habits like not signaling and last minute lane changes.
- Only use ride share
- Never taken one.
- Strict regulations on modifications to vehicles that turn them into stretch vehicles when not necessarily safe to do so.
- Never used them.
- N/A.
- N/A
- I generally feel Safe.
- [removed]
- Non-tinted windows, being able to check driver ratings in an app.
- I don't use Limos.
- Not applicable. I ride in one of these once every 3 or so years.
- None that I can think as I haven't used a limo in a long time.
- Same conditions as stated above regarding sooken and written English language qualifications.
- N/A (I have never had a need for, nor used, a limousine)
- Passenger bill of rights displayed
- I have never used a limousine.
- I rarely ever use limousines to be honest but I generally feel quite safe with them the few times I have.
- Can't think of anything. I also rarely use a limo
- App tracked locations
- N/A
- I've always felt safe using limos here. All of my drivers have been very professional.
- Nothing
- Vehicle tracking (if the route is strange, or I get dropped off in the wrong location, can someone track the route the vehicle took?).
- I've also driven limo 10 years ago for Aristocrat. They retired, so did I. I'd feel safe in a Calgary Limo if I could afford it. Feedback availability for riders to city Livery is a system that I think is working. Livery has banned bad drivers.
- Nothing
- N/A
- I'd need to win a lottery to provide an answer to this. I'm on AISH.
- Nothing
- None - don't use due to price

- Nothing.
- N/a don't used links
- Good knowledge of route to destination and alternates.
- N/A
- I feel safe in limousines already.
- GPS tracking via app
- I don't know
- Never use
- I have never used one.
- I don't use LIMOs
- Who takes limousines these days?
- I would never use a limo.
- Camera - minimum charge - neighbourhood-based charges are just taxi flat rates
- That's too rich for my blood!
- Same as taxi
- Knowing that the route is the correct one, that extra mileage isn't being added. Driver acceptance of destination, not upset because drive isn't long enough.
- I don't use this service.
- Safe as is.
- Non negotiable base rates
  We have had a driver state a price and then at destination state a different price and tell us "no i never would have said that" (leaving saddledome) He did honor the original price but it took time and energy.
- Not much but I guess same as for taxis including tracking your own ride via app
- Winter tire requirements.
- Neer thought about it
- Having drivers that have actually driven in snowy roads and aren't fishtailing into traffic.
- More obvious rates and availabiltiy of sedans.
- Na
- Was in a limousine crash(not fault of limo driver). Passenger doors were locked,limo driver losing consciousness,engine started to smoke. 13 at the time,yelled to the driver to unlock doors. Was day of sisters wedding. Tdlr: Ability to unlock doors
- I can't afford this service.
- Better driver
- Big name company police clearance driver abstract
- Lol I cant afford limousine service
- Don't use them
- GPS record of route
- None

- Same as taxis. None of these are important to me. I care about price and the driver not being able to judge me and refuse my ride
- Honestly I never use them
- N/A
- I have never felt unsafe using limousine or town car services.
- Same as taxi
- I feel like the limo companies that hire their drivers are ensuring they are adequate drivers given the expensive vehicles they are trusting them with. Also, always with a large group so less worry of actual drivers character.
- I dint take limousines
- Na, I don't use limousines
- You know what route they are going to take you
- I think Limousines are pretty safe. I don't think much else would be needed to feel safer.
- In sure they're safe but I dont use them due to extra cost
- Dont use them
- Don't use limos
- Nothing else!
- I don't ride limos often in Calgary so I cannot answer this properly
- Rarely use.
- I do not take limousine services
- None.
- N/A
- N/A
- Same as taxi comment
- Feel safe already.
- I feel safe currently.
- N/a
- None.
- I don't care to use a limousine
- Ive never had a limo (airport to home) ride that wasn't excellent and only for a few dollars more
- I never use limousines
- N/A - I don't use limos.
- N/A
- N/A
- Never use limos .
- These are fine; however, I don't use Limousines.
- The requirements above is sufficient.
- I don't use limos

- Knowing the name of the driver, being able to book and check reviews over the app, knowing what the approximate price of the ride will be before getting in the vehicle
- Na
- I'm poor, I've never used a limo
- N/A
- Nothing. I never use them.
- I ain't rich.
- I do not use them
- Already feel safe
- N/A
- We feel safe and comfortable in sedan limousines no further suggestions thanks
- Don't use limousines
- see above
- Nothing
- Driver training - specific for driving with passengers
- I don't use Limo service. The city takes all our money in taxes.
- I don't take limousines
- I don't ride in limousines actually.
- I don't ride in them
- NA
- Limos and towncars are pretty great in Calgary. I will often pay a bit more for cleanliness , courtesy and help .
- I don't normally take limos, so nothing to report
- I rarely use them so as long as they meet the requirements
- Don't really take limos places. I'm not a Kardashian.
- Same as taxi
- I don't use limos.
- NA
- I barely do.
- I feel safe. Different purpose in my opinion. Irrelevant for taxi/rideshare discussion
- I don't think these should be allowed
- I don't use limos.
- Panic buttons and locking cabinets that store glassware
- N/A as I have never used a limousine as a normal use of transportation.
- Maximum speeds in city limits and on highways
- No comments
- Like this happens!
- I don't use limos

- Don't really use them
- Rating system for the drivers to hold them accountable.
- N/A for me. I don't use limousines
- I never use them so I have no comments
- If the cost came down I would use them more.
- Don't use limousine
- I never use limousines.
- If it was a ride share
- Don't use them
- Driver has training in medical emergency, especially pertaining to substance abuse (alcohol, marijuana, common illicit drugs)
- To know pricing ahead of time
- Never used one
- Never used one and not likely to ever use one
- I don't use them
- Not interested. Too expensive for just day to day.
- I don't hire limos
- Don't use limos
- I feel pretty safe in a limo
- Never used it
- Security cameras in driver section.
- I don't use limos.
- GPS tracking app like ride share
- Nothing
- Lol, i can not afford a limo
- Same as above
- Same as Taxi
- I don't use limos
- N/a
- I've never taken one.
- Wouldn't know.
- Not really my preferred transport...
- Interior lights
- I don't use limos
- Proper signage of being a hired vehicle.
- I don't use limousine services.
- I don't take limousines.
- Not interested.

• Dont take taxis

3. Is it important to you that the safety requirements for drivers and vehicles are the same for taxis, rideshares and limousines? Why or why not?

• Not necessarily. I don't mind if an Uber Vehicle doesn't say Uber on it so long as the vehicle and driver match what I have in the app. Yes for driver training etc. though.
• I think safety requirements need to be aware that each service has different needs and modes of operations and thus needs individual safety measures.
• Yes! It would be a comfort knowing that everyone has to keep to the same level of standards and requirements regardless of sho they work under.
• Yes. We all share the road.
• Yes, fair playing field and high standard of safety across the board.
• No, as long as they have meet some requirements it is okay. I consider ride to be the most casual, then taxi then limo. My expectations for each is different.
• It honestly does not matter to me. I feel like the world is pretty advanced so we should be able to have multiple means of getting home regardless
• Absolutely. They all offer the same service essentially and the requirements should be consistent and applied with the same rigour across the board.
• Yes, because they all do the same thing - transport people
• Yes they are all providing public transportation.
• Yes
• No, as there is no reason they should be the same.
• That depends on how "safety requirements" are defined. For example, currently ride share drivers don't need to go through the same trainings as taxi drivers do - and I think that is totally fair due to the nature of both businesses.
• Yes. Continuity is important
• It is important and should be much higher on taxis based on their record
• Yes
• No because they aren't driving around for a living
• They all are in a position of trust and safety of the passengers
• Ride share offers the ability to rate drivers so with that model it will automatically filter out drivers who are not up to standards both with driving and vehicle. I would like to see an ability to rate taxis as well.
• Yes
• Yes.

- City driver training is pointless. Some of the worst drivers on the road are taxis who have completed this. Forcing a ride share to do this is just a money grab and not effective way of ensuring road safety
- Yes, because they're meant for ppl to get from point a to b safely otherwise they'd drive themselves
- Yes, because why wouldn't they be
- No. You can't fit a square peg in a round hole. Each of the described methods described are different, and should require different legislation.
- Absolutely, it should not matter what type of service being used. Safety is my number one concern. My life is in someone else's hand while in the vehicle.
- Yes
- Sure
- With rideshare, the market decides if unsafe by poor ratings and no longer using them. The City is unable to regulate this and only adds to red tape and added cost.
- Yes - I want a clean car and good driver no matter what method I use
- No because its different
- I feel like the ride shares are safe already
- No, rideshare has a different model to pass on savings to customers. Making it more difficult or expensive for them to operate will only raise prices to consumers.
- Sure
- I think general safety standards for each is important however I don't feel they should have to be subjected to the exact same type of checks and balances. The safety standers should be tailored to each unique mode of transportation
- Yes they should all share the same standards
- Taxi drivers are over regulated and are practically in debt to the city for ever so no
- Yes. Good driver paramount
- Yes because safety needs to be the top priority regardless of what type of service being used
- yes, especially for taxis and ride share because I use those the most
- It is important that the safety requirements be the same for all taxi's, rideshares and limousines as they are providing the same transportation and consumers should have the same expectation of safety regardless of which service they choose.
- [removed]
- Yes, it should be the same
- Yes
- No, uber drivers operate on a much smaller level
- Ideally the safety standards would be the same
- Yeah, because people die in motor vehicle accidents. So all of them should be as safe as possible.
- Yes, but I think that means that the standards need to be raised for taxi's. Their drivers don't seem to care as much for the vehicle's condition as rideshares and limos.
- Yes, all vehicles should hve same steps taken to ensure passenger safety
- Meh not really

- I would feel better about taxis if it was easier to see who was driving. It is often hard to see if the person is the person in the picture and at there number is.
- Somewhat. I expect them to all have background checks. I also prefer to see customer ratings
- Taxis are not as safe. They do not pay attention to the road and I've almost been in many accidents in them b
- No because they aren't the same. Ride share is working the way it is. Do not change it.
- Somewhat. Rideshare ratings do help me feel a lot safer, I would also like police checks.
- Yes, because they are all operating a business that affects the safety of their customer.
- Shouldn't they all be the same?
- Yes, it should be standard across the board. I feel as if it's a gamble getting into a rideshare vehicle because they are less regulated.
- They should be the same because they are providing the same type of service.
- Safety requirements should be similar, but I think rideshare should not be as stringent. Bring back car2go!!!!
- Not necessarily. To be honest the rideshare company standard for vehicles is higher and that is fine. Ideally anyone who wants to drive for a taxi or rideshare or limo can take a city course, get a police check and sign up.
- Yes absolutely because they provide the same fundamental service and should abide by a similar code of standards and practices
- Yes because they are all carrying passengers for hire they should all follow the same rules regarding safety
- Yes. Because as the consumer I'm getting the same service wether I'm in a taxi or rideshare
- I think they should have a valid license, a background check and the proper insurance to cover the rider if something happens. Also a clean reliable not old car.
  Cameras in the car are probably best for everyone's sake but other than that companies can do what they please.
- Yes. All services should have same requirements.
- Nope,
- Safety requirements should be strict and rigorous. But all the money should go to public transportation.
- Yes
- Yes because they are all providing a similar service where the customers safety is in their hands
- Yes its important. Someone is transporting you or people you know and they should be able to travel safely
- Yes. All provide essentially the same service and therefore must adhere to the same standards
- Yes. Safety is easier to enforce if it's the same
- I just want the GPS option for when I'm hailing a cab. If I'm hailing one & get in, I could just put the cab # into the app and then I'm on the system.If I order one, I'm already on the system so that's already taken care of. That's the only consistency I wish to have that is not already in place.
- Yes

- No. Over regulating the industry and forcing all types of company's to do the same thing hinders innovation. We live in a free market society and I believe the consumers are intelligent enough to drive the service levels we want and need to the top. Those who are not safe enough will fail.
- Of course they should have all the same safety requirements. It was incredulous that city council voted against cameras for ride shares! I have driven a taxi for many years and feel much safer since cameras were installed.
- Yes. I want to be confident that I am safe when entering a vehicle - no matter which one it is.
- Yes. They are all motor vehicles and they need to follow the same safety rules
- Safety requirements should be the same, but only what is necessary.
- Seems reasonable.
- Limousines yes, they should be held at a higher standard since the price is higher.
- Cabs have become lazy
- Yes, the safety requirements should be the same. Vehicle inspection (annually), background check (quarterly).
- It is not important that they are the same. I use limos much less frequently, but they are much more expensive, so I expect higher regulations.
- Sure, I guess? Why not? I think that the current systems have different ways of ensuring safety. It may be difficult to regulate them the same ways
- Yes. All vehicles should be safe if using as a business
- No, because it's not the same kind of business model.
- Yes, they are all operating a vehicle so should be held to the same standard.
- It should be stricter for taxi and limousine as the vehicles are only used to drive clients
- They are all driving professionally so think the safety standards should be the same
- Maintenance report that must be done before starting shift. Have ridden in several taxis that have severe tire / suspension issues and would never pass a mechanical inspection
- I think its important that the safety requirements should be the same. As well I think there is a lack of safety requirements for them in general.
- Yes I think it's pretty important that they are all fairly similar. A rideshare is stil yes I think it's pretty important that they are all fairly similar.
- No because rideshares are better than taxis and I would be concerned that the City would try to make ridesharing more difficult to access.
- Yes
- Yes. Well it makes sense as they are all providing the same service
- Yes
- No. I think the city has maybe over regulated cabs and limos and I think drivers should be able to pass basic requirements and not spend a huge amount to become drivers, but remain accountable through ratings to continue or not. Eg. Get dropped if they have poor ratings.
- Yes, keep Calgarians safe.
- Somewhat - I do feel like taking rideshares is somewhat more unsafe due to the lesser requirements.

- No. Taxi drivers are some of the worst drivers I've ever seen...no course will make them better. I trust 100 ratings of passengers more than a course.
- I feel like taxis are part of a regulated industry and that reflects their higher cost because of the regulations a imposed by the city. Ride share is privately owned, there should me a minimum like a license but the app provides safety features. Riders should be able to choose.
- Yes. Because there should be a baseline expectation for safety.
- No. The industry is over-regulated and place unnecessary burdens on the drivers to provide a false sense of safety.
- Yes. I am making my choice primarily based on how easy it is to get one or the other, not because I want a lower standard
- Yes, safety is important
- Yes. Industry standard.
  The idea of being transported is EXACTLY THE SAME. the name is different but regardeless you get in someone elsea vehicle. Just because the taxi is painted and says CHECKERED yellow cab doea nkt make it actually safer.
- True and legitimate safety requirements should be consistent. "Safety" requirements that pander to taxi companies to modify competition are not.
- Do what makes sense for the consumer, not necessarily what's equal
- I'd say so, they all provide the same service
- Other way around, but yes
- No there should be a standard. If you're carrying a passenger for money then everyone should abide by the same rules other than limousine drivers since they are isolated from the passengers
- Yes. Same services should have same rules.
- No, just make sure they have a license and a background check and it's fine.
- Yes, safety should be for everyone no matter your choice
- Yes bc they are all providing the same service
- Yes but only insofar as the Taxi and Limousine companies/drivers adopt what rideshares offer, as I've noted. I don't need them to pass City licensing exams or display anything in their taxi. It's not important to me.
- Yes criminal background checks must be done especially considering that people can be very vulnerable why intoxicated. If a phone is left behind it could be stolen or even worse.
- I found myself liking uber more because the drivers ride their own cars and they actually care what mechanical condition the car is in and how clean it is inside. Can't say the same about taxi drivers, maybe taxi companies need more regulations to keep their vehicles maintained better and cleaner.
- You may need more training to drive a limo so that could justify differences. If the info is displayed in a ride share app it doesn't need to be displayed in the car like a taxi. I think each section should have the flexibility to have its own requirements.
- Yes, in particular police background checks
- Sure- they all provide the same services. However if you are going to make safety issues a concern between the three please put them all on the same playing field. Don't use safety regulations as a way to kick one derive out.

- Yes. I don't think the ride-shares should be able to erode the taxi business when they don't have the same requirements as taxi drivers
- Yes
- I feel that they should be equal, but I also don't think that things like 'city led training' are important to me. I feel comfortable being driven provided my driver is licensed and in a relatively well maintained car.
- Mandatory vehicle inspections - I want to make sure the brakes are in good repair and the tires have enough tread and are appropriate for the season.
- Yes, safety of the driver is of greatest importance.
- Yes
- They all seem the same
- Yes
- No because I feel like too much regulations can inhibit choice and make Calgary not seem like a place for alternatives like Car2go
- Of course
- Yes. They are all driving individuals in and around the city with other individuals.
- Not really, as long as the requirements make sense for each type
- Absolutely! Safety is about others on the roads, sidewalks, etc.. it is not just the customer's safety.
- Yes,
- No, vehicles that belong to individuals should be held to a different standard than those owned by a company. Drivers should be held to the same standard. Limousines are antiquated and don't matter.
- It is! Everyone on the road should be well trained and safe!
- Raising the bar of standards across the board. All should be higher than the next insuring safety for the passenger.
- No. Limousines require most skill to drive and I believe she should have the highest customer service standards.   Taxis are expensive compare to Uber. Taxis are not as responsive when called upon. (I don't leave bars at 2am, when I understand that there are never enough if taxis or ride shares.
- Yes, consistency as I often use a combination of all three options throughout the month. Also not making exceptions for specific transportation options.
- The only thing that matters to me is feeling safe with my driver. Sometimes but not all you will get a driver who does not speak English and is very not friendly
- Yes, high standards ensures quality.
- Yes. A private vehicle used in a ride share should have the same safety and insurance requirements as a taxi. The rides are company should be responsible for these.
- Yes, to ensure safety and fair competition.
- I think they are different and therefore have slightly different requirements for safety
- Yes
- Yes. The same level of background check and safety of the car needs to be in place.
- Vehicle for hire drivers should have greater requirements, as they are on the road longer.

- Yes-there's no reason they shouldn't be.
- Limos need to be held to a high standard as they are a larger vehicle and require greater skill to operate. I don't feel that the standards for taxis need to apply to rideshares, such as plates etc, as I don't see how they improve safety or service in general.
- Yes, why does the format reduce risk? It doesn't, so everyone should meet a basic bar.
- Yes. Safety knows no limits. It's extremely important.
- Nah. As long as they can drive
- Not really because they provide the same service but in different ways.
- Yes. Consistency means that no matter what option you choose, your safety is always a priority.
- yes - they should all have background checks
- Yes.
- Yes as otherwise then there's a huge difference between ride safety
- Yes! Too many incidents of women being assaulted by rideshare drivers. All drivers need to have road safety training.
- Yes. Regardless of the transportation method chosen, I want to ensure a safe ride.
- Yes
- Yes. High standards are important.
- Absolutely if not more so because it's a bigger vehicle with more people they always seem to be partying and making noise in areas that shouldn't be in
- Yes. They are all transporting people.
- Yes, as long as the conditions are reasonable why shouldn't all vehicles for hire meet minimum standards.
- I feel the basic items should be similar (background checks, valid license, camera on car). However car share operators are not doing this full time for the most part, so any major increase in cost would come at a detriment to the customer in the long run.
- To an extent. Limousines are less standard of vehicles so I would expect the driver to have additional training/requirements
- I feel like taxis are not safe anymore and they need to get inline with uber
- No - I understand that the business model is different across each of the diff options and there's a cost differential, accordingly.
- Yes, as they all provide the sane service, they should all be required to follow the same requirements.
- Yes - everyone should have a right to safety.
- yes
- Yes. They all have the legal responsibility of transporting people safely.
- Yes, but because the actual compliance isn't enforced beyond licensing and the city collecting permits and taxes, your process isn't very relevant. Generally these cars are no better or worse than the general public. No need to burden them with much more than the average driver.
- Yes.

- Taxi safety requirements have been in place for years. This doesn't make them any safer. A much better measure of safety is app based feedback and ratings. We don't need more bureaucracy.
- Yes. They are all offering the same type of service so should be all the same.
- Yes, rideshares should include driving exam, decals/identifying marks, displayed city license and driver picture id
- Yes, they are all the same, just a different platform.
- Yes. I think there should be more investigations regarding behavior of poorly rated drivers for all types.
- Important because they are all shuttling people from place to place and are accepting the responsibility of the well being of those inside their vehicle while they are operating them.
- Yes. I find uber drivers sometimes think they can get away with things cab drivers cannot.
- Yes, all vehicles on the road should have similar rules
- Yes. Requirements for taxis need to be more stringent. Me and so many of my females friends have stopped using taxis at night because of the very uncomfortable and sometimes scary things that are said/done.
- No, I don't care they have a city issued license plate just that they passed a background check and are subject to reviews you can see before getting in.
- Yes. Why should they be any different
- Yes
- Yes
- Yes then its all the same
- Safety yes. But honestly I think that taxis should have all the tracking and features that companies such as uber offer. It's crazy how unsafe taxis feel. If I forget my keys in an uber I can message them. If they sexually harrass me i can easily report them.
- The difference is marginal between a standard drivers licence and a commercial taxi licence. I have the same limited faith in a limo/taxi driver as I do in the average driver (ie rideshare driver).
- Yes, drivers in this city should all be held to the same standards.
- Yes, so that passengers are equally protected.
- No. The standards for drivers are regulated by the rating features on an app. Plus taxis are literally the worst drivers on the road.
- Yes. Because those requirements have been put in place for a reason and they should be consistent.
- No because taxi drivers are far less competent drivers. They are far more dangerous.
- I think it's important for the safety regulations to be uniform between all drivers and vehicles to ensure there is no misunderstanding from the public.
- Yes. My life is being trusted to them. I want to arrive safely.
- Generally yes, but it shouldn't be an overwhelming barrier for rideshare drivers
- Yes, I believe that all taxis, ride shares and limousines should have the same requirements because safety and security of my personal well being is my main priority and basic standards need to be set
- Yes. Because they provide the same service abd safety is important. The current requirements are very reasonable too
- Essentially the the same service should be the same standard

- Yes, less risk and easier to keep track of the rules
- It is important as does not matter what you drive it has to be safe. mechanical inspection and police clearance have to be in place. Eventually all perform the same service and should be no difference between them.
- Yes The requirements ensure that my rides occur without incident
- Yes, to a minimum standard with insurance
- Possibly. But I don't understand the city drivers license. A drivers license should be fine. So no, I think there are some for businesses (taxi) and different bars for rideshare (uber, not a taxi)
- Yes. Baseline safety and COURTESY to respect safety requirement and comfort before starting the ride. Something simple, like "Hi, let me me know when you have your belt on , while you're doing that how can I make the ride better, do you have a favorite radio station or how is car temperature? "
- N/a
- Yes they're all transporting people they need to be upheld to protect the people using their services.
- Yes
- Yes. It should be a level playing field.
- I think that there should be a minimum standard but I have also had unsafe drivers in the past that do not know what they're doing so I would make sure these requirements are something they are held to uphold
- Well everyone should be a good driver if this is what you're doing. I've had bad Uber and taxi drivers.
- They could vary but it seems as though they are mostly the same already anyway.
- No. I think taxis should have stricter rules because they are a bigger corporation
- Yes, but I feel like there is such a large discrepancy between taxis and Rideshares, largely because of the lack of technological advancement with cabs.
- Yes, to level the playing field..
- Logically it makes some sense but in reality I think Calgary over regulates taxis when limiting the number of plates. Taxi are only economic to operate when multiple drivers use the same vehicle, but a ride share app allows for more drivers and for a driver to operate alone.
- Yes, it should be the same for all. At the end of the day, they have to same job- to get the passenger to their destination safely.
- Yes because they are providing a similar service.
- No. The city is too intrusive in regulation of the industry. Rideshare should not have to be subjected to overzealous regulation by the city.
- Yes
- Yes. To ensure no matter which option you choose- you'll still get consistent good/safe service. Ie) Ubers feel safer than taxis to me because of the option to rate your driver and see other customer's reviews. Reviews keep drivers more accountable to provide consistent service.

- no, i feel like limousines and taxis should be held to a higher standard then ride share because when you use uber people have a better understanding of the reputation of the company unlike taxis or limos. I currently feel safer in ride share since there are location services offered in the ride.
- I feel very strongly that the Rideshare requirements should be identical to taxis and limousines, for the safety of both Rideshare drivers and their passengers.
- Yes, because the safety of passengers and drivers alike should never be taken lightly
- Yes at least to ensure vehichlesles safety standards at the very least.
- NO. Taxis and ride shares should be held to the same standards as limousines.
- Yes. All 3 are offering basically the same service.
- Yes, vehicles and drivers should be safe.
- I'm not 10% sure, I'm leaning towards yes though. Camera in ride-sharing isn't necessarily a bad thing, and I STRONGLY want accountability/ratings for taxis. I won't use taxis right now because I don't think they feel accountable for their actions/driving.
- Yes. They're responsible for our lives but half the time are reckless
- No I feel that the taxis should be required to do more since it is company owned and a lack of ownership make them less concerned with the quality of the ride.
- No
  Why not... Many Cab drivers are horribly unsafe on the road, it doesn't matter if they have a city license. As a uniform and undifferentiated service they have no means to review their service quality (or safety) or hold them to a higher standard.
  Limo companies have high standards to start with
- Yes. If they are not equal then it becomes far too easy for the less regulated service to cut safety corners.
- Yes, all should have safe driving record and practice safe driving.
- Yes, if they include a digital way to get help, submit complaints/compliments, identify cars & drivers. I will exclusively use rideshares until taxis improve their digital experience.
- Yes, it should be standardised across any transport the public uses
- They should all be subject to same or similar rules since due to the nature of their work and whom they transport.
- No - there's too much regulation
- Yes people should feel safe using any service and people should also feel safe providing any service
- Not really. The different vehicles don't serve 100% same purposes.
- No matter what I am still getting into a car with a stranger so they can all be the same
- At the very least, yes. Because they are transporting people, they should be held to an equal or higher safety standard.
- I don't feel it should be the same for ride share - it is more to be part of a gig economy that allows flexibility for everyone while taxis and limo are more career and requires more time commitment and regulation for drivers
- Yes, as far as licensing goes (or training of some sort)
- Yes, taxis have stricter rules to protect the rider, everyone should have to follow those same rules.
- Yes, everyone should be held to the same standard

- Not necessarily- to a point I want the vehicle to be in good working order and for the driver to be properly licensed but I don't know much more about the safety requirements for each.
- Yes. They are all providing the same service, why are they treated any differently? Honestly someone needs to take Uber off their high horse they are straight up exploiting contract workers and their personal assets for profit. Everyone deserves a living wage
- No - let's not all use the lowest common denominator because some don't use technology appropriately
- I'd like to feel safe no matter what I get into and not have to think about whether or not I'm safe. I just assume I am because of how many regulations there are.
- They should all be the same. They all transport people and should all be subject to the same requirements.
- Yes.
- I don't think ride shares need it look all the same in markings etc
- No, I think rideshares are different. Less regulations means more affordable fares. I feel safer in an uber because there is a "paper trail" of my ride vs getting in a random taxi
- It is important that the driver has a valid driver's license and insurance. Further than that, how is an Uber or Taxi different than my buddy down the street giving me a ride?
- No. Rideshares don't need a lot of the city performed monitoring when it comes to driver conduct, because the app measures that. Drivers should still be accountable to the city for licenses and quality of vehicle, though.
- Yes
- No. The province tests them and it is wasteful to do it again.
- Al vehicles need to be mechanically sound.
- Yes, to give me a greater sense of security when using the services.
- what is important is feeling safe. regulating across the 3 areas still wont necessarily achieve that.
- Yes,
  And Taxis are by far the worst from my experience.
- Yes. They should all be vetted, they are all providing the same service.
- Yes
- Yes, they're all doing the same job they should have the same requirements.
- Yes, I've been in many taxis and a few Uber's where I choose them as a safe ride while drinking but their driving abilities are as if they are far more intoxicated than I am
- I think the background check and the license are the most important, which all three have.
- Yes. However it is disheartening to have made a formal complaint regarding traffic safety against a Taxi, go through a formal charge, get subpoenaed only to have the charges dropped.
- No
- Yes
- Yes. I feel it should be a level playing field.
- Yes

- No, I feel as though rideshare drivers are more accountable than others via customer reviews, thus are forced to be the better more attentive drivers. Not to mention their customer service is unmatched based of this same theory.
- No, ridesharing is inherently a competitive market, that mustn't be interfered with. This is an obvious attempt to keep Calgary's taxi cartel going.
- Absolutely
- Yes it creates a standard across all platforms giving you a real choice based on preference and not safety.
- No, as long as the above requirements are met and my family can track me using an app for taxis and limos.
- Yes because they should be held to the same standard as they serve the same purpose. I want to feel as safe in a ride share as I do in a taxi.
- Yes. Equal playing field
- No. Each has a different purpose/clientele
- Safety and records be available
- No. Only condition of vehicle and driver competence matter.
  Many requirements for commercial drivers are administrative burdens to don't make a real difference. What makes rideshare safer is:
  tracked trips over GPS
  elimination of cash
  identity of both driver and passenger stored in common database
- Yes. Standardization of safety protocols and expectations means all drivers can meet the requirements of being a good driver.
- No. I don't need more requirements for rideshares.
- No, because rideshare is done by an individual when they want with their own cars, I have had way worse experiences with taxi drivers
- No, feel like ride share uses personal vehicles and will maintain them better. Taxis in my experience are generally in much poorer condition and cleanliness, and makes you question their maintenance and vehicle care.
- Yes obviously
- Yes. I think we need to ensure the people we are trusting enough to get in their vehicles are vetted and meet certain requirements.
- Yes. Safety of the passengers is paramount
- Nope. Could care less. To me, rideshare company does an adequate job of filtering drivers.
- I like the idea that all would have similar requirements; I would feel like a similar standard would make me feel safer.
- I would not say that this is important to me.
- Yes. Very important. I don't feel that ride shares are held to the same standard
- No, they don't need to be the same because they are different companies providing similar, but different services.
- Yes.

- Yes - all should be held to the same standards and expectations.
- Mostly. I only really care about a safe car and driver though.
- Yes 100%
- Yes it should be the same for all APPLICABLE safety requirements, that are possible. Such as cameras in all vehicles especially ride shares.
- Yes, they all perform driving services which should be safe
- No. The 3 really are separate, so couldn't realistically have the exact same requirements.
- Yes, it currently feels like taxis lack in that.
- Yes- should be across the board
- Yes - really it's about the police check.
- They're cars
- The cost and convenience of Uber is what I like. I don't want the coat to increase with further requirements.
- Less important for ride share because I can use rating to determine, plus app identifies them.
- Yes it is.
- Yes, anyone that provides the same service should be held to the same standards of safety.
- They should all be the same, because it's the same business
- Yes, I believe they all fall under the same category of essentially getting people from point a to b, they should all be under the same rules and restrictions. I do not like how rideshare companies are able to implement surge pricing during an increase in demand, should be same as taxis.
- Yes. I note that only taxi drivers need to have a police background check, why not rideshare and limousine drivers?
- Yes, a fair market is about offering options to consumers, not about creating unlevelled operating fields.
- No, taxi drivers don't seem to care
- Yes, so that there is no double standard as well as having a consistent level of quality and accountability.
- Yes. If people are going to be using them they should have an expectation of safety.
- Yes all should have same requirements for safety of riders and drivers.
- Yes.
- traditional taxi driver exams don't make them safer
- It's important the requirements are the same because the industry can't make exceptions BUT more important is the enforcement of the requirements and HARSH, publicly shared punishments for violations.
- as above, the ride share companies have it correct with the app and full transparency about what is happening.
- Safety for passengers, drivers should not be compromised for cost
- Yes, if you are transporting passengers you should be properly qualified.
- Important that there is a level playing field.

- Yes, I actually hadn't realized the safety requirements were the same for all 3, it has increased my sense of security in rideshares.
- Not important since we tend to use Rideshares most of the time. If you choose to reduce the financial burden on taxi services to "level the playing field"...fine, but, please don't increase the financial burden on rideshares forcing them into the same old sub-standard "traditional" taxi experience.
- Yes
- No, the driver review and feedback system used by rideshare apps is a superior method to city licencing, and the city is not capable of implementing that for taxis.
- [removed]
- Yes, I think it is important that the safety requirements be the same - for fairness and safety of all
- Yes! I want to feel safe no matter how I'm commuting.
- Yes, since being blnd, i can't evaluate the condition of the car independently.
- I don't believe that the standards can be accurately upheld between full-time professional drivers and part-time drivers. I only care that my rideshare is safe, convent, and accessible.
- Yes! They are all public transportation
- They all use newer cars so I don't worry much about their level of maintenance.
- absolutely. personally I think this city needs a big change with our drivers - I think by law to obtain a drivers license it should be mandatory to go through drivers ed program. Too many drivers are going through private registries and getting licenses not knowing proper rules of the road.
- Yes!!! Safety is important. It doesn't matter who is driving
- Being the same guarantees consistency
- Yes, should be equal
- No
- Rideshare have to right insurance for customer
- Safety is very important but the rules should be less strict for rideshares.
- Yes, for consistency
- I'd be more inclined to take taxis of they were safer. We have used them for work functions with prepaid chits and got invoiced after for fraudulent amounts from drivers overcharging. I don't trust the taxi driver and unless you take a picture of thier information you will never have a record of it
- I think all should be treated the same way.
- yes
- I do not understand the prevalence of "safety" in These questions. For most users, it's about convenience, availability and ease of use. I don't believe "safety" issues have been identified as a concern of users.

  Safety for drivers is a bigger issue. They are often victimized by fares.
- Yes. They are no different.
- Yes. Safety requirements should be the same across the board. I want to be sure that whoevers car I am getting in to isn't going to break down suddenly in the middle of nowhere.

- Absolutely. Rideshare companies need to play on the same level playing field as taxis. There should be no exceptions.
- Depends on what you mean by safety - Vehicle that is mechanically fit and police background checks for the drivers should be mandatory / consistent.
- The inspection of limos must be more rigorous.
- Should be same . If rideshare do same work taxi do. Eventhough rideshare can charge surge price when we got snow storm. That is not fair
- Yes. No matter what form of transportation you are taking all should have the same requirements. You feel safer when drivers and vehicles have met requirements.
- of course----they are in the business of transporting human beings---no matter the size or style of vehicle.
- Not necessarily. A lot of thing are done in the name of safety that are managed in different ways. For example: I think that GPS tracking, and driver Info/ratings stored in an app is much more useful than a hardcopy of a driver's taxi license in the vehicle.
- No. The city's taxi system is unfair and anti-competitive.
- Whatever my choice of ride, regulations should be the same. I shouldn't have to consider which service to use, based on differing standards.
- Yes, they should all be held to the same standard.
- No, Rideshare seems more honest and safer to me, and drivers are always more skilled at driving.
- Yes. Safety should not become sacrificed for cost savings.
- Clean drivers license and proper insurance is all I care about.
- Yes. All should have mandated training and redo training after X number of complaints, incident or collision.
- yes
- Yes, they are transporting the public for a fee.
- Yes safety of customer & driver with camera
- Yes - They are all responsible for my safety on the road and therefore should be subject to the same safety requirements. There is no difference between the use of a personal vehicle or a taxi company vehicle when it comes to general safety.
- i pretty much only use rideshare apps nowadays and have no problems with them whatsoever
- Yes. Tit for tat
- very important
- Yes it is important. Why would a member of the public use a service that has different safety requirements?
- not a big concern for me. as long as there are some licenses and requirements
- Yes, I want to know that the person driving any vehicle I'm in has been assessed, preferably yearly, for their safe driving skills, character, background checks, and vehicle maintenance.
- Yes because driving is dangerous no matter what type of car you drive
- No, as the standards for taxi's have been around for a long time, and they are the worst drivers on the road. Drifting between lanes, lack of signaling, speeding, driving over curbs. These are my personal experiences whilst being a passenger.

I have never had the same driving from a rideshare.
• Yes. All Riders should have the right to feel safe when using this service.
• They should be the same as they provide the same services and the riders' risk is the same.
• I don't know.
• I'm led to believe some rules are not applicable to taxi drivers, e.g. they don't have to wear a seatbelt. Maybe this has changed or doesn't apply in Calgary though. I don't mind either way.
• Yes. All options should have same high standards
• The law needs to apply to all. Even the PM lol.
• Yes, I agree that all 3 should go through the same process. Uber/Ridesharing is essentially a taxi service, why should they not go through the same process?
• I feel like based on the size of vehicle they are operating they should undergo further training.
• Taxis need ro be more stringent as market forces dont shape them like rideshares.
• No - I feel the taxi industry should be abolished and let the taxi drivers drive for Uber.
• I have no thoughts outside of a rideshare company should have the freedoms to execute its own set of requirements. Unless there are glaring deficiencies the city should not impose non value added requirements.
• Of course. What possible reason could there be to not have the same safety requirements??
• No, they should be a lot higher for taxis. The idea that they have any more training than anyone else is laughable. I feel safer in a rideshare than in a taxi.
• I am not sure why rideshare providers need a driver training provided by the city? Taxis and limos should have a chauffeurs license.
• Yes should be the same for everyone
• Yes
• Sure, seems fair
• Yes. All appetite same service
• Yes, they are all providing the same general service.
• Rideshares are better than taxis as you can share your trip, you know who the driver is and you can see the route. Taxis should do the same.
• Yes, because too many of my friends have been sexually harassed by taxi drivers.
• Yes, as a female I want to feel safe in any transportation I use
• yes
• No, ridshares have all the info in the app they are great
• No. They are different business types.
• Yes
• Not necessarily. I think Uber is already safer than taxis. I don't take limos.
• Because they're all providing the same/similar service. They should all be held to same standards.
• Yes
• Yes. I don't really want the car to break and for us to crash.
• As long as the minimums checked above are met I am indifferent.

- Yes all following same rules of the road.
- Don't add more restrictions on ridesharing.
- Yes they all bear the same amount of accountability for passenger safety.
- Yes so my ride is safe
- Yes because I want to be safe in all modes of transportation
- Yes. It's a ride, doesn't matter who operates it.
- Absolutely. Safety has to be the number one requirement. Generally when using these services it is because of alcohol consumption so we ar relying on a third party to ensure our safety
- Safety first
- No, I'm okay either way
- Yes, this provides a consistent condition of validated safety mindset for passengers in the vehicle through the industry.
- Yes, they should all have to meet the same requirements.
- Yes. I don't see why any service should have an advantage over another for regulatory requirements. They should all have to uphold the same high standards, especially since these vehicles pose a risk to all on/near the road beyond just customers.
- I think, the rating system of rideshares gives me a lot more comfort than getting into a limo that I have no idea who the driver is. However, it is combersome to identify that you are actually getting into the correct rideshare vehicle which can be scary at times.
- don't care
- Yes. All the same.
- Yes
- Yes
- Absolutely.
- Absolutely. All should be on a fair and level playing field.
- Yes - they are all providing the same service and should be held to the same stringent standards.
- Yes it makes sense for requirements to be in place for all persons offering this service.
- No. Provincial registration requirements are sufficient.
- I believe they should be roughly the same. I don't believe drivers should have to display their drivers license for privacy concerns, but they should have to display something to confirm that they can legally drive. Whether the ride share company, or the city do the confirmations, I do not care.
- Yes. Although I believe they should not be able to stop in traffic to pick up a fare. They should have to pull ahead to an open spot.
- Yes - they all offer same services.
- Not really. In the current system many taxis are in poor shape and probably couldn't pass a mechanical inspection if they were a personal vehicle. If rideshares were regulated the same, it probably wouldn't make things better.
- Yes. Because they are all doing the same job - getting a customer from point a to point b safely.
- I think Limousine needs more stringent rules as much different driving a Private passenger vehicle than a stretch limo.

- No. I've never felt unsafe in any of them.
- Doesnt natter to me. I only use rideshare
- Yes it is very important becouse it is the same industry but the way like right now where one has to follow rules and other dont when people use both so our saftey should apply to everybody who drive me to work .
- Yes because they are different methods of getting the same job done. (Getting from point A to point B)
- Yes, they should all be held to an acceptable standard
- Yes. Why should one group get away with not being to the same standards
- Yes, you can't trust that someone is a good driver or even obtained their license legally, I've been in some sketchy Ubers where I doubt the driver really had a Canadian licence
- They should be the same
- Yes
- No. But I am sure the city has made up its mind already by the nature of this question.
- Yes!
- no, if it increases the cost of taxis or rideshares
- Yes safety is the most important concern and its should be for any type of transportation.

  A safe and little bit late ride is always better than any mishap
- Yes safety requirements should be the same, but my experience is that the rideshare and the limousines are just safer then taxis
- No different business models
- Yes, liability.
- Yes. All providing similar service
- Yes because they offer the same service.
- yes all the same
- Not really important. The requirements listed above do not really add much to safety. In the same time this business must be less regulated and thus more competitive.
- YES
- yes, they should both be held to the same level of safety and compliance with current laws since they provide the exact same services.
- Yes. I want to make sure that the driver's have clean driving records and personal backgrounds (I.e no criminal acitivity)
- Yes. Makes it fair to all operators.
- Of course they have to be the same. The key word is safety.
- yes, all should be the same
- Yes
- Yes, there needs to be consistency. I don't like that ride share can change fares depending on the weather or demand. Taxi fares are always the same. Ride share take advantage of riders when there is high need. That can't be allowed to continue.

- Yes. They are all drivers. They should all be treated the same.
- Yes, because they are all in the same line of service work.
- Yes - as the drivers are providing a service to the public. The safety requirements should be equal
- Yes, but taxis and limos are over regulated. The rules need to be relaxed. The in app ratings replace superfluous regulation that was put in place at a time when ratings like that were not possible
- Yes, all for hire vehicles should have the same requirements. They do the same job, so alevel playing field is important
- Yes, particularly the police background check and minimum driving skills. For public safety.
- Yes.
- Yes should be similar but perhaps different standards for what's relevant
- Not really.
- No
- Yes. De-regulate the taxi industry to allow fair competition. Get rid of the plate system.
- Yes, personal accidents or factory accidents and background check are all significant.
- Yes. It should be standard across the board so whatever method I need to take I know I'm just as safe
- yes to ensure consistency
- Yes. Why have a two or three tier system? What benefit is that to users?
- Yes.   I am putting my health and safety in their hands to transport me somewhere, those drivers are accountable for that and there should be a standard level across all 3 (public transportation included)
- I think the ride share requirements should be lowered, as the Taxi industry pretty much has a monopoly on the entire market
- Yes because they are all responsible for transporting people.
- Yes
- Yes
- No, that's part of what makes taxis so expensive. A customer rating score is good enough for me.
- Yes.... they're basically the same service offering.
- Yes. For ride sharing to be an option for me I need interior cameras.
- Frankly, the whole taxi industry has improved with Uber & Lyft providing service in the city. The TAXI Industry standards should not be the tool to measure customer service, and frankly the "Livery Bureaucracy" needs to let go, as its has done a terrible job serving the customers interest.
- Yes
- They should be same for all of them since they are doing same job taking customers from point A to Point B. They should pass through same levels of police checks as other professional drivers do.
- Yes
- Yes, what's the difference between the three and why should there be one.
- No limousines are more of a private company thing and are commonly used for celebrations, not every day use.

- Absolutely. The standards for all drivers should be the same. I would use a taxi service more frequently if I felt my safety needs were held to the same standards as rideshare options. As a woman, my safety is top of mind when getting into a car with a stranger (almost always a man).
- let the company who hires the drivers decide that city should stay out of it
- Yes. They all provide the same service and should all meet the same requirements.
- Yes, I think the requirements should be exactly the same and they are providing the same service
- No, not at all. Each have their own safety requirements and mechanisms. It's a ride, I'm not asking the guy to move in with me
- The requirements should be more stringent for Taxis and limos as this is their primary source of income and their only job.
- No. I would rather ride in a less safe Uber vehicle than a perfect taxi.
- No, the burden of government rules on taxis is too heavy.
- No. Taxi safety requirements are rarely followed, whereas rideshare are.
- Yes and No. There should be consistent driver training, vehicle inspection, upkeep, and accreditation for all kinds of transit/transport companies. But the safety requirements should be appropriate to the kind of ride company.
- Yes, because I take taxis and rideshares often (approx 1X/week)
- No, taxis are an archaic, bureaucratic nightmare of an industry made less helpful by all the hinderances applied to running that model. Rideshares should be a free un-infringed option people can choose not governed by outside forces.
- Yes. This creates a healthy competition amongst the industry.
- Yes because they are the same service essentially. I no longer take Taxis as they are not as comfortable or safe feeling as Uber
- It is important so that it maintains a consistency between all services and ensure safety to all that use them.
- It is important that they should all have the same safety requirements- with that being said- ride sharing is far ahead of the cab services in this city...and one would think the cabs would have a higher standard- yet they don't and have a long way to go.
- properly trained
- Yes! They are still proving a public service and lives are important
- No taxi drivers need less
- No. Rideshares could be falling apart and I'd need to get out and push and I'd rather take them than the safest taxi. Customer service is my only concern
- Yes I believe they should be the same, they are both businesses and first and foremost it is priority to have the same standards for the safety of the customer.
- 100% necessary. Once the slippery slope is opened, why should taxi's bother with the extra costs of a 'limited number of taxi licences' and other obsticles. BTW, are rideshares an operating business and therefore pay business taxes like the other companies do???
- I think so. However, one key difference is that limousine's and rideshares might have a lower use rate than taxis. This should be reflected in requirements, however I do agree that safety is top priority

- No, it is the responsibility of the regulators to make certain the owners of each transporting business be properly adhered to.
- Yes. But not to the point where over regulation becomes a barrier to entry. Now that car2go is gone we need lots of Ubers available.
- Yes, all drivers offering some sort of service should have the same safety
- My biggest challenge with the taxi industry is the city mandated medallion program. We live in a regulated free market but limiting riders access to taxis by putting a limit on these medallions is absurd. Uber wouldn't exist if cities had gotten this message years ago.
- Yes, because they all provide a service to paying clientele, whether they be students, working class, professionals, elderly, youthful or have a mental or physical disability.
- Yes
- No, Uber vehicles are always in great condition but taxis aren't. Obviously taxis need more strict requirements.
- Yes, they should all be equally safe
- Perhaps eventually but in my experience ride share cars are in exponentially better condition than the old cabs in calgary
- Given that Canada really does not a have yearly safety inspection for older cars , it is important that cars are safe.
- They should all be equal.
- [removed]
- No
- Yes, otherwise its not a fair playing field.
- yes , equal and tough rules to all !
- Because they ALL transport me & my family which are IRREPLACEABLE
- Yes they are providing very similar services it makes it fair for both driver competition and for passengers
- Yes. Unlike cats, I have only one life.
- Yes it is important and all drivers should be background checked on a quarterly basis
- Yes , so all will be safe
- I don't think they're strict enough honestly.
  The amount of taxi drivers I've had/seen/interacted with on roads that drive dangerously, cutting people off, driving too slow on fast roads ect. Shows to me their driver training is relatively useless.
- Yes
- yes, ensure minimum level of service
- The less barriers, fees, and licenses required the better. Way overly legislated and regulated. Let free market dictate how many and where they choose to operate. Current model is an antique.
- No, all I am concerned with is if they have a licence and are insured.
- Yes, everyone should have the same set of rules so there is no advantage for one type over another.
- Yes
- consistent and fair

- Yes, absolutely. All doing the same job under the same conditions
- Yes - fairness of requirements when offering the same service.
- No, taxi company's seem pushy and negligent and should have higher standards. Most Uber drivers depend on that vehicle in their personal lives to . I feel as though Uber drivers care more for their vehicles for that one simple reason
- Yes it is because safety should be standard and there should be very similar service regardless off the type of vehicle that is driving you.
- Yes, they should all be as lax as rideshare to keep costs down
- No. Rideshare doesn't need as high an identity threshold as the app knows it all.
- I need to know that they all have valid licences, I am able to submit complaints if necessary. All vehicle operating safety should be the same.
- No, although I do feel that Taxis could follow in the steps of rideshares and utilize app's to further customer safety. I feel that the display of the license and such in the vehicle is only necessary because there is no where else to find the information.
- Yes because too many issues with people getting assaulted, robbed, ect
- Yes. They are all transporting passengers so must all be on the same playing field.
- Yes should be same level of safety assessment
- They should all be the same. They are charging fares and should be all accountable the same way. The playing field needs to be leveled. It is in favour of the ridesharing companies.
- yes because they are basically the same thing
- Yes.
- It should be the same across the board
- At the end of the day,for the ride's lenght your life is in the hand of a stranger
- It is important because the function of all three is the same: they drive on public roads transporting people. The form might be different, but not substantively so.
- Of course.
- Yes, UBER drivers are weird at times, especially at night. Whereas with taxis, I know they are doing this for a living and their are professional standards to which they are accountable.
- Yes. It shouldn't matter what kind of service they're operating, they all work with the public and should have the same requirements.
- No
- Yes. Because everyone should be protected in a similar way.
- All three essentially perform the same function - transport people. It therefore doesn't make sense to allow one service to be less safe than others.
- They're all equally responsible to ensure my safety and that I get to my predetermined destination.
- Yes because there should be a level playing field for all.
- yes. They are all the same thing depending on the level of service you would like. All should be held to the same standards.
- Yes.
- Should all be on the same playing field

- No because taxis are government issued plates and private cars are not
- Yes, all companies should be held to the same standard. There shouldn't be different tiers of safety.
- Yes
- Yes. I'm w a stranger. Only makes sense
- Yes. They're all responsible for the safety of their passengers and themselves.
- Same
- Not something I consider
- Yes they should all be held to same requirement.
- Yes. I want to know that whichever option I choose that I am safe
- everyone driving a vehicle should have to pass their drivers test and hold a license. But taxi's, rideshares and limousines have a greater safety responsibility because people are trusting them to get them from point A to B safely. individual drivers should hold themselves in the same regard.
- no it is not. if you're not going to treat all drivers the same. i don't really see the point in all the extra licensing for cabs or rideshares.
- No, I consider them all providing a commodity service. As long as the differences in what you get with each type of transport are transparent to the buyer, the vehicle is roadworthy, and I'm insured in an accident, I'm content with minimal regulations.
- Yes, when I am sitting on a car, my life is on the driver's hand
- No. They are offering different type of services.
- Yes safety is number one no matter the type of ride
- Of course . Safety is safety , no matter what the vehicle
- Taxis and limos are generally company-owned and the driver has nothing to do with maintenance. Ride share drivers typically own their vehicle and have a much higher built in incentive to maintain it. So short answer - no - they need not be the same.
- This is important.
- I don't really care. Let the free market work itself out.
- The bottom line is that safety is a function of the education and experience of the driver and the condition of the vehicle. I've seen bad taxi drivers, uber drivers, and limo drivers. If any of the other requirements listed above were effective at improving safety, this would not be the case.
- Yes because they are all offering the same service
- Very important to protect the industry and passengers- and to keep   Insurance and other costs down as well as manage Passenger expectations
- ya
- Yes, but requirements for this should be matched to that of the ride share app. Not the other way around.
- Yes, they are all same
- too many requirements make it un-affordable
- yes this should apply to all ride share vehicles and drivers your putting your life in someones hands
- Yes because we shouldn't conpromise on driver or passenger safety. Everyone is on the same road.

- Yes. The responsibility of the drivers is the same in all of these cases, so the safety requirements should be as well.
- Yes. Absolutely. Uber's seem way less secure and safe. You never know what kind of driver you're going to get. And with taxis at least expectations of a professional driver, service and car are met.
- Yes, they should be the same because they do exact same job.
- Yes & no. I believe all drivers should require same license, background check and training and all vehicles should be well maintained. Being able to rate drivers and view their ratings using apps makes makes me feel safer than getting into a taxi where I don't know anything about the driver
- Yes it is. Safety is of utmost importance to me. Since the requirements are the same, this does not have an impact on me choosing a particular service.
- Fairly. Supply and demand should be balanced with security.
- Yes
- Yes, but generally, ride share is WAY better and safer than taxis, as the taxi drivers drive like maniacs. And their taxis are FILTHY inside.
- All vehicles on the road, private or public, should have the same rules.
- Public transit and taxis keep you busy enough. Ban rideshares. Leave Limo to their riders and owners.
- Yes.
- Safely is important
- Yes. Should be strong background checks for all for safety reasons.
- No. They are all very different entities and it should be understood that backed in different ways. The end user should have the choice of service they feel suits them best.
- yes, safety requirements should be standard across services
- Yes because they are all the same underlying service: providing a means of transportation for a customer.
- They should be to try and ensure the highest level of professional service
- yes because at the end of the day i am getting into a vehicle with a stranger to take me to a location and want to make sure that both of us are safe and get to where we need to be in a timely fashion
- I don't care
- Yes
- Yes. They all provide a service of driving passengers around. The safety and training requirements should be the same
- Yes they should all be the same. Why would they be different?
- Yes because they are all performing the same service in a slightly different capacity.
- There should be a minimum required standard for all 3 since they all do the same thing
- No. The ride share app allows me to share my ride with others.
- Always safety. But it comes down to the driver them selves.
- It seems only fair that they all have the same safety requirements but with so many regulations that the city puts on taxi drivers it doesn't seem fair for Uber drivers to have to go through that same process as most of them are doing it part time to supplement another job.

- Limousines don't have seatbelts really so I already count that out for safety.
- Glad that it is consistent across the board
- The service is the same so the requirements should be too.
- If they aren't safe review would be bad. I trust my fellow consumer rather than some city officials
- It's very important for peace of mind as a passenger that the safety requirements are the same universally. That being said I've felt safe in both taxi and ride shares although I'd always choose ride share over taxi.
- They ought to be pretty close.
- Yes because if they're more relaxed for one service and you don't know about it you might accidentally take a ride from someone and be unsure of if it's a licensed operator.
- Yes I think they should all be the same as they all fill the same role in society
- Absolutely. If the City is going to sanction these various modes of transport by licencing them, then people need assurance vehicles are safe, drivers are criminally checked & tested and monitoring is performed for ongoing compliance.
- Let the market dictate.
- N/A.
- Yes, it's the same service
- Yes, they have the same responsibility. But the city should not make it more difficult for ride share in an effort to favour taxi or limo service.
- Yes. This ensures all forms of transportation are equally safe to use.
- As long as they have a driver's license and insurance I don't see the need for cumbersome bureaucracy.
- [removed]
- No, not necessarily. I don't love having the cameras in cabs, with rideshare that is eliminated as you have a dedicated profile with information and you and the driver are able to verify one anothers identitys eliminating the need for an additional photo when you get in the car
- Yes and no. I feel that ride share tries a lot more because the company they work for will shut them down quick whereas if feel like complaints against taxi and limo drivers are never taken seriously
- Yes. Safety is equally important regardless of which you're using. Plus our winter road conditions can make it tricky driving conditions for folks who come from other places, it would be good to mandate a winter driving course.
- Yes because ultimately they're all drivers on the same roads, in the same traffic, and passenger safety is important no matter what.
- No, because when I use a Rideshare, I know I am riding in a personal vehicle, and I don't think that choice should be held to the same standards as a city-licensed business like taxis.
- The requirements should be similar, but enforced by the individual companies, with oversight of the city.
- Yes. Doesn't introduce a level of risk assessment based on livery choice.
- Its more important to ensure laid safety measures are followed diligently, I find rideshares adhering to the most followed by Taxis and Limos. I believe its good to implement same parameters for safety for everyone as long as they are adhered and don't act as barriers to entry for rideshares.

- No it is not, too much regulation, too much government already
- yes, they are all drivers and should have the same rules to keep us safe
- Yes. Why shouldn't they be? They are all commercial vehicle drivers. If your vehicle is stretch like a limo I think you should need additional requirements.
- It should be the same as they are carrying passengers.
- Not at all. Rideshare is very different from Taxi/Limousine. Because riders can rate drivers it weeds out the bad apples. No need for additional scrutiny.
- No, as long as the driver/car can be easily identified so that complaints can be addressed
- Yes. Driving in the city, driving people around, everyone needs to have the same standards for driving.
- Yes, a vehicle iOS a vehicle and a driver is a driver, the same conditions and requirements should apply to all.
- Yes - I would have expected they were the same, and surprised to hear otherwise! I now feel safer using regular taxi service rather than Uber simply for the background checks.
- Not that important. Uber's driver rating system is pretty good at keeping crazy drivers out.
- Yes. Want recourse if anything happens.
- Yes, extremely important. I've been using Calgary taxis daily for the past 16 years. The installation of cameras made an ENORMOUS difference in how drivers related to me. When folks know they're being watched, their behavior improves dramatically. This is important for safety of drivers as well.
- Yes. In fact, I would highly appreciate a mechanism where we can rate taxi drivers as well
- Yes! They should have the highest standards when it comes to safety requirements. A lot of taxis and ubers I have been in can't drive very well.
- Yes. Why wouldn't they be??
- Yes- to ensure public safety across all forms of livery
- Yes. The requirements to operate legally in so similar an environment should be the same for everyone. I would be surprised if I had a driver for a rideshare who had taken defensive driver training.
- The biggest factor for me is transparency for who the driver was. When calling a taxi company I get a generic car and unless I remember to take a picture of their license number, there is never a way to follow up after the fact. I really appreciate with rideshare that it records who drove you
- it would be good to have them be relatively comparable
- No, taxis and limos are bloated inconvenient options with artificial markets controlled by supply instead of demand.
- Fairly important
- I consider taxi and limousine drivers to be professionals and rideshare drivers to be amateurs. The safety requirements necessary to provide the service should be more strict for the professionals especially if they carry out this profession full time.
- Yes because everyone should have the same standards.
- Nope
- Yes! I want to feel safe using any of these forms of transport, and not be at the mercy of a corporation that doesn't take incidents seriously.

- Yes
- Yes both people should have to pass a drivers exam and background check
- No. Rideshare is more affordable and more accessible. They dont need to be held to as strict of standards as taxis
- Yes
- Yes. Helps maintain consistency and ensure you'll have a pleasant experience no matter what option you choose.
- Yes, because nobody wants to get into an unsafe vehicle.
- Yes, the have the same responsibility in the end: to drive the customer safely to its destination.
- Yes and no. Not to the point that it limits the options. Are the same rules for rideshare and taxi going to limit the ability for one of them to operate? But yes in the sense that it could hypothetically level the playing field.
- Yes, rideshares should be able to use taxi zones without being hasseled. Taxis can be quite rude to rideshare drivers.
- Yeah makes sense
- Yes, but the problem is convoluting the process and making it inconvenient for people to become drivers. Don't make unnecessary hoops for people to jump through.
  Less restriction = cheaper fares = less intoxicated driving.
- Yes.
- Not overly. I've been in all three, and it seems that taxi drivers are the absolute worst when it comes to respecting the rules of the road; plus they're more likely to flaunt the passenger bill of rights (demanding cash only, kicking you out bc ride is too short etc)
- Yes! Because we strive for equity.
- It is important because if you are being paid to drive, you should be able to do it well.
- They should be similar but there is no need to be too stringent on regulations.
- Yes but I think that there is middle ground. Taxis may have too many requirements.
- Ride share should be allowed more flexibility they provide a more human connection!
- Yes. All need to be upheld to the same standards.
- Safety standards should be equal... most times I feel the taxis are more unsafe bc cars can be dated...
- Yes , standards should be the same for everyone
- Yes. It's paramount.
- Yes. They all provide the same service
- Yes, safety for all is an expectation.
- No, because your safety requirement are onerous, create unnecessary red tape, and don't improve safety one iota.
- No, after seeing the safety measures above I think they are too strict.
- Yes. Why wouldn't they be
- I'm more comfortable in an Uber. I can see reviews before I book, cars are cleaner, I can see exactly when they will arrive, I can share my location with a friend.

- I'd like to get home alive
- Yes definitely. This ensures a fair competition among them and as a customer I don't want to deal with different rules and regulations. All I want is to safely reach my destination.
- Safety is the most important factor
- Yes. But mostly just to ensure they are a safe driver
- Yes
- Not really. I'm more concerned about price and convenience than safety.
- [removed]
- Sure
- No
- Yes
- Yes, consistency is important to ensure healthy competition
- It depends in what you mean by "safety requirements." A valid driver's license, insurance, a criminal background check, and mechanical maintenance procedures are the minimum needed.
- Yes, it's scary that I may be less safe in a VIP level limo service or a random rideshare than in a cab.
- Yes, they all drive people, they should be regulated the same
- Yes, safety matters.
- Yes, I believe the innovations brought forward by the rideshare industry are a good idea for all modes of livery transport.
- Yes. Safety requirements should not be optional for any type of service. Human lives are on stake using any of this services
- Yes.
- Yes - everyone should be held to the same standard. However the rideshare has the layer of a multinational company so they take it a bit more seriously than the city or private taxi companies can
- Yes, all drivers should be held to the same standards.
- Doesn't matter
- Yes because you will be safe no matter what your choice is.
- Yup. It's important to have safe access to help get around the city, especially at night after a few drinks, it's important to trust your ride.
- Because they are using the same type of service. Safety firest.
- No
- Yes. We should all be safe regardless of how we travel.
- Yes, all are similar services and should have similar requirements.
- Yes so we know who we're getting into a car with, what their reputation is
- The current requirements for all categories seem adequate to me.
- Taxis need to improve their accountability to the client. They are often grumpy, rude, lack gratitude and are unaware of potential circumstances that a short distance is in fact a big hurdle for those with mobility limitations. Ride share DL Display could be better.

- Yes. I find that taxis tend to drive in a more risky manner, maybe due to the fact that they are not rated by the customer
- I think more should be done for ride shares
- They all provide the same service, they should have the same safety standards.
- Higher standard for taxi because you cannot review them
- Yes
- Yes but ride share seems much safer to me.
- I don't care about limos, but stringent conditions for ride share are important to me, because these are not necessarily professional drivers
- The safety requirements should be the same for all three to ensure the customers safety no matter the method of transportation they choose.
- Yes the same, but has some differences too. Truly it comes to ease of use in the Uber app, the rating, and the comfort. As well as safety in Uber
- It is important. As a woman I do not want to be at risk for harm.
- Not necessarily. I use rideshare worldwide and have never had a bad experience. I have never felt unsafe.
- Relatively? I don't want to impose more rules that make it more expensive. Cost is a huge consideration. Taking a cab or Uber shouldn't be expensive.
- It would make sense for them all to be the same, but if there are valid reasons for some being different I don't see why they have to be the same
- yes - make it fair/safe for all passengers
- Yes. These all perform the same function and the rules should be the same for safety of users and drivers.
- Yes, you will be alone with the driver so background checks are most important for feeling safe in all options.
- Yes, they all have similar services and should be held to the same standard
- Yes
- Yes
- Yes - it's the same service
- Yes, same across the board.
- Yes. They're similar services and susceptible to similar risks, so should have similar safety provisions
- Not really. I think rideshare is safer given the app.
- Yes - everyone shares the road
- Not a major consideration. As long as I get to where I'm going safely I don't have a strong preference if one company (taxis) have more / less training than others (uber)
- Yes to make it safe across the board
- Yes, because they are all doing the same job
- Safety standards should be similar across all platforms to ensure the safety of all people, passengers and drivers.
- Yes.

- Yes, there should be equal standards and same training for all levels/expectations
- Yes
- Yes, every public transit/rideshare should be held to the same safety standards.
- Safety yes but I don't think it should be required to make a rideshare vehicle like a taci
- Yes, there should be not differentiations between the services, the city established these regulations for taxis for safety of passengers and drivers, rideshare and limos should meet the same standards.
- Yes. I value my safe ride
- Yes. It gives you the most choice - for price, wait time, service reliability without compromising your safety
- I mean, there are inherent risks with rideshares being more unregulated - but with that, I feel they can be more cost effective at times. I know what I'm getting into with all of them, though I would hope rideshare drivers are as competent as a taxi or limo driver regardless of licensing.
- It is not. I think that limousines and taxis should bee held to a higher standard because this is their career.
- Yes— they all pick up and drop paying passengers and use the same roadways
- Yes. If a rule is safe enough for me and my car, I expect the same for a taxi.
  Or even more strict. As I'm trusting my safety with a stranger.
- Yes safety standards should be consistent
- It is not important. I think some are a must for all though.
- Yes
- Yes.
- Yes, taxi feels safer to me compared to ridesharing.
- yes, safety should always be a priority.
- No. None of these are important to me. I care about price and the driver not being able to judge me and refuse my ride
- Yes, because road safety is for everyone.
- Yes, passenger safety is important so why not
- Yes as they are all still people carriers.
- Absolutely! Why wouldn't they be the same, they are all doing the same job.
- Yes - their function is the same, the safety requirements should be the same
- Yes, they are all transportation options
- No, as it's unfair to those who drive for a ride share as a side gig to earn some extra money. It takes too much effort to go through all the same hurdles of getting a license as a full time taxi driver.
- Yes
- It is important to me, for the sake of others, that TAXIs are following their own guidelines. As they have not adhere to in the past. The vehicles were unkept, the service questionable and overall experience unpleasant
- Taxis should be more strict. Hey attract drivers that don't observe the laws.
- No. Ride share should have somewhat lower requirement.

- Yes
- Yes, rideshare is only missing cameras to be the safest option currently
- Yes.
- Yes
- Yes
- Yes, I need to know that my family and I are safe.
- I agree because it's unfair if they don't and it puts taxi drivers at a disadvantage if they have to meet more strenuous requirements.
- I think so. They're all in place for the same reasons. To protect people. This doesn't change just because you're in a different vehichle
- Yes
- Yes... however I feel ride share is currently exceeding the competitors with identifying the driver and their vehicle specifically. The have aligned incentives with their guests to provide a safe and good service.
- Yes. Safety should not be somthing i have to factor when choosing which service to use
- They are supply the same survice but just at different levels of luxury or convenience
- Yes, but not if it results in a company like Uber unable to operate in the city. This company has saved me money and time getting around to work and for social engagements. It would be nice to see every service have the same safety requirements, but I haven't had a bad experience with Uber.
- Yes. Same service and some things can't be known via driver rating alone
- No. I don't need city plates and an identifiable commercial vehicle to feel safe. The info on the app does that for me.
- Not really. I wish taxi drivers were more accountable. They don't seem to care about customer service and their own actions, unlike rideshares.
- They should all have the same requirements if they are transporting people throughout the city and surrounding areas!
- Yes.
- Yes, it is very important because the passenger safety standards for rideshares are currently above and beyond our city taxis. We have complained 3 times to 311 about taxis in a span of a year. Although the city takes these complaints seriously, riders cannot tell if they are getting into a safe cab
- Safety yes. Winter tires in a country like Canada should be required
- Yes... everyone should have to meet the same standards.
- Safety requirements yes. What I don't appreciate is that taxi drivers feel so entitled to drive poorly, park terribly, and act like they are above the rules.
- No. I am comfortable with the current level of safety for each vehicle type.
- Yes
- Yes. Safety is safety, regardless of the vehicle
- Yes. They're offering the same service.
- The city mandated safety requirements are not as necessary with Uber because they have high (better) standards for safety and security. Even with city regulations, taxi drivers are often

	irresponsible (speeding and unsafe driving) and rude. They are not rated by customers and only care about money.
•	Yes, one group shouldn't be exempt from providing the same level of safety services
•	Yes, it tells me they're all regulated equally.
•	There is a difference. Rideshare drivers are held to account immediately with the rating system whereas Taxi and limousine drivers have no real immediate rating system or process to hold a driver to unsafe situations or account.
•	Yes. Very important. They are all providing the same service, regardless of vehicle type, so the sand standards should be held to all.
•	They should mostly be aligned
•	Yes for the important items such as license displayed, police checks, city licenses, location sharing, As these are all basic requirements.
•	Yes. Car crashes are so common so safety requirements are a must
•	Yes! There is no accountability right now for taxi drivers. After exiting a taxi, passengers may have no idea who their drover was beyond a vague physical description. Rideshare apps show personal information about the driver and a GPS record of your trip is kept, I like taxis.
•	No, rideshare drivers are often operating on a part time basis to supplement their income, it is not reasonable to expect the same requirements as a taxi or limousine drivers. Rideshare drivers are given customer rating while taxi or limousine drivers are not.
•	To a degree. I don't want to die.
•	Yes, they provide the same service so should be held to the same standard
•	Yes it is important, each vehicle transports individuals and should ALL be required to have the same safety requirements
•	Depending, however have a digital record of the ride and the drivers information on a rideshare app makes me feel much safer than calling a random taxi
•	No. Rideshares should not need to be professional drivers. There should be an option for students and other part time workers to drive without huge costs. This gives riders a cheaper option that we need!
•	Yes because it sets the safety standard the same for all forms of livery.
•	No, rideshares have their own safety measures in place which are significantly more comforting than taxi's or limos. They provide numerous ways to let people know exactly where you are, and clear steps to take should you ever feel unsafe.
•	I've had safer trips in an Uber than I have had in a city of calgary taxi which is apparently more 'regulated'
•	I have no opinion
•	Yes safety should be uniform
•	Absolutely Eventually ride share will prove dangerous as they pay the drivers less and less.
•	No, because a lower price is more important to me
•	Yes, the standard for rideshare should be met across the board.
•	Yes, should be same requirements as people are being transported the same.

- Yes, I cannot visually anticipate ride shares and their potential movement patterns as I can for taxis and limos. Also rideshares have a terrible tendency to not signal, or pull safely curb-side for unloading. They also swing their doors open in the traffic lane nearly dooring people from rear doors
- No they all can be unsafe regardless.
- Yes. They are all modes of transportation and people should be equally comfortable using all of them. Additional safety measures for those carrying large groups.
- Yes- all getting into a strangers vehicle
- no, rideshare gets ratings as taxi's can do whatever they want
- All should provide the same over all sense of security. Weather it is displayed in car or electronically. In an app is irrelevant.
- Yes . You are in someone's vehicle. Anything could happen
- Yes
- Yes, I believe that they should all have the same rules.
- The requirement in place is sufficient
- Yes
- Yes. Private companies like Uber should not be able to provide a public service without adhering to the same safety standards as taxis.
- No a ride share is a ride share leave it that way
- yes. Because safety is important factor to consider a great service.
- As long as there is a choice that aligns with my preferences I don't mind what the other options are required to do.
- Should be the same for all, only vehicle grade and quality should be the difference.
- Don't think so- I think it's currently enough for Uber- which is what I use the most. City taxis are just too expensive and too slow.
- Yes. If they're doing the same thing they should all have the same standard
- Yes, they're all providing similar services, should all be held to the same standards
- Yes - evens the playing field.
- No. Limousines take more people in one vehicle and it is a specialized vehicle that is harder to maneuver
- Well as long as they're all mechanically sound with a license to operate, that's really all that's needed for me
- No. I dont think rideshares need to have identifiable vehicles if their vehicle and personal information is accessible in the app. I also dont think rideshares need to have a passenger bill of rights present.
- There should be a uniform standard but does not require same safety requirements
- I guess it's important as they all have the same job, delivering passengers
- Rideshare is the future. Shouldn't require too intrusive requirements for rideshare, but at the same time shouldn't require them for taxis.
- Yes. It should be unanimous so nobody needs "special" requirements.

- Yes, as it keeps things consistent and allows me to choose based on other values, not just safety.
- No. They provide different services.
- Yes. The highest of standards should be kept, if you wouldn't drive it why would you ride in it
- Yes, I want no difference between my options.
- no...each is different
- Yes for consistency in service and safety
- Yes, they're all providing the same basic service.
- Not necessarily but all should be safe
- I think the basis should be similar. But the method of hailing changes the importance of different requirements.
- Might not need to be identical because of how differently they work. I feel safer in rideshare knowing I have an electronic record of the driver details and that they are forced to be safe because they don't want a low rating. This makes me feel safer than a security cam with no audio in a taxi.
- Yes
- I think it is important that drivers have a background check and a good driving record because then I know I am getting into a vehicle that is safe
- Yes, you should be able to feel safe in any of these vehicles
- I only take taxis because I Only feel safe in them. Uber is too dangerous and limos are too expensive.
- No. They are different services that require different rules.
- It is important that a certain standard is met by all drivers because I want to feel safe and like I have a trusted driver. I don't care if Uber checks their drivers and reports to the city as long as there is a standard that is met.
- It would be good if the safe driving standards were enforced.
- It should be same because everyone is transporting people
- yes
- I think that it is important they all have adequate insurance and drivers licence. I ride with my friends without confirming those things, why would I be more concerned about anyone else I ride with.
- At minimum. Hired drivers should have at least as much training as a civilian driver.
- Yes, and seemingly only rideshares follow these requirements
- No, not if they are regulated by different authorities
- No - as long as people have clean driving records and maintain this I'm fine. Aka can't operate taxi or ride share is have tickets, infractions etc
- Yes. Anyone who will be performing a similar service should have consistent training, read and oversight
- Haven't really considered that. I'm not sure.
- yes because it levels the playing field for taxi drivers as they drive full time and hacve made it a career as opposed to Uber as they are part time and some are not properly trained!
- Taxis are WAY more expensive amd their customer service is crappy so the saftey is not the issues'

- Only for road safety. I.e. Road test and max working hours/times (avoid overtired drivers).
- No because the rideshare rating system is useful in eliminating the poor or dangerous drivers. It effectively does some of what the requirements for taxis does.
- Yes. Even playing field. Customer service, convenience and attitude are reasons why I choose one over the other.

  Could you imagine if the restaurant industry was as protectionist as the taxi lobby? Choice is key for customers. Do something well and you won't have any issues.
- Yes. Furthermore all who use the roadways should be safe.
- Yes, there should be standardization for all rudeshare, taxi, limousine vehicles
- Standards should be MUCH higher for taxi cabs as the driving witnessed on a daily basis is sub par. More courses and driver exams annually. It is not a ride share drivers full time job, as such it should be known it is at user discretion to obtain this service.
- Yes. Because they're providing the same service. The safety requirements should be the same.
- No. Rideshare has there own systems matching highly rated drivers. Seems this system has worked much better than that of the City as TAXI drivers are far more unprofessional.
- Yes, I want to know I will always be safe and there are standards.
- Definitely yes, rideshares are far more common so it is necessary for the safety and security of passengers to feel that drivers are not a safety issue for the passengers
- This brings price into factor. Do we pay less for less regulation? If everyone has the same rules does this level the playing field? A matrix needs to be created so the city can see the benefits to each rider pool and driver pool. Do taxis charge more but perhaps operate in some areas others cant?
- Yes. It should be the same requirements throughout to ensure passenger and driver safety
- Yes because they are dealing with peoples lives.
- Yes, rideshares are just taxis by any other definition, although they're less likely to scam me because it's easier to get them fired than it is for taxi drivers.
- Obviously want to be safe.
- Yes, every ride should be safe for their passengers
- Yes! If anything I believe taxis need better driver training because I usually feel more unsafe in a taxi than other methods.
- Maybe they should be, they do all provide similar services.
- Not really.
- Yes, I want to feel safe no matter which method of transportation I hire.
- Yes. I didn't used to think so, but I now do because I've had bad experiences in Ubers and it's such a gamble with car quality. The more I learn about the safety issues, the more concerned I get.
- No because I think the standard are too high for taxis currently and could be prohibitive to more affordable and efficient options being able to sustain operations in Calgary.
- Yes because there shouldn't be a difference in safety whether you choose one option or the other
- No, I accept that rideshare is cheaper because if independent ownership. I expect a driver to operate the vehicle safely and according to the prevailing road conditions.

- All drivers should be held to extremely high standards and have licenses revoked for repeated infractions.
- I feel like rideshares are completely different and incredibly convenient and should be exempt from the standard.
- Yes, there should be a standard set for anyone driving. The customer and driver should all feel safe.
- Not exactly, I don't feel the city needs to be as involved in rideshares
- It doesn't matter if they're the same. They could all be as lenient as the rideshare rules. Just don't make them all strict (like more rules than a taxi is bad)
- I expect Rideshare to be slightly less since they make less money.
- System seems fine. Let's not get into a nanny state with over zelous safety regulations.
- Taxi is a business, rideshare is someone's personal vehicle so more likely to be cautious, take care of ot
- NA
- Safety, yes. But don't think about eliminating Uber after eliminating Car 2 Go please.
- Yes!!! Why wouldn't they!? It is very frustrating to know that people are getting in Uber's that cost more, have less coverage, no need for inspections, and pay less in general to insurance/register but people navigate towards Uber because it is hip
- Ride share does more and because you can rate the driver and be tracked on the app it makes for a better experience
- Yes, so that no service has reduced safety in the case only 1 is available
- Yes, they should all be held to the same standard
- No, they are providing the same service.
- Yes for all drivers. Why? Because unless a driver is safe driving and is an unsafe driver, they will cause the passenger grievous injury and/or death.
- Yes, I feel the rules should be all the same for drivers and passengers so both parties are save.
- I think it should be standard if other people's lives are in your hands.
- Yes, the expectations should be the same for everyone providing (essentially) the same service.
- Yes, ensures the cheaper option is not less safe
- Yes - it is all the same service essentially so they should all be kept on the same standard of safety.
- Yes, it means no matter what option you use you can feel comfortable with that choice.
- Yes to eliminate the different regulations per company and customers can confidently choose either ride without worry of different regulations (safety).
- No - each should be treated for the type of service it is - I think app based services provide a more personal approach (photograph of driver before entering the vehicle, clear rating system)
- Yes. They are all paid drivers giving you a ride somewhere so you should hold them to the same standard.
- City should have a collaborative partnership with this industry.
- I feel more comfortable in a ride share as opposed to a taxi because it's their vehicle and they're more likely to be cautious
- Yes, but cost must not be onerous.

- Yes, I do not want to sacrifice safety for a more affordable option. It would also make the roads safer for other drivers
- Yes. Because at the end of the day, they're doing the same thing. They're driving, therefore they all have the same duty of care.
- Yes, they are essentially the same service and thus should require the same requirements.
- Yes, creates a common standard across all options. One option shouldn't be "safer" than other, they should all be equal
- Sets limits
- Yes because it should be a level playing field and regardless of which it is, it's essentially the same and should be treated as such.
- Yes, because they all provide the same service.
- Yes they should all share the same requirements as they provide the same service
- Vehcile safety requirements should be across the board. I don't want to pay for any ride and be stuck somewhere sue to mechanical failure.
- yes
- Yup, they're all sharing the same road
- As long as standards are in place for ride share services, I am indifferent as they are all I use
- Yes. It's because We put our lives in their hands/car when we get in their vehicle. Therefore, the quality and oversight of safety should be equal
- Yes. Even though I don't want to get scammed.
- No, I am only concerned about whether or not the requirements and regulations are adequate at serving the public.
- Yes, because they are all providing essentially the same service
- No.
- Yes because all vehicles are deadly weapons, they should have experts behind the wheel and be in optimal working condition
- Yes, because the public is using them and the public deserves to be safe.
- Yes, rideshares are functioning essentially as an unmarked taxi and should held to the same regulations, licensing and oversight
- No. They are different business models
- Yes, it is because I may use a taxi or a ride share depending on the situation
- I don't think ride shares should be required to do city run drivers training
- Yes, they are all providing similar services so it should be standardized
- I think they should be the same!
- Yes I believe all should be held to the same standard
- Yes
- It is important. If taxis/limos had a way to view driver ratings, i would feel safer using a taxi.
- No. I would pay less while risking lower safety standards

- No, because I have been in so many taxis that are poor drivers or don't have any clue where to go to basic points in the city. So holding that To ride share apps is not a high worry. They have license and are much better drivers and since I can track the route on my app it is much preferred.
- No.
  Ride shares are private drivers so they should have different licensing.
- Yes although limousines may have different mechanical requirements due to their size
- Not really. Rideshare has some inherent risk and should cost less when you accept that risk.
- Yes, having to choose different services based on how safe they are isn't a good factor. They should all be safe or satisfactorily safe given the client or service.
- Yes, they should all be held to the same standard
- Yes. Should be same.
- Yes so you know your ride is safe and the car is in good mechanical condition
- No- the implied difference currently in place is reflected by baseline price. You pay for safety in the taxi program.
- Yes
- Yes, there should be the same requirements for whichever option you choose
- No, deregulate the requirements for ridesharing. Barriers to entry are too high.
- The same or higher for drivers employed through private companies such as Uber
- Yes. They should be the same and should be held to the higher standard, which right now is ride share
- Of course! A driver is a driver. Should be universal requirements just a different vehicle body.
- The same requirements for taxis as rideshares would be great because I wouldn't feel limited to only using rideshares.
- I feel we have to many requirements all ready. Like a city test. Every one has a cell phone with a map gps access.
- Yes - that way there is no second guessing what requirements the system you are using has
- So far they seem to work well
- yes but with rideshare I don't care that the vehicle is unmarked as long as it's the vehicle/license plate described in the app.
- Yes because the services are near the same, therefore the safety requirements should also be the same.
- Definitely. If you are hiring a taxi, the company is monitoring that vehicle and driver. If you use an Uber or Lyft, it is not as controlled.
- No. Rideshares have more transparency just in the nature of the app design. Taxis cannot offer the same benefits, but are available to hail from the street, so the convenience outweighs the risk in some cases.
- Safety requirements should be the baseline for all so that calgarians do not have compromise safety for price
- Yes. Vehicles are dangerous by themselves and everyone should have to be competent to drive one
- Yes.

- Yes. All such drivers are providing the same service. They vary (to me) only through different customer facing options.
- Yes
- Yes, so that options for transportation are equal across the board
- Yes
- It should be more intense as they are complete strangers driving complete strangers. They are on the road more than most drivers & in horrible conditions some nights. They constantly have other people's lives in their hands and with money at stake, there should be heavier penalties and laws in place
- Yes I think so but I have not given it much thought
- yes, playing by the same rules
- Not necessarily. I feel safe in both circumstances but feel cameras in rideshare would add to safety if something were to happen
- Yes- safety for those riding, but also those on the road.
- Yes
- Yes... Because is the same type of service
- No, I like that lower requirements likely keep rideshafe cheaper
- Yes, baseline requirements should be the same. Not in such a way as to penalize one business model more than another, nor to favour one business model over another, but to ensure the public's safety (driver, passenger, and bystander alike).
- I think they should be similar. Taxis and rideshares should have more safety requirements because more people use them.
- Yes, therefore any options you use you known the driver is knowledgeable of the city and behaves in a professional manner.
- Yes need to trust driver
- Yes
- Yes. I also want to know the driver is well protected and safe.
- Yes it is.
- Yes, but it is more about the person driving and if they are a good driver or not
- Yes, one industry one standard equals fairness.
- Yes because they all deliver the same service and should have the same qualifications and safety requirements
- Yes, so then people feel safe taking any of the above listed formats.
- It is more important that the city stop it's disasterous attempt to improve on market forces.
- Yes, it's not fair that you can not rate your taxi driver. ALL drivers should have to have a criminal background check done frequently due to dealing with the public even after being hired.
- All safety regulations should apply to all drivers regardless. Having the cameras in the taxis and the trackings on the ride sharing is amazing.
- Yes

- I think there need to be some basics that all have such as good mechanical condition, clean, and safe driving history. Otherwise I feel like the business differ so they will have different needs.
- Not necessarily just because the same features available in rideshares just aren't available in the other two options
- Most of the cars in poor states of repair I've been in have been taxis, not ubers. It's important that all vehicles used for this type of transportation be in good repair
- Yes. Accountability is important. I don't believe rideshares have any accountability to authorities
- Absolutely
- It's practically impossible for the city to regulate the rules for online transportation services. Yes, it is important that all drivers are qualified and you feel safe but any city will have trouble creating similar rules for internet rideshare services.
- Annual background checks, terror watch lists, ensure they don't serupticiously use 311 to complain about their neighbors for their own unreasonable expectations.
- Yes, especially background checks.
- There's an approachability aspect to Uber, etc. that probably gets bogged down by the same type of regulations that apply to taxis. But taxi's do not have nearly the same "you own your identity, and can screw up your career if you get rated poorly" protections either.
- No - I feel safe in rideshare already
- Yes - they're all essentially the same thing, so why would one get special treatment.
- It would almost be impossible for cabs to be the same. But i would like it to feel safer, and for convenience
- I don't think you need as many safety requirements when booking through apps because you know what you're getting before you get in and can see everyone's reviews. The app gives drivers the best route so they can't get lost or deviate. The app allows you to report an emergency descreetly.
- Yes
- Yes, I choose ride share over taxi every day because they are easier to hire, have records of the car and driver and can share where I am.
- Yes. I travel with my 13 year old daughter and want to feel safe.
- I think it's important that any sort of transportation service that has individually operated vehicles is held to the same standard city wide, regardless of being a taxi, ride share or limo. There should be consistency across the board if one service is unavailable.
- Safety requirements should make sense and not create unnecessary bureaucratic red tape.
- Yes. Safety should be non-negotiable.
- Yes.
- Yes because at the end of the day they are the ones getting you home. You feel safer knowing these are the same

4. What factor(s) do you consider when deciding whether to use a wheelchair accessible taxi? (eg. price, wait time, payment option, etc.) Why is/are the factor(s) important to you?

- N/A
- Wait time!!!!!!! You wait so long for them, there's not enough in the city
- Cost, wait time, availability
- I do not need a wheelchair accessible vehicle
- N/A
- N/A don't use wheelchair accessible taxi
- N/a
- N/A
- n/a
- Not applicable
- N/a
- These do not apply to me personally
- Don't use one.
- N/A
- N/A
- N/a but way to be inclusive with this question
- Price and wait time and payment options. Not everyone carries cash and everyone's time is important
- N/a
- N/A
- N/A
- na
- NA
- Not applicable
- Not important for me
- I don't
- I Dont need wheelchair accessible taxis so I leave them for people that do
- N/A
- I've never used one
- Would not use one. Generally less comfortable
- Not a requirement for us at this time.
- I don't use wheelchair accessible taxi's but if I did the most important factor would be service time and then price and or payment options and I believe that rideshare companies should also be mandated to provide accessibility services.
- There are not enough accessible transportation options that are also price-accessible
- I'm not in a wheelchair, so I don't consider that.

- Price and wait time - there should be a city funded accessible taxi such as Toronto's wheeltrans for use inside the city and to go to nearby places such as Banff. It's too expensive and cost prohibitive to use.
- Whatever ride is cheapest is the ride for me.
- N/A
- I don't need to use one unless there are six of us. Only vans are wheelchair accessible
- N/a
- N/a
- N/a
- Taxis are more professional
- N/a
- N/a
- I don't need this survive
- I don't require accessible taxis so I wouldn't be good to ask.
- N/A
- All taxis should be wheelchair accessible, as well as accessible to those with other mobility issues, etc.
- N/A
- Not applicable
- N/A
- N/A
- Room for crutches
- Not applicable
- Not important to me.
- N/A
- Price, wait time and accessibility
- Not important to me
- N/A
- Not applicable to me
- I don't use this transportation.
- I avoid wheelchair accessible taxis at all costs since I am not physically disabled and I don't want to take that vehicle from someone who might need it.
- Not sure
- I often use a walker, and I need to ensure that it will fit in the vehicle.
- I can't imagine because I don't use a wheelchair
- Not applicable
- It is RIDICULOUSLY difficult to organize travel for folks with mobility issues in this city. Please fix this.
- N/A
- None

• I don't use
• I don't use them.
• My wheelchair folds up, so I just book an Uber and ask if they have a trunk space for my chair. The planned rout is most important to me.
• N/A
• I would say conveniance and price
• N/A
• I never want to use a wheelchair accessible taxi as I don't need to
• n/a
• I'm blessed not to have to take a wheelchair Taxi so I'm going to leave it up to you the people that do need this service to decide for this answer
• I don't need one.
• If I was with someone in a wheelchair I would choose this option. Wait time would be very important.
• N/A
• N/A
• N/a
• N/a
• N/A
• N/A
• N/A
• I have never had to consider this
• N/A
• This is not a factor for me because I am not in need of accessible taxis
• Does not apply to me
• N/A to me. From my perspective though I would say wait time. Wait times I've witnessed for less mobile users are outrageous
• Not applicable to me, but it is important to me that the city has accessible transportation for those who need it.
• N/A
• I don't use a wheelchair accessible taxi
• Price, convenience and availability.
• I do not use wheelchair accessible taxis. Glad they exist. It fortunately, we do not require them.
• Most of the time it is wait time and the size of my group.
• N/A
• I have had to use a ride share when I had mobility challenges. The ride share driver found me easier than a taxi would have. This is also a huge consideration for someone with mobility challenges.
• N/a
• Not Applicable

- N/A
- Will they help you in and out. Do they expect extra top due to extra time spent w you?
- None. I am not a Mobility-Impaired Person (MIP).
- N/A
- i never use wheelchair accessible taxis
- Not applicable.
- Not applicable
- Don't use.
- N/a
- N/A
- We use this service quite a bit for a senior family member very important that we know who is driving her when she's picked up and when she's dropped off having her senior family member safe and knowing where she is trumps all other concerns
- Wait time. Wheelchair can be folded and put into a trunk its just more convenient to have a wheelchair accessible vehicle.
- N.a.
- N/a
- None. The fastest to get home. But I will wait for a Uber over taxi.
- Not applicable.
- N/a
- no effect
- I do not need one.
- N/a
- NA
- Wait time would be the biggest factor. There are not many options for those wheel chair bound
- NA
- Not applicable
- Price and service hands down. I never felt safe in a taxi, in fact I have been attacked and a taxi driver did nothing.
- N/A
- N/A
- Safety. Wait time. Price. Because I don't want to die, wait or spend all my money.
- I don't use one
- I don't use
- N/A
- NA
- Na
- N/A
- I have never needed the services of a wheelchair vehicle.

- I've never used one
- N/A
- Ease of use, ratings, pre-booking options
- N/a
- N/A but I believe those who require that type of service should have the same level as service and consideration as regular users.
- Not important to me
- N/A
- N/A
- N/a
- I typically leave those for people who need them. Not Applicable.
- Price dint know it was priced differently.
- Time to get a ride and cost are important. Too many times I've called for taxis and it's taken over half an hour to show up. Not good when the reason you're calling them is to get to the airport. Even prebooking doesn't help. They don't care about customer service as much as rideshare
- Na
- I don't have the need for a wheelchair accessible taxi.
- N/A
- Not applicable
- N/a I don't need a wheelchair accessible taxi
- I do not need an accessible taxi so if I had a choice I would not take that one so that it could be available to someone who needs it
- n/a
- I feel safe with the taxi drivers who have wheelchair-accessible taxis when I am unwell, as I feel that they will be careful with my wellbeing, while entering, riding in, and exiting their vehicles, and that they will ensure that I get to my destination safely.
- NA
- N/A
- Not in a wheelchair
- Not applicable
- N/A
- N/A
- I don't use them
- N/A
- Weather or not I have my grandpa with me. Often wait times are far to long for him. And the cabs that are equipped often do not take the rides.
- N/A
- N/a
- N/A

- Not applicable
- Price and wait time. I would like the ride to be fairly priced and to accommodate my schedule.
- It's never crossed my mind to be honest.
- Not applicable to me
- I dont
- Never had to use one
- N/A
- NA
- Do not use this service
- None
- I don't.
- Not applicable
- N/a
- Price
- N/A
- Not applicable.
- N/A
- N/A
- This is not a factor for me as I do not need a wheelchair accessible vehicle.
- N/a
- N.a.
- N/a
- N/a
- not applicable
- N/a
- I am able-bodied so cannot comment.
- I don't use wheelchair accessible taxis
- I don't use one
- Not applicable.
- N/a
- This isn't important to me.
- N/A
- I don't think this is applicable to me, in able-bodied and have never had to consider using an accessible taxi.
- I have never requested one.
- Haven't used one
- N/a
- N/A, don't use wheelchair accessible options.

- I don't need one thankfully.
- Not important
- Not applicable
- Na
- Not applicable
- Honestly if it's the only available ride I will use it, otherwise I try and take another one.
- I look for easy accessibility and price to get me to my location. Surge pricing is an unfair advantage for ridesharing, why aren't taxi's allowed to do the same then? It should be removed all together from Uber allowing to get more money based on supply and demand. Need the same rules!
- N/A
- price and wait time
- n/a
- N/A
- N/A
- price
- If driver has to load / unload the chair and get passenger to / from entrances, then there should be a charge. If a caregiver does that, then no extra price. There should be no wait time beyond the booked time. If the taxi arrives early, that's the driver's choice, no charge.
- not important to me.
- Not needed by me but priority would be feeling secure & comfortable with the driver
- N/A
- Wait time.
- We don't use wheelchair accessible taxis.
- Would never use wheelcare accessible
- [removed]
- N/a
- Seeing as I do not use a wheelchair, this factor is unimportant to me. I do, however see how this factor could be number one for some people.
- N/A
- Known company
- I am not handicap so I do not ever utilize them.
- I don't take this into consideration
- Ramps are good to have
- n/a
- Am not use
- If needed or not
- N/a little like
- i don't require this.
- N/A, never use these.

- N/A
- n/a
- I do not need to use a wheelchair-accessible taxi, so I'd rather leave them for others.
- It is not possible to got a wheel chair taxi in Calgary. Sometimes people are waiting more then 3 hours to got a wheelchair taxi. People miss there doctor appointment. Brokeres not doing any fair service with wheelchair driver. So lot of driver don't wother to pick a wheelchair trip.
- N/a
- Safety
- Do not use this service.
- n/a
- I have never used one.
- Never chosen to use a wheelchair accessible taxi.
- I don't use.
- n/a
- Vehicle size, company or driver experience with this type of service.
- N/A
- I don't use wheelchair accessible taxis. Wait time would likely be the biggest factor.
- n/a
- I dont need one. Only if its not affecting someone that would need the wheelchair taxi. Not taking advantage
- wait time
- wait time, then price.
- n/a
- This has not been a factor for me yet.
- N/A
- N/A
- I don't use.
- Not applicable
- price, wait time
- I dont
- Not Applicable.
- N/a
- Na
- N/a
- N/A
- Reliability and cleanliness and the perception that the driver will drive safely. Honestly though the ability to book a few minutes before I need the ride is ideal.
- Not important to me
- I don't

- Don't use
- Not applicable
- I don't thankfully
- N/A
- I'm not in need of an accessible vehicle, so I wouldn't want to use one in the event another rider needed one. Although I know it can be difficult for riders to get an accessible vehicle.
- I don't use wheelchair accessible taxis.
- n/a
- N.a
- I don't require one
- NA
- N/A
- Price
- Price
- I don't decide to use a wheelchair accesible taxi. Given multiple options (such as in a line of cars) I will take a non-accessible vehicle in case someone else needs the accessible one.
- N/A - not necessary for myself
- N/a
- N/a
- Wait time, availability
- Do not use
- N/A
- N/A
- N/A
- I don't have experience.
- NA
- Lucky for me I have no experience in this
- I just use regular taxi
- I have always used Associated. Since I worked nights in the restaurant industry in the early 90's. They always made me feel safe
- I like being able to call a taxi or wave one down, price is constant and often cheaper during peak hours than an Uber in spite of perceptions. Also driver seems more legit/better screened.
- Wait time, courteous and knowledgeable, clean and safe
- n/a
- Wait time is most important concern snd ofcourse price as well
- I havent had to use a wheelchair accessible
- N/a
- N/A
- N/a

- N/a
- …
- N/A
- n/a
- i've never needed one
- Wait time, payment, price
- I don't use.
- Not applicable
- N/A
- Price, wait time, hassle of having to "book ahead" so far ahead is almost discriminatory for those with challenges.
- Never needed on
- Not applicable.
- N/A
- N/a
- Not applicable to me.
- i dont use these
- NA
- Not applicable.
- How much stuff I'm transporting g, price, wait times
- NA
- N/A
- I never used wheelchair accessible van.
- Price
  Wait time
  Payment options
- dont use
- N/A
- N/A
- Not relevant to me.
- N/A
- Being able to access the wheelchair accessible taxi with in a decent amount of time.
- I use Calgary Transit Access for medical appointments
- Haven't needed a walker-friendly taxi for a while (when a parent in hospital/required followup) but the factors considered were largely the same as any other ride decision. Most often, I choose the company that has the most amenable, professional, and helpful drivers for disabled peeps.
- Don't consider, not disabled
- Wait time, price.
- No important unless it's the most available taxi.

- NA
- na
- If I need it or not cause others who need it should have it
- N/A
- Wait times are appallingly long. This will become a much bigger problem as the baby boomers age. Debit or credit or cash payment. Not sure if this would be used if the price is too high [see also retirement fixed income].
- Not important to me at the moment
- None.
- If I am a disabled person, then is it handy for me to use? does it have seatbelts for me on my wheelchair?
- Luckily, I've never had to worry about this.
- N/A
- N/a
- Na
- Na
- Not applicable.
- [removed]
- N/a
- N/A
- n/a
- N/A
- I don't currently require their services
- Whether someone I'm with needs one.
- N/A
- N/A
- N/A
- N/A
- Price.
- Price
- Not applicable
- I'm not in a wheelchair
- N/A
- n/a
- n/a
- Im able to walk
- n/a. Whichever came first after I sent my call in is what I will take.
- N/a
- Wait time. I will take whatever taxi is the fastest.

- if i used a wheel chair i would be able to answer
- These should be saved for those who need one. If I ride an accessible taxi, it takes the ride away from some who relies on an accessible vehicle
- Price, wait time, ability to deliver to destination. Knowing where the destination is.
- NA
- I don't need one now but I have friends who do; for them, price and wait time are the most important factors.
- Price
- Not applicable
- Does not apply to me.
- Don't use them
- N/A
- I don't need a wheelchair, and when an accessible taxi shows up for me (when I order a taxi) I feel bad, since it's then unavailable for any who may need it at that time.
- Not applicable
- N/A
- n/a
- N/A
- Wait time
- price
- N/a
- n/a
- I have never really taken this into consideration.
- Three things, price, price and price.
- N/A
- no reason
- NA
- Wait time
- Price and tracking is great with uber
- if it is required for your mode of transportation
- I don't use wheelchair accessible taxis
- Not applicable.
- N/a
- Na
- Accessible transportation should be available to all at the same price.
- I do not use accessible taxis.
- Not applicable
- N/A
- N/a

- N/A
- not applicable
- Price because i'm a student.
- Have no need for wheelchair accessible vehicles at this time
- price, and wait time. i personally do not use these but it's important that people who need this access have it and get to places they need to be safely and efficiently
- I don't use a wheelchair
- N/A
- Price
- I don't specifically order one, but if that taxi is first in line when I get to the taxi spot, if you don't take it they drivers get very mad. You have to take the first taxi in the line whether it's wheelchair accessible or not. You don't have a choice.
- n/a
- I don't use them
- NA
- Never had to
- Thankfully I don't need to use a wheelchair accessible taxi.
- Not applicable to me.
- I find accessibility is extremely important as a service dog handler. I've had issues with taxis in past trying to refuse service. I have a wheelchair but have never used taxi with it.
- I do not factor into any of these. I do not have a disability
- Not applicable
- Na
- N/A.
- N/A
- Reliability, I'll use a taxi for scheduled rides in advance. Payment, I'll use Uber to avoid uncertain costs that can add up in a taxi
- Not applicable
- Not applicable
- n/a
- Not applicable to me
- Wait time - it's really hard to get an accessible taxi to come on short notice.
- I don't need an accessible taxi, so I would avoid using it so people who need it don't have to wait longer.
- Availability. My family has tried numerous times to use this service with mostly negative results.
- N/A
- Not Applicable, never used
- Not applicable to me.

- Not sure as I haven't had to use one. But I would imagine the price and wait time would be major factors.
- Not applicable
- I'm disabled and use a walker, someday likely a wheelchair so I feel the price and all other conditions should be the same for all, able or disabled.
- I don't use a wheelchair, but, if I did: affordability, payment options, and wait times would be critical considerations--more so than for the average user.
- N/A
- N/A
- N/A
- N/A
- N/A have never used one
- this is not a service I require. if i did, price, wait time and payment options would ALL be important.
- I don't consider it
- I have not considered this because I do not wheelchair accessibility but safety, hospitality, and ease would be important.
- N/A
- NA
- Wait time
- None
- N/A.
- N/A
- No knowlede. Never needed.
- Na
- I don't yet require a wheelchair
- Not an issue for me. I don't use a wheelchair
- Have never used.
- These sometimes cost more so I may opt to use a regular sedan taxi instead.
- I do not use them.
- N/A
- I don't ever do this.
- I don't
- Price is the big one and wait time is the other
- N/A
- N/A
- Never ask for one
- N/A
- N/A
- NA

- I don't use these
- N/A
- Na
- I dont
- Do I have a box that won't fit in a trunk? Then yes, I'll ask for a wheelchair taxi.
- I dont use wheelchair taxis
- N/A
- Doesn't matter
- N/a
- N/A
- Not applicable
- Not applicable
- I consider how long it takes to book. How limited cars are available. Whether it is 100% necessary or can someone assist with the chair and person or is a lift required.
- Wait and accessibility
- I have never used a wheelchair taxi
- Na
- N/A
- N/A
- I have never considered it.
- NA
- Price. I don't want to pay more
- N/A
- N/A
- Na
- N/A
- N/A
- Whether or not I have someone with me who needs accessibility.
- Not applicable
- I'll use one if it's available sooner but it's not a requirement as I don't need accessible transportation.
- N/A
- I don't use this service
- N/A
- Safety
- Price and wait time. Price is important to keep this particular service accessible to those with disabilities, but wait time is just as important. A wait time that is too long at a destination that is not the users home can cause injury from the cold or from sitting on hard surfaces for too long.
- I've not needed to but I have used larger taxis for large family numbers

- N/A
- NA
- N/A
- It's never been a factor
- Not applicable
- N/a
- Dont use wheelchair taxis or taxis.
- N/A
- N/a
- Not applicable
- N/A
- NA
- Na
- N/A
- Don't. Purely convenient. First in line.
- That they arrive exactly when required if not earlier to allow for time to get in.
- Not a consideration for myself
- Not important to me
- Availability
- Na
- NA
- Not applicable
- I do not require one. However, when I have quite a lot of stuff to move I will book a large taxi van instead of an Uber. Since most taxi drivers will have experience with lifting and help with loading the veichle.
- Don't use
- N/a
- N/A
- Pricing, wait time!
- I don't use these.
- N/A
- I don't require wheelchair access.
- None
- N/A
- Nothing
- N/A
- N/A
- Not applicable to me

- Not required.
- N/A
- I have not needed to use an accessible taxi.
- N/a I do not require wheelchair accessible taxi.
- N/A
- N/A
- Will it actually show up. Will the driver be helpful.

  My friend in a wheelchair has bern stranded so many times because the vehicle never showed up or the driver refused to assist him. This is super common.
- I don't consider this as I don't use them
- N/A
- I don't use a wheelchair but if the price is the same I will use a wheelchair accessible vehicle
- This does not apply to me.
- N/a
- I am lucky enough to not need one
- Not applicable
- N/A
- Fortunately I do not need wheelchair accessible vehicles
- N/A
- Don't use
- N/A but I use to ask for wheelchair accessible taxis ahead of checker cabs and their bike rack program. Super handy program.
- N/A
- N/A
- I don't use a wheelchair accessible taxi.
- wait time/availability
- Wait time then price
- N/a
- Na
- Thanks God I don't have to use that specialized service, but if they are right there available why not to use it? I guess is same price and have same payment options so, it's matter of wait time.
- I haven't had the need to use a wheelchair accessible taxi.
- N/a
- I never considered one as I don't know anyone who has one
- N/A
- I don't use.
- N/a
- N/A

- N/A
- N/A
- NA
- Just what is available.
- n.a
- Availability
- I don't need them so I don't use them
- I do not use
- This is not important to me, but for people who do require this - I feel they would likely enjoy ease of service and payment options to be flexible
- Never
- N/a
- N/A
- N/A
- This does not impact me
- Sorry I dont require an accessible taxi.
- N/A
- N/a
- NA
- Haven't had to do that.
- see above
- When I have asked for one for a future time I was told by 2 cab companies that they dont pre book. So ride share it was!
- N/A
- Na
- None
- If it is necessary to use one (I.e. luggage), wait time and cost are necessary.
- N/A
- n/a
- I don't think about it.
- Not applicable
- Payement
- NA
- NA
- N/A
- I do not consider any of these factors, but price would be something I'd consider.
- I haven't had any particular need for one to use, but I wouldn't not use one of it came by.
- I don't need them but my friends who use them have terrible experiences with wait times. The wait times seem very unpredictable.

- NA
- N/A
- I don't require one so I probably wouldn't take it
- Availability. They are rare! Wish there were more.
- NA
- Wait time. The price should not change.
- Not applicable but should meet all standards
- Necessity.
- N/a
- N/a
- NA
- N/A
- NA
- N/A
- N/A
- Equitable access.
  I should not wait any longer than the wealthy couple w the dog !
- N/a
- N/A
- I don't use a wheelchair taxi because I don't need one.
- N/A
- Not applicable
- I don't. No accessibility concerns for me personally.
- Ability to track my driver on an app. Knowing exactly when they will arrive.
- Wait time. Usually these taxis are more reliable when booked in advance so last minute trips are not super available when you have a wheelchair.
- I don't request wheelchair accessible vehicles at this time and hope that those remain available for people who need them.
- I do not, as I've never had the need to.
- N/a
- If the only option is available I will use it
- N/A, I don't need a wheelchair accessible taxi so I can't say.
- The only time we take a van is when we have a lot of people travelling together, I don't need anything to be accessible personally
- I am fortunate enough to not need one
- Not applicable
- I don't require wheelchair accessible taxis.
- This has not been applicable to me. But for a family member who is handicapped she finds it important to be able to book ahead and rely that the driver will be on schedule.

- N/a
- N/a
- Not applicable to me
- I don't use these.
- N/A
- Not applicable
- Never had to use
- I would wait for a different one.
- I don't use this service
- Lowest price
  Ease of payment. Eg. App.
- Na
- Not applicable to myself.
- N/a
- None - this is not applicable to me. I would hope that an accessible vehicle isn't being used for people who do need it. They should always be available to those that require them
- I was on a wheelchair for 4 weeks- I took an uber and the ride share driver was super kind and helpful
- N/A
- I do not have accessible needs.
- Don't use.
- Avoid at all costs since I am not in a wheelchair I don't want to take it away from someone else
- N/A
- n/a
- N/a
- N/A
- Not applicable
- I have never had to do this
- NA
- I don't consider it
- NA
- Wait time
- Na
- I don't use wheelchair taxi.
- N/a
- N/A
- Na
- Does not apply.
- Price

- N/A
- N/a
- N/A
- I'd likely prefer not to use a wheelchair accessible taxi as someone else would likely need it more than me. I'd expect it to be more expensive but they definitely would need to arrive faster. Handicapped persons are likely to have less available time on their hands.
- I do not.
- Not applicable.
- N/a
- Availability - if something else is available I'd rather leave that vehicle for someone who needs it.
- N/A
- N/a
- NA
- Price, wait time, payment options.
- N/A. I do not use wheelchair accessible taxis.
- N/a

5. Consider whether you, or someone you know, has experienced issues with a vehicle-for-hire. Is there more The City could do to improve the issue to make the customer/driver relationship better?

- Better driver training
- I've regularly been verbally harassed and accosted by taxi drivers
  They've regularly driven unsafely and I don't trust them
- Not that I can think of. I, or anyone I have known, have never really had an issues with taxis or rideshare. The drivers have always been professional. If I could suggest anything it would be better gps for rideshare. Tends to lay out the most wayward route from point A to point B.
- No
- What I like about rideshare is that I know I have booked that vehicle. Taxis take too long or if you called never show up. Only issue with rideshare is they avoid some pick ups in the suburbs
- Being able to know the cost of the trip in advance.
- The black cars/limo service minimum price of $65 needs to be changed, it's too high
- No
- Yes. I rarely use taxis because they are so much more expensive compared to ride-share. I think finding the right balance - but not overly protect the taxis by holding the prices high is more beneficial to Calgarian's everyday lives

- Rideshares have better oversight of their drivers. This makes the passenger feel like the safety's in place would work when needed.
- Better response to complaints. Work on training on communication as employees often present as apathetic if you have any concerns
- Do a better job of making sure taxis drivers actually know how to drive
- So far all has been good with the exception of drivers using cell phones and thereby breaking distracted driving laws
- No issues.
- The policy that only Associated cabs can pick up from the airport is ridiculous. By the time I can finally get into a cab there (sometimes over an hour wait) I'm enraged by the process which isn't a good way to begin a 30-45 minute interaction with your driver.
- I've never really had too many issues
  Except for drivers who don't go speed limit.. the longer I'm in the car the more I have to pay...
- Maybe some courtesy training for taxi drivers. My experience has been largely negative due to their rude and obnoxious attitudes.
- Yes, there should be a requirement if a trip has been pre-booked for the company to honor that commitment and a fine if they don't. The company should be held responsible for honoring the commitment they made when a trip is booked with advance notice.
- Have taxi drivers rated individually. Decrease or eliminate licencing fees for taxis and let the market decide how many cabs should be on the road and follow an Uber pricing model to get more cabs out when demand is highest. The most unsafe unpleasant experiences i have had are in cabs not other
- Taxis don't have easy reviews to see. You get into the car and don't necessarily feel your opinion on their drive is heard
- Only issues i have are taxi, better apps, make sure pay machines are operable before the driver.can take a fair
- I think for the most part taxi drivers arent encouraged to provide a good service because it's a company not an individual driver
- No
- Not aware of a major issue, and nothing comes to mind.
- If there was a way when using taxis to easily identify retroactively which driver or vehicle used would make the process of forgetting items or filing complaints easier. With rideshares, all that information is tracked for you, but for taxis, unless you are in a clear state of mind, is hard to do so
- The city could get out of the way.
- Pass legislation prohibiting companies from not allowing a customer to request the same driver. This would help the customer to build a trusting relationship with a particular driver.
- Better quality in training program and also and ensuring that the drivers can communicate in the English language as there seems to be a lack of training and quality of new drivers regardless of whether there taxi or rideshare drivers.
- A higher income or benefits for taxi/Uber drivers so that they can access therapy.
- Police actually acting on sexual assault allegations instead of just taking the report and not persuing it. The Uber driver who assaulted my friend is still driving for them.

- Have a separate no. For Complaint s
- [removed]
- Never heard of an issue
- Drivers are fine.
- Unsure
- N/a
- There should be a display in every vehicle as to what our rights as a customer are and what we can do if there are issues.
- I have run into issues with taxi drivers telling me they don't have change for a $20 bill when the ride costs maybe $12, so you end up having to give them a huge tip all because they claim they have no change. This is their business, they should have change or go get some.
- N/a
- It is pretty much out if the city's control. I find it hard to believe that some taxi drivers or the vehicles have passed city requirements/ inspections.
- I or haven't heard of or experienced any issues with a rideshare app before.
- There are always going to be issues in life so anything you can do to create avenues for resolution available is best.
- Customer service
- Ban Uber and Lyft.
- Taxi drivers refusing to transport you based on thats not where they can get more rides easily and dont want a longer drive.
- Zero tolerance for harassment (from driver or rider)
- Cabs taking parking spaces without paying downtown. They have designated spots.
- No
- Stop placing restrictions on rideshare and forcing people into situations where they don't have equal choice.
- Surge pricing!!! How does the city allow them to charge more when they feel it's necessary? Taxis have a maximum rate, why not ride share? The city allows them to rip off its citizens. Either stop this or allow taxis to do the same. They also have too many cars, not an equal playing field. Why!!!???
- Yes. I have had taxi drivers fall asleep at the wheel before. This is why I never drive with them. At Uber or a limousine service they would lose their ability to drive.
- Again, enforce the no-phone-use while driving rule. Penalize it heavily. Perhaps require ride share drivers to learn and pass some level of knowledge of the city. They shouldn't be relying on the app to navigate to well-known major destinations
- Get something like car2go back.
- Provide more options
- No that's not on the city, that's on the private companies.
- I don't like using taxis because they have no upfront cost so I worry about having the right money to pay the driver.

- I don't trust taxi drivers due to lack of transparency. The ride-sharing apps give me more knowledge and power. I have had taxi drivers falling asleep, taking suboptimal routes, charging way more than I thought the ride would cost, and taking hours to track one down when I needed one
- To be honest I didn't know the city could do anything for me so this is exciting news
- No, rideshare has customer support. Complaints should be taken seriously by the private business. Why is the city getting so involved in something should be just private enterprises?
- I had more issues with taxi drivers and limos, maybe focus there?
- I'm general I find rideshare drivers to be much more customer service oriented, perhaps this is related to in app rating system. I mostly avoid using taxis now as I find the experience to be lower than rideshare and don't always feel safe or appreciated.
- Requirement to pre-warm customers if credit machine is down. Failure to do so means the taxi can't charge for the ride.
- Yes, do better screenings of employees. I was touched inappropriately by a cab driver.. and then another time hit on. I don't feel safe as a women riding alone in a taxi. Teach drivers not to compliment customers, what's appropriate to talk about.
- Perhaps a bit more enforcement on the driving of taxi cabs. I've always felt safe with an Uber driver's driving but I've almost always felt uncomfortable with how recklessly cabs drive. Whether I'm in the cab or on the road with one. Cabs do a lot of dumb driving.
- I think for any of these services there needs to be somewhere to report unsafe driving or interactions with the driver. If a driver is getting a number of complaints then there should probably be a point at which their license is suspended or they are no longer able to operate that service.
- I take Uber 90% of the time and don't have issues
- Unsure. While I know it is not the city's jurisdiction, I do not like the monopoly of one taxi company at the airport.
- I can't think of anybody who I know who's had issues
- The most problems I experience is drivers either not knowing where they are going or they take the long route to charge more. Maybe have a city gps program they have to use to take to most direct route
- Advertise that citizens can call 311.
- Marketing campaign to tell people how to safely complain without impacting their ability to use that service in the future (eg low rating on app). I think people think they are on their own in a transactional relationship with easy company.
- Women that I've known have gotten creepy/unwanted comments from drivers before. Maybe a "secret shopper" program to monitor drivers safety practices/behaviour?
- Only issue we had previous was ability to get a cab away from airport or city centre, but ride share fixed that.
- I use ride share at least once a month and have not had any issues. If I did, I would provide my feedback regarding the driver via the app. Up to them to change because of they have bad rating, nobody will use them.
- In recent years I have not had as many issues as we used to have. I think having Uber come to the city has helped with that. The most recent issues I have had is that I don't feel like the driver is driving safely (too fast, following too close).

- No.
- There was a time when a driver claimed my group had dirtied their car, when no such thing was done. I've since been taking photos of the interior when I leave and have had no more problems. A security camera would solve this problem with falsely accusing people and also catching unruly riders.
- More taxis should be available
- I have never heard anything bad about ride share. i hear daily from peopl on how taxis had tried to rip them off or take different routes including their aggressive driving
- Open the market to drive competition.
- Really screen ethics of taxi drivers in this city. Friends and I have been screwed over because taxi drivers get greedy
- No never has any issues in an Uber
- No if anything the cities is constantly constricting small business and entrepreneurs to make an extra Buck by having to bide by some ridiculous laws
- Ensuring drivers accept credit card payments and have working gps
- I have NEVER had a concern safety- or service-related with rideshares. I have experienced incredible inconsistency and poor customer service from Taxis. They to be held accountable. Get rid of the contracts and get rid of the limited number of drivers. Open up competition and modernize business.
- Price caps.
- All of my friends and I use rideshares such as uber and always love it
- Enforce the requirements on taxis. I've been in a taxi where the driver was smoking, for example. Not a clean and tidy interior in that case.
- I have never had a bad experience with an Uber. My only bad experience has been with taxis. Often the driver is rude, the car is dirty and smells, payment options often don't work, and the expected tip is ridiculous for taxi. And often they don't know where they are going.
- Issue is with Taxi can companies and their culture. Industry is in decline and the reason is obvious; a monopoly created an environment that never gave clients a real voice. Now that there is real choice, clients can reject the common negative taxi experience.
- Yes better parking availability for companies like car2go. That service has prevented me from having to buy a car
- I have felt taken advantage of by taxi drivers before, where they have clearly not taken the most efficient route to my destination. I also have had taxi drivers refuse to take me home from down town when I used to live in Mckenzie Towne.
- An app would make it easy to review drivers. And be safer for the drivers with the ability to review passengers!
- Taxis that refuse fares because of length (driver doesn't want short distance rides)
  Unsafe drivers
- Na
- N/A
- I think there needs to be clearer regulations around items that are lost or left behind. Whether there is a central location to retrieve like taxis or if you can be charged for retrieval like Uber

- I don't think so.
- None known
- Payments over mobile greatly improves the customer driver dynamic. Without mobile pre payment, drivers spend the whole ride begging for tips. This creates a very strange power dynamic that only becomes a problem at the end of the ride when I need to sit in the driver's vehicle exchanging money.
- Make them more available.
- Identification.   To confirm not imposters.
- I've had issues with taxi drivers taking wrong directions or longer routes to try to get more money. A program that shows the route to the destination holds drivers accountable for their routes.
- Transparency about licensing, insurance, and safety. Visible certification and information about this certification would be very useful.
- Training, testing, enforcement around driving too closely/breaking too hard and cell phone use
- More Van taxis in Calgary
- Online complaint process with follow-up (even a quick non-auto email letting me know issue is being addressed would be appreciated)
- Most people don't wish to phone 311 or be able to remember the drive name / plate number. I've had more negative and unsafe experiences in taxis because the reporting mech is outdated, slow, and more difficult to accurately report due to the onus being on passenger.the app system allows easy feedbac
- I once had a driver lock me in when my card failed on the first try. It worked the second time, and everything was fine, but it drove home how vulnerable a woman travelling alone is.
- Not really. This is down to the conversation and attitude of both the driver and rider. I don't think the city can control this effectively. I've never had a rude driver.
- Driver ratings.
- I have had no issues
- i have had friends get driven to the wrong place, which is terrifying. there was little follow up on what happened to the driver
- Not applicable.
- I haven't experienced this
- Police checks. Safety training. For ALL drivers.
- I travel frequently and use taxis or ride share. When I travel with my family in a taxi, it is frustrating that a charge is assessed for extra baggage when requesting a van. I need the larger vehicle to move car seats, strollers, etc. This seems like a family tax.
- N/A
- I love the steps you're taking competition is good for everyone and it's simple to get a ride. There's just no excuse to drink and drive anymore The City of Calgary is actually saving lives with their efforts in this area
- I like the ability to rate drivers and report poor operators
- Individual driver rating feedback. Makes both customer and driver accountable.
- Enforce the taxi system.

- I have not run into any issues using vehicle for hire so far.
- Yes. Taxi drivers often take longer routes and have tried to drop me off at the wrong destination. This has never happened with a rideshare.
- Have a complaint line when taxi companies overcharge fairs. There is no reason why there should be a $20 variance when expensing the same route from the airport to my office.
- The city has almost zero impact on the relationship between customer and driver.
- Don't mess with the current ride share rules. Don't cave into the taxi lobby.
- I have multiple times. Most taxi drivers dont care about breaking the driving laws or having safe vehicles. They will just laugh at you when ask them not to speed in school zones.
- More competitive options.
- The city should have the oversight to ban errant drivers from providing such a service if the driver is found to be non compliant of rules.
- Prefer fluent English speaking
- Take complaints and accusations seriously. Don't let the ride share company deal with the issues on their own. Other forces need to be involved or there is no accountability. Such as the police. It is not simply a "refund and move on" situation.
- Protections for uber riders (especially females late at night!!!)
- Have Taxis follow a similar model to Uber. Two-way accountability where the driver can easily report you (via an account in an app) if you cause problems, and likewise you can easily report the driver if they cause problems.
- Yes, taxi companies just want to scam you and the drivers are usually rude. I have also been way over charged and called out a driver for trying to take advantage of myself and my friends. I prefer the ride-share drivers because they seem less shady and the price is known upfront
- Stop Uber drivers from being sketchy
- There are not enough taxis and they often don't show up when you requested. They also don't always know where to go. Having the ability to see who they are and where they are when coming to get you would make it much easy to deal with them.
- I have never had a problem with companies like uber. Not one. The cars are always clean and feel safe. I dont like how they pay their employees.. getting practically below minimum wage... but the product is better... despite the ethics.
- I have been in two collisions inside a taxi. Both drivers were poorly trained and made silly decisions before and following the collisions.
- I only gave had sub-par experiences in Taxis, but those were before they had to compete with Uber.
- No. Like I said before, just talking too much.
- Yes. The city can make the rules harder for companies like Uber to operate if they do not listen to feedback.
- I'm not sure if the test is the same for taxi and rideshare but I find the rideshare drivers tend to be more care-free and I generally feel anxious with their driving ability vs. being in a taxi. That being said, as my experiences are not controlled it's a very subjective view.
- As someone who's has had an issue, it would be good to see some sort of immediate assistance provided - ie: not serious enough to call 911 but not have to wait on hold with 311. Maybe a Dedicated safety phone line that you can text when in a difficult situation

- N/A
- Taxis frequently do not show up to a call or are unavailable during peak times
- No
- I have experienced no issues, nor have I heard of any from my circle. Sometimes you get duds, and they make you uncomfortable. Sometimes you're a dud and make people uncomfortable. As long as no laws are broken, chalk it up to "life"
- [removed]
- No, it's a consumer business, if they don't preform well, that's on them if the customer stops using it
- Just ensuring safe day to day driving practices. More often than I'd like I have felt afraid riding in a vehicle for hire because of excessive speed or unsafe driving habits.
- Not sure
- Fare price for taxis should be consistent and not influenced by the drivers route or traffic conditions.
- Nope
- Yes. The driver should always speak English so that it can be understood. If there is a language barrier, it should be indicated on the car (taxi) or the app (rideshare). Better monitoring and harsher punishment for bad driving skills. Ie. cutting people off/speeding/illegal parking
- More intense regulation of cab drivers. So often they take advantage of riders, they should have to follow GPS routes. Riders should not be responsible for shouldering costs of drivers' mistakes if they get lost or take an Unnecessarily long route. There is no accountability with cabs.
- Realtime display of route options and pricing in the passenger compartment
- I've had issues where trips are rejected by a taxi due to it being more economical to take other passengers. Rideshare the driver accepts the trip without knowing the details. This prevents some users from being stranded.

  I've been stranded during peak period due to not enough taxi on the road.
- I've never had an issue.
- Deal with the sexual harassment by taxi drivers.
- Most common issue has been taxi wait times.
- Friends who felt unsafe during a vehicle-for-hire ride. Bad or inexperienced, erratic driving, inappropriate remarks to passenger (sexual), driver inattention/incompetence, lack of obvious identifiers at pickup, lack of familiarity with Calgary destinations, other serious safety/ security issues.
- Not yet.
- Please make there be an app that can give ratings/feedback for taxis. I have had issues with ride-sharing and by leaving a low rating and writing up a descriptions the issue was resolved and I felt good as a customer. I do not feel good riding taxis when they feel so anonymous once you get out.
- I was in a taxi who backed onto someone's hood of their car because he didn't look around. Then asked me to lie for him
- Non

- Every time I have used a taxi in this city the driver has either been rude or unsafe, and always have tried to rip you off. If you require Taxis or taxi drivers meet a service rating standard (force a review system and a mimimum star rating) then you will see happier customers.
- I have known people who have gotten in accidents while in a taxi, and they end up completely screwed over. They have had to go through extensive physical therapy that is uncovered because the taxi insurance does not apply to the driver. I'd be terrified to be in an accident in a ride share vehicle.
- Give some accountability to taxi companies for refusals and lack of availability.
- N/A
- Gave up using taxis as they were driving round and round the blocks downtown to make rides longer and more expensive. They should be driving a direct route. I've called them out when they do this and have had to tell them to get back on a direct route.
- Some drivers lack basic communication skills with their passengers which can lead to getting lost, fare disputes, drivers who misunderstand being taken advantage of etc. For driver safety I feel like they should meet a minimum requirement for communication and other soft skills.
- Also mandatory front dash cams to hold.the drivers accountable. Also spot checks on cabs to see if drivers are too tired or impaired. Also lots of these drivers are reckless on the road and need to be monitored either with passengers or some other way
- I've called for vehicles that didn't show up. Dispatch could have handled these situations better.
- Some taxi drivers can't help themselves to try and make a couple of extra dollars. When I give my location from the airport and they ask "Deerfoot or stony?" When it should CLEARLY be Deerfoot ($50 versus over $100), it's predatory. There needs to be trust
- Accountability from The City that the government will equally value the rights of the driver and the public. Sometimes the driver is at fault, sometimes it's the passenger. Rights to hear both sides and protect both parties are important.
- I have been in a taxis that was in a car accident - I don't think the city could have helped that situation. I like being about to rate and review and get to choose. It also provides more incentives for drivers to be excellent and provide a better guest experience
- I don't but the cleanliness of taxis being poor has been something that friends have experienced
- My Uber driver was falling asleep at the wheel. It was during stampede and he was working too many hours trying to make lots of money but put me at risk. There needs to be Stricker rules for these drivers.
- Until this survey I didn't know I could call 311 to report complaints or compliments. Perhaps this could be better advertised
- I don't know how you can make safer drivers, but that would be most important
- No - the city should get out of this industry all together, my taxes should not be funding a 5m boondoggle department (yes I realize it's the taxes I pay for using services)
- If taxis had apps like Uber where you can put all the details in, see info on the person, see price before you accept and have it pay with your credit card through the app, id feel better using taxis. I feel taxis are safer but Uber is just way too convenient
- Need to make sure taxi/ ride share services are readily available in the winter. Uber has helped a lot with this since they came but can still be hard sometimes.

- Allow valid ride sharing, with driver's license and insurance requirements the same for all.
- Yes, the city could follow up with Customers when they make a complaint. My friends taxi driver was arrested for dui after hitting 2 barricades. Left him with a concussion and the City told him there was nothing they can do.
- Complaints are pointless, taxi companies protect poor / rude drivers
- The variety of options avoids long wait times as was the case years ago. Car share is equally as important and should be replaced as soon as possible. To understand some of the reasons why please see: https://www.cbc.ca/news/canada/calgary/car2go-calgary-1.5341687
- Nope. What you have is perfect
- Safety for lone females, none of my friends who were in a scary situation were able to identify who the driver was because there's so many taxis around
- Invite more options/competition
- Cab drivers can get away with a lot more due to the anonymous nature of the ride
- I've had limo drivers go through bags in the back, cabs that are literally falling apart, cab drivers who hit curbs and garbage cans, not to mention the abhorrent abuse of traffic laws and safe practices.
- Hire more english speaking drivers, and ensure that all ridesharing drivers have passed a competency and customer service course.
- Whenever I am driving my car, I am always wary of the taxis. Almost every time I have been involved in a traffic incident, it has been a taxi at fault. They drive recklessly and ignore the rules. I am especially careful around taxis when I am a pedestrian. They often ignore crosswalks or pedestrians
- Taxi drivers seem more entitled to be less pleasant. I think the city should have an app where we can rate them.
- Some drivers do not know the city
- Make it easier for people to become ride share drivers.
- Cab driver giving false information in an accident and wrong insurance to myself and police
  Tampering with the dash camera to try to place blame on me instead of himself
  Make these people accountable. I see the same driver downtown all the time
- Make is so ever trip is tracked with a GPS on a publically available app. THIS is what makes
- Customer service coaching.
- No
- No up to the company and customer not the city
- Ensure driving ratings and comments are more openly visible so to make the driver more accountable. So if there are bad reviews they have an impact on that driver to rectify behaviour or no longer get customers. Consider having multiple ratings for drivers. I.e. attitude, cleanliness, driving etc.
- Someone I know was raped by a cab driver. Never reported it because there was no way to track who her ride was. Taxi should have that service like Uber.
- I've had taxis refuse credit card or interact payments and insisting I pay cash - I think being able to pay through an app like rideshare companies might reduce the chances of drivers doing stuff like that

- Have not heard of any issues
- I don't think there's anything more the city can do. I think rideshare services operate well in Calgary and I've never had any driver/customer issues.
- I have heard of rude taxi drivers, taxi drivers not finishing their trip, etc. The city should take this seriously.
- Issues with taxi drivers claiming only cash is accepted and declining customers who cannot oblige. Legally they are required to accept all payment methods they advertise.
- Not sure what that is
- None
- For a cash receipt to be possible as you can't prove that you have paid as there's no cameras in rideshares or limousines.
- [removed]
- It's often a personality thing. If you are not happy with your job, don't do it.
- No
- I've never had anyone I know have an issue.
- Get rid of taxis. They are the most unsafe drivers, are overly aggressive and you can't provide feedback so they have no repercussions
- Just try and provide as much transparency as possible. The less amount of "he said she said" the better.
- Ensuring the companies are providing enough support to their drivers. Often in cabs I have experienced the debit/credit machine not working. Would be nice to have a city regulated app which you can pay for taxi services like ride sharing companies. Uber there are many which require driver training.
- I've had no negative experience taking taxis. Except maybe when we have extreme weather and people jump the taxi line.
- Allowing innovation to take place, taxis with variable fairs and archaic hailing systems are outdated and seem to be unnecessarily protected by municipal government.
- I think things are actually pretty good right now.
- I think anyone working with the public should have diversity training so they know not to make sexist, transphobic or homophobic comments if they choose to make small talk, including drivers.
- I stopped taking taxis because the drivers seem untrained and unsure of where they were going. Train them on getting around the city!
- Make is easier to report bad drivers and reward good driving behaviour.
- Sure! Taxis should be have rating like rideshare. Is the best way to avoid bad service.
- Drivers too often on personal calls with headsets, shouting in non-Canadian languages. English MUST be spoken clearly. Accent reduction? Unwillingness to help with groceries, grunting with reluctance when asked. Not checking in upon arrival for pick up.
- taxes should be required to provide an app with the same features as ride share companies. price up front, driver/car reviews, safety features built into the application.
- Other than licensing and training I would think this should fall into the lap of the supplier and the customer.

- I do not think so. The 311 complaint system seems to work.
- The largest problem is taxi's not showing up for pick up or not finding the pick up location but I do not think there is anything the City can do to help with that. I'm not sure why rideshare is much more reliable in that regard.
- Moved to using rideshares rather than taxis because we tired of taxi service that's not as convenient, higher priced and often not clean. As with many retail services, taxi services need to adapt or die. The City doesn't choose winner or loser services, rather the customer does....as it should be.
- Better feedback and knowledgable to all patrons 5 star ratings
- Phase out taxis. City involvement in individuals hiring rides for themselves should start and end at policing crime.
- Never heard of anyone ever having an issue with ride shares - loads with taxis though.
- I am not in favor of ride share. I believe that it is better to have taxis and limo service only.
- Better communication between taxi drivers and customers to make rides feel comfortable.
- Ensure that all options are (or continue to be) on the same playing field. This means that taxi's receive no benefit above rideshares - A customer should be able to freely determine their method of transportation once minimum government mandated safety issues are met by all of those choices.
- N/A
- There should be a panic button for the driver & one for the passenger as well.
- These taxi drivers are out of control. They stop wherever they want, park in areas with rush hour parking restrictions, swerve in traffic, double park. I have no appetite to use a taxi.
- I will be honest another large reason I do ride share is most of them have a more appealing hygiene. there have been many taxi's I have taken that their drivers hygiene is poor. It's a small confined space and I think it would probably help. alongside safety, good driving and friendliness.
- I am not aware of any issues
- N/A
- Need more focus on rideshare right customer service right insurance thk
- None that I have heard of
- Force taxis to have a rating system as uber does. Tracking and records of each ride sent to your email immediately as well.
- I think the driver/ passenger interaction is based on any number of factors that are specific to the circumstances and out of city control.
- I've been ripped off by numerous cab driver. Things like driving 20 kph below the speed limit. Taking wrong turns. Running the meter the moment they show up outside.
- No, aside from offering protections to drivers. The rarity of issues surrounding passenger "safety" in relation to service use indicates this is not a current problem and it's already managed. Technology obviously helps both drivers and passengers in this respect.
- Let you know the outcome of their investigation.
- Rideshare hubs. It can be difficult to find your driver when using ride share apps, especially if you have no idea what a 2014 XYZ looks like.

- Consistent enforcement and public awareness.
- More enforcement on taxis - a better (app-based?) reporting system linked to the driver. Taxis are still refusing rides, trying to scam riders (e.g. debit machine "not working") - this is not a problem with rideshares.
- 311 is overburdened with too many varied concerns and response quality and time widely varies. There should be a dedicated ombudsman office for handling passenger issues.
- Main problem in Calgary is that broker didn't answer phone. There is no business in calgary. Still people need to stay on hold for 10 to 20 min. Can reach pickup location within 5 to 10 min. Customer end up is frustrating on driver.
- My friend says her rating goes down every time she uses. She commutes about 2 km home to work and back. Based on my conversations with drivers they don't like short trips so they block customers with 1 star. Make it balanced for drivers and customers. It's sad to see someone Is unhappy where I paid
- Taxi drivers need better driver training and are rude
- I have read where people have mistakenly entered vehicles that are neither taxi's or rideshares so all vehicles need to be easily identifiable.
- a good command of the English language and knowledge of the city is imperative.........
- No. I think the City should minimize its role in the customer driver relationship to the maximum extent possible.
- One issue I have faced with taxis is that they do not take the cheapest & quickest route. With Uber, you are locked into a price, which is nice. Taxis I have taken, have made wrong turns, which has led to dramatic price increases.
- Stop placating the taxi industry and let the market decide, if people don't want to use them it is because their service or business practice sucks.
- Taxis are notorious for cheating fares. Uber tracks and is essentially prepay
- Nothing to add here.
- make it competitive via allowing rideshare apps like it is now, not like it was in 2015 when uber/lyft etc were banned and we had no choice but to ride in scummy taxis
- I only take taxis. Same as my friends
- not really
- I have found the surge pricing is unpredictable. Even a small amount of snow can triple the cost of my ride home--the same distance as my ride there.
- Recently the cost of taking a taxi from the airport is extremely high - the meter was set at $8.30 just for entering, even though the passenger bill of rights on the window still only says the amount of $3.80. I was overtired and upset when I thought the driver was trying to rip me off.
- Bring back car2go
- De-regulate, and the free market will take care.
- N/A
- didn't know where they were driving too.
- I don't know of any issues.
- We have booked an oversized cab that did not show up and we almost missed a flight.

- Customer complaints/issues communicated to taxi companies are not resolved and passed off. Whereas ride sharing apps have increased awareness and action on complaints.
- Have a procedure that a complainant can learn the outcome.
- providing feedback to the customer or driver, to educate them both.
- Maybe improved training as to how to handle an accident. Our taxi driver drove away from an accident without asking us if we were ok. Continued to drive us to our spot and then still requested I pay.
- No issues
- No. All issues have been around taxis and not ride share.
- Previously working in the bar industry I had many issues getting taxis to take customers who were intoxicated. This created a serious safety issue and feel that taxi drivers should not be able to refuse for this reason to keep drunk drivers off the road.
- Better screening on cab drivers. They are quite often a hazard on the road for not knowing or willfully disobeying road rules.
- Transparency on what happened after it was reported. We see taxis doing dumb stuff all the time and you don't get any idea as to whether the complaint has been ignored or if a fine was levied.
- We stopped using taxis because they proved to be way more unreliable and much more expensive than rideshare programs
- Taxi companies are difficult to contact and deal with if you accidentally leave something in the cab. You can call for a cab easily but calling to report an issue or register a complaint is like pulling teeth.
- Keep out
- Bad driving habits need to be reprimanded immediately through mandatory driver education. Erratic driving just to get to a fare needs to stop. Blocking a lane of traffic just to pickup/dropoff needs to stop. These behaviours should be fined.
- Taxis in the city are not professional. The drivers are generally unpleasant, talk on the phone while they drive and don't attempt to make conversation. Drivers should be trained in customer service and have a good knowledge of the city, many of them don't know where they are going.
- Having driver info inside the taxi has been a great help by ensuring drivers be held accountable for their actions.
- Taxi drivers often seem like they are trying to drive up prices by the way they drive
- Very one should have an app
- This is more on the taxi companies than the city, but if the taxi companies had an accurate app, I would use a taxi every time. The only reason I use Uber, is because I know when/if they're going to show up.
- n/a
- Regulating pricing
- For taxis, I would like to be able to see the driver's route beforehand and understand the cost before entering the vehicle.
- I try not to take taxis because they are much more expensive then ride share. Plus the ease of use for ride share is way better.
- Send cab drivers to an etiquette school.

- No
- Lower the requirement for Uber driver's to Class 5 license only. Currently it's for 1,2 or 4 classes only
- Provide validated proof of:
  Proof of driving history
  Proof of driving competency
  Full and complete all sectors police check
  Ensure that the driver is familiar with canadian road common sense and rules of the road.
- This survey is biased. It only reflects safety and totally ignores other factors. Therefore the results will be biased
- I think security features like cameras go a long way. Riders need the right to request (and recieve) access to such footage. Passengers and drivers should be made fully aware of what data are collected (by cameras, apps, etc.) and how such data are used to make informed purchases.
- Ensure rideshare vehicles are more easily identifiable.
- Driver didn't know where to go.
- Always had issues with taxi. Late or no show. Over priced. Have had them not log the trip and take cash. Very dishonest.
- Customer attacked by driver. Who is financially/legally responsible?
- Advertise that the public can make complaints about Uber drivers to 311. Get them to stop stopping in traffic lanes and bike lanes.
- Mandated training on driving rules, and display exceptions that are granted to taxi/rideshares. Like double parking.
- Yes - more female drivers and camera/audio surveillance.
- Rideshares are doing better because many of the taxis are dirty, not mechanically fit, and the drivers are not that good. Many of the taxi driver's do not know where they are going well, they are on their hands-free phones, etc.
- 99% of time it has had nothing to do with the city.
- Require the use of GPS so I don't have to navigate for them.
- Dont make customers pay for parking tickets if they're using a vehicle for hire.
- Have the uber drivers take classes for coustmer saftey and so on which the cab driver take
- Sorry, I'm not sure about this! I don't use taxis much anymore, but I used to use them a lot. I never had any issues, the guys were super!!
- I just hope taxis remain an option
- An easier way to record when a taxi rives away because they don't deem your trip worth their time, especially late at night.
- Only issues I've had are the lack of available taxis during Stampede. And we got in a taxi to go to an event downtown and the smell of BO in the cab was terrible. We've never used that cab company again and generally use UBer and have never had a cleanliness issue.
- I have found that the customer service from taxis has continually decreased with the odd exception. I have switched almost entirely to ride share as a result
- Uber provides more safety than taxis.

- No comment.
- Yes if there is a dedicated helpline for such transports where a user can call for feedback or complaint. Every vehicle can be given unique ID visible to customer so that no delay in finding the person or company
- More accountability for the taxi drivers
- N/a
- Offer refunds when drivers 'long route' their trips and force extra mileage charges. Discontinue use of 'on-board' GPS systems (in-car and taxi trip systems are notorious for long routing). Google Maps is the most efficient.
- Improve customer service for taxis and not an expectation of a tip. It should be earned not expected. No smoking from drivers (even when there are no passengers in the car).
- If it is not about breaking the law, it needs to be handled by provider company
- ...
- strongly enforce laws with taxi drivers and make it easier to pay by card
- Yes. Actually punish drivers with multiple complaints and offenses.
- n/a
- better training and oversight of the driver by the city, not just the rideshare company
- Yes, customer service. Since they are serving public they should be more careful with how they converse to passenger, some can be rude.
- There was that woman who was dumped during out last snowstorm. I will never take a ride share. A year or so ago, we took a taxi in a snowstorm and it cost us $40. If we'd hired an Uber it would have doubled because it was a snowstorm.
- Make sure your drivers know the city! Once had a driver not know where riverbend was. I don't mind showing them the way, I do mind telling them what quadrant. They should know that already.
- Yes - personal experience. Rideshare driver - Uber - would not return my cellphone that I left in his vehicle. Google tracking indicated it was still in the drivers car and had traveled over 200km that evening. The rider refused to give the phone back to me.
- Mandatory apps and ratings in app.
- Not sure, I've just stopped using taxi's after repeated negative experiences. The rating system of rideshare apps generally prevents such problems.
- Yes. Why not actively promote female and other companies providing rides specifically females and the most vulnerable of citizens having physical or other challenges. As of now, one has to really search to find these options.
- Issue when there are restrictions on access or price surges at popular times or around popular venues. Restricting price surges around events like Calgary stampede or new years would be good it's ok maybe a marginal amount based on demand but not hundreds
- Pre-paid fares. The argument over the price at the destination is why I don't use taxis. Also, taxi drivers are just rude. They don't even open your door for you anymore.
- Yes, more stringent driver testing for all new drivers.
- Not the a city problem more of a company problem

- ensure scheduled pickups are guaranteed and not cancelled at will due to their convenience. Penalty for missing a scheduled pickup. Ensure you can always reach dispatch for taxis, even in busy times of the year.
- Yeah cabs take long routes if you're intoxicated or they lock you in if you don't pay cash
- I've heard of more issues with taxi than uber .
- Ive never heard of any issues. Car 2 Go leaving is a huge issue though.
- Not aware of any.
- Interior cameras
- The City should back off, they are resisting change, and need to let go. Technology has allowed a better service to be provided without the bureaucracy of government
- They should be capped as I have seen them sitting in downtown occupying loading zones as well as other parking spots. I have seen them occupying entire loading zone in front of Harry Hays building on 4th Avenue side. They should not be allowed to sit at loading zones for hours together.
- No comment
- A GPS system that helps to navigate to where we are going, or have the drivers pass a city road knowledge test Every year.
- have more taxis available, dont make hundreds sit at airport for hours let them go and pick up fares, i have asked drivers from airport and they have been there for 8 hours sometimes, how does this make any sense
- N/A
- No, the city should stay out of it completely. I have had very positive experiences with Uber customer service, and some much-less-than-helpful experiences with city cabs. Cab customer service is awful.
- N/A
- Yes, abolish all cab companies.
- Work with rideshare services to ensure complaints get looked into/logged properly. Maybe share data about ratings/complaints to provide higher degree of confidence. This would be a good incentive to avoid complaints.
- Get rid of taxis.
- Ensure that taxi drivers are familiar with the city, the main routes, and the construction zones on the roads. It would also help if there were regular taxi drivers serving hospitals & medical facilities, & hadre had additional training to deal with elderly/ill/disabled peeps.
- How about actually enforcing complaints against taxi drivers. They are the problem, not rideshare.
- Everyone I know has experienced issues. The issue I have experienced more often with cabs is that the driver may not go the right way if I am not paying attention, at least rideshares have GPS
- no
- More accountability on taxi drivers for lost and found. I once had an Uber driver contact me the next day to return a friends purse he had found in his backseat while Taxis have never returned lost items. Taxi call centres are also hard to get through to.
- Tracking and accountability of all drivers is crucial, ensure that drivers are maintaining a safe experience for the user.

- Distraction is the number one issue I see and closely followed by poor customer service. The city can put in tools and training...but human factors and behavior will be difficult to change in this industry.
- yes
- Rideshare and taxis they're not in equal playing field why rideshare can have any amount of vehicles but taxis have a freeze don't understand I'd like someone to explain if possible. Way too many cars less money for drivers has to be regulated like everything else.
- Photo confirmation of WHO is supposed to be driving. by app or however, but definitely confirm this isn't some sleazebag
- Reward customer service with lower fees?
- Helping those in the business of transporting people: that the drivers all be made acutely aware that they are in the service/hospitality industry - not the do as we do because we can do   as we please.
- Every driver should have the same meter rate and bylaw, overall the driver should be trained properly and all the rules should be fair to both
- Stop fighting progress and work to ensure the needs of Calgarians are met. Standardize the rules for all paid transportation options. Eliminate the medallion program and create a level playing field for all.
- We experience issues continually with ACCESS CALGARY shared ride program. We find them difficult to work with as they are reluctant to be even somewhat flexible when dealing with mentally handicapped individuals. It appears they are not accountable to a supervisor from the City of Calgary.
- [removed]
- N/a
- Ride share has been amazing. Taxis not so much
- Na
- Not that I can think of.
- [removed]
- Not arriving or late, should have
- cameras and driver must disclose passengers name before entry
- Yes -more visible logo/signage/decals/license plate stating this vehicle is a Ride Share vehicle
- There were none working seatbelts and the car sounded like it was having some mechanical issues I'm not sure about at the time of the ride once your in your in. Perhapse some kind of vehicle inspection with licence renewal taxis have their yards/maintence facilities but rideshare it's on the driver
- The issue was the driver's reckless piloting of the car. It was a rideshare, so I rated him poorly. The City can't do much about bad drivers.
- The city should have more livery enforcement officers on the road at all times. As a road construction worker my life has been endangered more times than I can count due to poor driving skills from cab drivers and I feel that when I call the cab company to report this that nothing is done.
- Client service at the taxi company is less than cooperative

- proper driver screening and help button on app
- Generally driving in a taxi sucks. I've had much better interactions and experience with ride-share type vehicles.
- Never had an issue.
- Not sure
- No
- Have an online rating website to track drivers' ratings and customer satisfaction level.
- Taxi companies should be required by law to provide accurate wait estimates.
- Provide independent complaint line. Taxi companies never follow up.
- I find taxis more expensive, I am not sure if they have apps to use but if they modeled the ride share I think it would be beneficial.
- I believe allowing for a rating system to be used for the taxis would be great. I don't feel that complaints are really taken that seriously.
- followups with the reviews submitted to the city, and the commission following up with the driver to improve or lose his license
- Better signage alerting who to call inside cab and what to record eg driver number description etc
- Help the accessible drivers. Their costs are a lot higher than regular taxis but they don't get any breaks, they get less fares and have higher maintenance costs.
- price
- I am not a fan if rideshare. It takes away business from taxis.
- Regular and mandatory inspections
- Drivers who do not know the city are scary...I like that you can see the route an UBER driver is going to take.
- I won't use them because they don't pay their drivers a living wage whereas taxis do.
- Let the free market prevail.
- Standards of conduct for Drivers, including refraining from insulting or interrogating passengers (questions like why to you live so far from your job; Why would you live so far away from downtown/airport/where the drivers think they make money).
- Taxis that don't show are one of the reasons I use rideshare and limos. Finding a way to hold taxi drivers accountable would make it better.
- Regulate the rideshares the same as taxis and limousines.
- Seems pretty good to me.
- The companies should keep themselves in check, the City can only do so much.
- None. Way better than taxi
- Taxi service here is a rip off Uber is constantly cheaper
- Taxi could find Heritage Park
- Taxis seem to often take longer routes in order to drive up their fare, which is unethical.
- I have never had an issue with rideshare since I began using it. Always had issues with getting a taxi in the past. Long wait times, cabs not showing up. Rideshare is my preferred option.
- Issues with taking fastest, most direct route without prompting or requesting.

- eliminate the livery. & the taxi license monopoly.
- Regulate mechanical roadworthiness and ensure interior is clean and free of significant damage
- Taxi driver being rude. There should be a rating system for taxi driver in the taxi that passenger can rate them before leaving the taxi.
- Annual vehicle exam
- Rudeness. Don't think the city can improve that though .
  Also , the refusal of driving a passenger for short distance . - city should forbid that
- My God, young people being ghosted by taxis is rampant. My kids use my Uber account if they need a ride - Uber doesn't ghost. But taxis? They are very selective and force people to drink & drive since they don't want to pick up. I don't want puke in my car either but taxis have NO accountability.
- I did not know about the ability for file a complaint through 311. This does help.
- I don't believe nor have I experienced any issues with a rideshare that I haven't also had with a taxi.
- Yes, cab driver took the call from dispatch and I had to wait TOO LONG! Turned out driver dropped of prev passenger to the opposite side of City and then picked me up from the opposite side - about 45-minute wait!!!!
- I dunno they are fine, just too many cars on the road
- not really dont need more city involvement
- keep track of validations more than 3 suspension of licence
- I had a significant challenge with getting affordable vehicles for hire at peak times.
- No. It's up to the rideshare provider.
- More transparency around rules.
- On big events like stampede and hockey games, city should design a safe pick up and drop off zones.
- Taxi drivers are not held accountable and that needs to change. The number of times I've been refused a ride because I live too far or too close has led me to only use rideshare. Reporting to 311 solves nothing.
- None.
- Have used rideshare LOTS, and never any issue. Unlike the taxis where I sometimes fear for my safety as they drive like maniacs.
- City of Calgary please ban rideshares, and leave limo alone. Pedestrians need your help.
- Honestly the worst was calling a taxi and it never showing up. Repeat calls to the company "ensured" they were almost there. It's frustratingly difficult to get a taxi outside of the downtown core.
- No
- worked well the first time it came to Calgary.   There should be no restricted access to areas, Ie airports
- hard to get taxi, not knowing cost in advance, no tracking for taxi. city had too few taxis and artificially limited competition, i am glad we have uber now

- Educate people to act less privilaged. My problem is with most of the people I hear complaining about their drivers not the drivers themselves. People need to get a damn education and learn to treat other people better.
- No offence but these are all really poorly worded questions.
- Make availability better.
- Make it easier for more ride share companies to come into market
- Drivers should know the city well. Numerous times turns were missed, a longer route was chosen over a shorter one. Usage of navigator instead of asking for directions from a customer. So many times I was asked for the directions, but frequently it was not a route I usually take.
- Most issues seem to be their navigation systems and being able to see the location of the passenger. Hard sometimes to meet the driver. Once in the vehicle there are no issues.
- n/a
- Penalize taxi drivers that refuse fares
- The city is over regulating how people can create an additional revenue stream for themselves. Allow businesses like this to flourish
- Taxi cab driver rip you off by taking wrong routes. I've had my gf kicked out of a cab cuz the driver wouldn't listen to her how to navigate the one ways downtown. In winter. In the middle of a park cuz he got lost.
- Taxi drivers, even after all this time, still seem to subtly pressure customers to pay with cash, and act inconvenienced when you want to pay with a card, which is not something they are supposed to do.
- If a driver charges a cleaning fee evidence needs to be provided to the customer.
- Ban taxis. Bad service all the way around
- Better driver screening. Although someone can drive safely and have been certified doesn't mean they give a good service to the passenger. I can't how many times I've dealt with a passive aggressive taxi driver in Calgary, the bill of rights seems pointless when some drivers refuse a service dog
- Prior to Uber, certain peak periods resulted in unacceptable wait times. Uber seems to have smoothed this out.
- No. Rideshare companies provide good followup if any issue with driver
- N/A.
- Bring back Car To Go, they had fair regulations and they didn't take advantage of their employees. If we want to have a successful gig economy In Calgary we have to set a precedent that underpaying staff and giving them no benefits is unacceptable.
- Nah
- No issues
- Yes, make sure all taxis are safe vehicles.   Some of the cans I get into cannot pass basic safety. The biggest difference between ride sharing and taxis is the quality of cars and the attitude of drivers.
- More accessible locations for pick up/drop off. Such as at the airport, there are only 2 zones for the WHOLE airport and I've seen many people having to lug their bags around to try to get there where cabs can be anywhere. It's unfair.

- Re-test their driving abilities
- I am most dissapointed that car2go has disappeared due to our regulations and bylaws. This is a massive loss to non car owners and folks who share cars.
- Follow up on complaints. I complained about a bad experience with a taxi driver and never heard anything. I've had far more issues with Taxis than rideshares.
- I have dealt directly with the rideshare company and had my problems dealt with.
- The only issue was prior to introduction of rideshare, taxis could be very hard to get and was left stranded numerous times waiting for a safe ride home. Much better now.
- Should discourage Taxi syndicate to harass customers, whether its pricing to behavior. Have strict complaint and effective feedback mechanism, enforce safety and city regulations in all forms of vehicle for hire.
- I have never heard of an issue with rideshare, but I hear about bad taxi experiences all the time
- maximum fare rates should be set by the city, TNC should pay more towards the city infrastructure that they use to conduct their business.
- Just the usual stuff like the debt machine is broken. Taxis having an app like rideshares to handle the transaction would be nice.
- I haven't had any issues but it would be nice to have another rideshare options such as Lyft.
  But I would be nice to have something similar to Car2Go. It's a shame it didn't stick around. I need another way to get around the city than renting a car for the day. It's expensive.
- Quit comparing Rideshare to Taxi. They are very different
- Basic human interaction training. I've had an Uber driver not listen to my direction and take me 25 minutes in the opposite direction because they were listening to God. That is highly unacceptable.
- I'm located near the University of Calgary, on a number of occasions I have had to explain to taxi drivers how to get to the U of C area from the airport, I now use a sedan or Uber...no problems. Most taxi drivers in Calgary have little or no English language skills, written or spoken.
- The customer service and service options with the regular taxi companies have improved significantly since Uber has come into the market. I'd hate for Uber to leave Calgary and have our taxi companies return to their lack of service.
- Taxi drivers try to take advantage extending routes with wrong turns. Rideshare has directions on phone for fastest routes.
- Ha. Well, more taxis, less ride sharing :)
- Yes, see my comments above.
- Sexual harassment by drivers in both ubers and taxis. It's a huge issue and needs to be addressed immediately.
- More accountability through the city — 'strikes' before they're 'out.'
- N/A
- An agreed upon route and cost ahead of time based on traffic and the route. When individuals do not know the city, stories of them being taken on needlessly long rides for a higher fare inevitably come to light.
- There should be mandatory recording of which drivers respond to which calls. For example if I call the taxi hotline and they dispatch the driver it should be recorded. We've had issues with lost items

- or rude drivers and when filing a complaint the cab companies said they don't know who was driving.

- I've had issues with an Uber driver being rude and inconsiderate - but I don't think this could be regulated with bylaws.

- Driving car2go out with erroneous fees and caving to lobby groups without competing on transit options has driven us to have to get a car rather than use alternative carbon lowering options. Backwards progress.

- Haven't had issues

- N/A

- I wish there had been a reporting system to escalate the issue my friend had in the Uber. After the company did not help her, we resorted to sharing the driver's picture with friends so they didn't get in his car. There has to be a better way for tracking and resolving issues like this.

- Education to driver and rider.
  That it's not ok for a male driver to flirt with a female passenger when they are alone in a car

- Nothing here

- I think there is a historical hostility with the competitiveness of taxis, which has only compounded with the popularity of rideshare. I did not know that you could call 311 for issues - this is information I will use in the future.

- 98 percent of feedback to me is that rideshares are cleaner friendlier rides. I have heard reports of speeding drivers in Lethbridge, I've encouraged the riders to report to Calgary Livery. Not sure if that will help get this one guy off the road
  I think Calg Liv is doing a fine job.

- Not really

- Identify who the cab driver is. After I get dropped off, I have no record of who I rode with or what the car was. I also have no way of disputing inconveniences and accidents that occur in the cab.

- See my above recommendations for in-app concerns reporting.

- We've all had issues using any sort of transport for hire; but bc there's a digital record and some accountability, most are able to resolve the situation though ride share apps without wading into City bureaucracy where claims get left without resolution.

- Not sure that's a City responsibility. In fact, I think its not! That should be undertaken by companies that actually run the businesses.

- Taxis often do not provide the level of service as ride sharing. I've been often told my destination is too close and will refuse to drive me in a taxi (I live downtown).

- MANDATORY DRIVING COURSES- minimum of a winter driving course. A 'defensive driving' course would be good (and is needed) as well. A lot of drivers have never driven in snow in their lives. Some have never even driven at all before moving to Canada.....& more reasonably priced, clearer fee guides.

- N/A

- When the drivers cancel it's annoying.

- Taxis are very slow. Often bad attitude and rude to customers. Questionable route taking. Could be solved with mobile app based, predetermined and displayed most efficient route, rating based system so they are held accountable.

- A special emergency contact number if your friend goes missing during a trip in a vehicle for hire
- I have never had any issues.
- No idea
- I think it's more up to the company than the city.
- Glad terrible taxis have some competition now
- Lower fares all around.
- Be more lenient with rideshare companies and crack down on taxis
- None
- Remove taxi only parking in the core.
- Make first-time drivers pass a competence exam for city way-finding. Taxis are particularly bad for this as they often have drivers who can't find their way from point A to point B, even with instructions. There also needs to be some way to ensure that the driver who is contracted is the one driving
- Set minimums and standards Calgary can be proud of for years to come. Hold the industries accountable for exceeding the minimums and upholding the standards.
- [removed]
- Taxi drivers and companies are notorious for having little care for customers. I believe the accountability that apps place on rideshare drivers could also benefit the taxi industry.
- The city should look into what was the issue and see if breaks any of the standard rules or if the fault committed should be added as part of the standard rules so no one goes through the same situation again
- Generally more training and accountability for drivers. There should be a VERY low tolerance for serious mistakes.
- No issues reported.
- I don't know what could be done. When I was a young lady, I felt distinctly unsafe in many taxis at night, to the point that I sometimes gave drivers incorrect addresses so they wouldn't know where I lived. In rideshare apps, the GPS tracking and rating system for drivers seems to eliminate this.
- Ability to rate all drivers.
- Setting fines and warnings for the companies to ensure they are strict with who they choose to hire and fire.
- Yes. Have a rating system so all drivers so we know who they are
- There should be a rule against playing the radio or any kind of music player while the vehicle is hired unless the passenger expressly requests it.
- The city could support rideshare competition more. The city could work harder to bring back carshare companies (plenty of Canadian options)
  The city needs to offer a way customers can provide feedback for taxis and limos
  While rating people kind of stinks - it keeps people accountable.
- I've heard horror stories but I've never had an issue with either taxis or ride shares. You hear bad things on both sides so it's hard to say which is better. Tracking and price is better for uber so being able to see where the ride is at all times is great plus sending to family.
- Help with disputes

- Standards of conduct for ride share drivers
- For all large events having a pick up area really helps keep some of the order. For ride share if the passenger takes a certain length of time though that holds up the line the driver should have to circulate around and go to the back to keep things moving.
- I think calgary made the right moves in the beginning, and sustaining and exploring additional tech is never a bad thing
- Not really. Why can't the businesses do that out of friendly competition? Why does the city have to be involved?
- Provide designated "dog friendly" options or provide a way to find a dog friendly ride. Also being drunk cannot be a reason to refuse service, as this puts people at risk of driving drunk or other dangers.
- I haven't heard any complaints.
- Making it easier to hold taxis accountable. I have had horrible experiences with taxis because the drivers seemed to know it was not easy to report them for minor issues. Taxis should have to compete directly to provide the same level of services as a ride share, ie driver accountability and price.
- My friends have had HORRIBLE experiences with access calgary.
- N/A
- Inhale found taxi drivers to be rude. Likely
  Since they are not rated
- Introduce promotional pricing
- Encourage the taxi companies to be more competitive. They should be able to provide fares when you book. The checker yellow cab ap is awful. I've honestly tried to book taxis through their ap and 9/10 times give up out of frustration and length of time to confirm a driver
- More taxi stands
- Better training for drivers, especially for taxi drivers. There have been times where drivers have been rude or have a hard time understanding which routes to take.
- Yes male driver tried to take me and a friend on a detour while he picked us up from a bar. He only let us out when we pretended to sell the police on the side of the road. Company would not help us in this situation.
- Sexual harassment training, sensitivity training, and training around appropriate relationship building with passengers
- Experienced a driver being very homophobic and rude toward my girlfriend and I after he saw us kids before getting into the car. Perhaps a class or some training on sensitivity toward customers. Not really sure.
- Taxi drivers sometimes take advantage of tourists not knowing their way around the city or girls traveling by themselves by taking longer routes or routes full of traffic lights to make the trip more expensive.
- The ride share service seems to be at arms length from regulations and no way for a customer to resolve other than the app, driver review or company driver is working for.
- Not really. Taxi company could teach their employees about customer service
- Yes. Complaint system for all service types safety criteria for all types also

- I think as long as the city continues to foster a positive open relationship with customers, particularly those with negative experiences, I believe they are doing their part.
- Yes in terms of accessible service- the wait time windows need to be improved. I know of a situation where long wait times in a particular place have resulted in injury to the user because of the seating in the pickup area. There is no other affordable option for people with disabilities.
- No issues I'm aware of
- I avoid taxis because I often have issues with drivers. They often refuse short rides or their debit terminals are "broken" and they can only accept cash. They then take you to an atm (a detour which you are charged for) so you can withdrawal cash for them, often they are unable to provide change.
- No. You risk a different social interaction with ride share, which is just a part of the business.
- My personal experience has been negative in taxis (generally) I occasionally find the drivers rude or speaking out against Uber. I've also encountered issues with payment.
- Make it cheaper
- N/a
- Taxis are horrid. Get rid of them. They are rude. Lie and say their machine is down. Yell when you dont have cash. Try to pick you up in the middle of an interaction when you're just walking. Taxi cartel needs to go.
- It's so hard because the city isn't there in the moment, and it's an after thought when you're in a situation. I would say if someone files a complaint there is some form of feedback from the city, and not an automatic one; something from a person.
- No
- Make taxis more reliable and cost effective.
- Mandate that all cab drivers must accept credit cards. Sometimes they get picky and ask to be paid in cash.
- I do not know anyone who has ever had an issue with vehicle to hire
- Enable app based privileges and space closer to the door at the airport
- Taxis are much less accountable than Uber. If I take a taxi and am dissatisfied with the ride then it is difficult to do anything about it. With Uber if I complain through the app about poor routing or a similar issue I will be immediately refunded.
- Taxis park in loading zones in front of building for hours and on 2nd st & 8 Ave taxis are rude if you are standing near their taxi zone waiting for people, yelling you can't get picked up by uber here, I'm waiting for a friend that is walking, got yelled at by multiple drivers bc I was standing
- I have only experienced issues with taxis and it seems they are not held accountable for poor actions. They need better training on driving and how to interact with public. Perhaps a taxi rating system would help with this.
- My issue is often drivers not following the gps and taking me inappropriate routes or even in the wrong direction. As a women these instances make me nervous because I don't know if they are taking me somewhere else. This has happened to me on more than one occasion.
- Using GPS! This would really help.
- Improve taxi driving ability so they are less reckless

- Insure guests know the name and vehicle of their taxi driver and Cut the rates of taxis.
- Dont know.
- I have gotten resistance with cabs driving me home from the bar because it's only 6 blocks away. But it's late at night and I don't feel comfortable walking home alone
- Just continue to offer a space to submit complaints so that issues are heard or seen by the city.
- If you licences the uber app for cabs I will use them
- Wait times and trip refusals from taxis. And they can be expensive
- Make surcharges more transparent for rideshares. Airport charges in particular
  Make dispute resolution rules to prevent the loop of automated reaponses you get when contacting UBER
- Have all the same qualifications as well as vehicle inspections for any and all vehicles transporting people!
- Better driving courses, I've had terrible experience with taxi drivers either not yielding properly, in the wrong lane (yes this happened) or failing to following basic road rules.
- We have only had multiple issues with taxis and not Rideshares. The city is doing great to handle issues but if a taxi driver has more than 3 complaints for example, they should not be able to drive vehicle for hire in the city for a year to prevent recurring issues.
- Straight forward avenue for reporting issues.
- Make taxi drivers accountable for their terrible actions.
- There should be transparency and accountability for taxi driver conduct. I have had taxi drivers refuse to drive based on location and distance of trip, request additional fare outside of the meter for a trip, not follow directions as requested and claim their debit machine was down frequently
- No problems
- Mandatory snow tires in the winter.
- Taxi complained I want to use debit or credit machine. Ends up taking me to bank to pay but costs even more now because they had to drive me to the bank. Taxis should have a fixed number depending on distance, not a meter.
- In the past, I had some issues with taxis. These problems no longer seem to be prevalent since ride-sharing was allowed. In my opinion, the healthy competition has increased customer service in this area. Please keep the options there to ensure this is maintained.
- Taxi drivers need to care about safety and customer service. The only way to do that is to make their success in their jobs dependant on it. Uber drivers will not work unless their rating from customers is 4+/5. Taxi drivers only care about how to make the most money in the shortest period of time.
- Some sort of accountability for the manner in which the driver operates the vehicle.
- Taxi drivers drinking on the job, constantly on the phone during the ride and very distracted, unable to communicate in English, poor driving skills.
- Taxi cabs in particular have no significant system in place to hold a driver to account on being late, missing a pick up, driving erratically or unkept interiors. Often times they are blocking roads putting costumers in harms way and traffic. No rating system.

- just General transparency and communication. Any avenue to report issues and ensure proper follow up procedures are followed with final resolution to issues.
- Ride share companies should be required to have an easy to find way to file complaints, currently the only option is to provide a bad rating to the driver and sometimes issues with the app or service are not the fault of the driver. City should incentivize more competition in the ride share category
- Taxis- taking longer routes for a more expensive fair, asking for a partial payment upfront for a ride, not willing to drive to certain neighbours (especially when picked up from downtown)
- No, the level of involvement from The City is sufficient.
- Taxis will take longer routes or if you're on your way home late and they think you're drunk, their debit machine "doesn't work" you of coarse don't find this out until you're home. Maybe make them disclose that they're having technical issues with the machine right off the bat.
- Have a higher degree of screening potential drivers (ie. ability to speak English, know the city, are able to use a map app, have auto locking doors removed.
- When calling a taxi it is hard/not possible to request a larger one when in groups.
- Just have consequences if the driver is in the wrong.
- This does not apply to me.
- N/a
- Not applicable
- n/A
- Lower prices
- N/A
- Yes, taxis- outrageously high prices, disrespectful drivers, do not drop off at correct place, not great hygiene.
- Yes, I cannot visually anticipate ride shares and their potential movement patterns as I can for taxis and limos. rideshares have a tendency to not signal, or pull curb-side for unloading. They also swing their doors open in the traffic lane nearly dooring people from rear doors.
- N/A
- myself and friends have only had issues with taxi not rideshare
- Taxis are very problematic especially from the airport. Drivers freqiently attemp to charge the wrong fare assuming rourists. I have also had many issues with taxis taking longer than required routes.
- Not sure. Really disappointed that car to go left.
- I can't comment, as I don't know anyone that has taken a vehicle-for-hire.
- More sensitivity training
- Taxi drivers demanding more money to release items stored in the trunk
- Make it clearer that ride share customers can complain using 311. I was not aware of this.
- No that's what the company is for anything else is for the police
- no.
- Ensuring that drivers are responsible for the wellbeing of their customers, some taxi drivers myself and friends have experienced don't seem to care or even enjoy their job.

- N/a
- 311 is hard to navigate when you have an issue. I think there could be a better number or process.
- Give the option to indicate quiet rides on a taxi.
- I never use taxis, only Uber. So if I have an issue, I wouldn't bring the city into it, I go to Uber. Uber is super responsive and attentive to any complaints lodged.
- Nothing the city can do as it is usually a personal situation. Some passengers or drivers can get rather owly at times
- Taxis don't show up when you call them, show up hours late or ring busy. They aren't reliable during peak periods. Unreliable taxis encourage drunk driving.
- Taxi drivers have been sleazy to female friends going home late at night. Asking about boyfriends / husbands and making inappropriate comments.
- Taxi took advantage when I was drunk and I had a bill of 30 bucks on a 15 buck ride. He tried to take longer routes, and then kicked me out when I complained and left me stranded on the street.
- Tracking wait times for cabs
- I often feel in taxis that they are less concerned with the overall experience and more about A to B trip. While ride share hailing services have a more personal stake in the game.
- Should have to pass a thorough drivers test on the road prior to becoming a rideshare (regardless of having a license)
- No comment
- I was assaulted by a taxi driver and there was no way for me to identify the driver. Others I know have had things stolen from them. Better monitoring of drivers and their criminalities
- I didn't know I could make a complaint to the city.
- N/a
- In the last year I've taken several cab and Uber rides. The cab drivers are not good drivers and the vehicles can be in questionable condition. The only problem with uber is they drive watching the phone not the road.
- We think the current system works fine
- I didn't know I could complain to the city about taxi drivers until today.
- No but Uber has some issues like drivers cancelling rides.
- Not allow a cab company monopoly so those companies have to have customer service abilities
- Often not enough taxis in the area, unable to reach a taxi without waiting outside waving for a while. Accessibility and predictability is poor.
- No - issues should be with the business owner/operator
- No problems.
- make sure they have same city driver training as taxis and that there cars are equipped with cameras and are subject to same regulations as taxis's
- Let ride shares in! Just because you arent getting a HUGE cut of the pot to line Our Purple Highness Nenshi's pockets doesnt mean ride shares are bad or NOT safe!
- App as listed above for Taxi would help with access, quality of service, and comfort.
- Rate the taxis.

- Yes. Was in a scary situation in a Taxi and reported it. Nothing was done and I only use taxi as a last resort.
- In my experience neither taxis nor ride share know the city very well. They all rely on my directions or GPS to get to the destination otherwise it's a very expensive trip. Perhaps implement some form of 'knowledge' as is done in London.
- Need an app to communicate with driver while waiting
- Ratings on the veh noting overall ratings of driver.
- Not to my knowledge.
- Sometimes my Uber drivers show up high. It makes me feel unsafe but I can't cancel the Uber for that reason. I will get charged. Either more regulations or checks, or a rule stating we can cancel a trip if our driver shows up impaired.
- Enforcement of driving regulations that are the same across the board. Often times the ride shares drivers do not drive to the conditions of the road which becomes a risk for all. City mandate driving test
- I think tracking these at the city level will make it easier for the city to decide on how each driver pool is impacting the city populous and whether rules need to change toward any of those driver pools in the future. Plus, statistical data is great!
- More thorough background checks
- I was denied a trip because of the short length.
- Any time I've tried to book a taxi in advance, they never show up. Any time I've tried to book a taxi to pick me up at home ASAP, they don't show up. Any time I've taken a taxi, they tell me the card machine doesn't work. Not sure what can be done and I've stopped using taxis entirely.
- The price of taxis is expensive but is a need. Please have higher standards for these vehicles.
- Yes, with taxi drivers I've had quite a few issues. Most of them are very nice, but there are a few that are dishonest. I'm not sure what the fox would be for that.
- I have called and ordered taxis in the past & waited for about an hour just to not have them show up. Would appreciate more passenger rights to ensure this does not happen.
- I have had friends refused service from taxi companies due to racial issues on multiple times, often happening with checker cabs. I have stopped using them since.
- More consistent/reliable wait times. More oversight for Uber.
- Disincentivize bad behaviour - punish/tax the companies that employ bad drivers and fine or strip bad drivers of licenses.
- Recommend Uber to them.
- More training for drivers. I have been in TAXIS and ride share vehicles where I didn't feel the driver was proficient. Feeling nervous with them driving.
- Nothing the city can do, taxis are just bad
- Can't think of any
- Make all taxis use the same unified app.
- NA
- Not sure.

- The city needs to treat Uber and taxis the same. Either regulate both to the same standards leaving the rate up to the driver or deregulate both with the rate up to the driver. Why fix the rate a taxi can charge but allow Uber to choose???
- Make cab drivers more accountable for their driving.
- Most issues comes from taxis/cabs, there need to be more severe punishments for infractions like taking longer than necessary routes/claiming debit machines aren't operational
- No
- Many drivers do not have a good command of English and do not understand basic driving requests like routes to drive. Also I have had a few incidents where they tried to overcharge me.
- Maybe more random stops to vehicle for hire to inspect the driver and vehicle.
- There has been language barriers, making communication difficult and misunderstandings occur. Also I have experienced taxi driver frustration when I want to pay via credit or debit, and they have insisted on cash.
- Rating system for taxi drivers
- More emphasis on understanding N-E-S-W directions
- I feel that people are sometimes rude to the driver, and that gives the driver an attitude towards customers in general.
- City should focus on the encouraging business. Shameful for city council to have allowed car to go to LEAVE Calgary
  Shameful
  Next election city council can LEAVE!
- N/a
- I've had plenty of issues with checker cabs. The drivers are rude, take you the "long way" so they make more money, long wait times, cars that are falling apart.
- The city should review everything on a case by case basis, review video tape. Add audio to the video if it's not alread so the context of the events are understood. Although I've had some poor rides in taxis, there are also terrible people who think these people are beneath them.
- Set fines for inappropriate behavior
- I haven't had an issue. But in the case of one I would like to already know what steps I should be taking to insure things go smoothly. What information do I require, what involvement does the city have in this matter, etc.
- The first time I used Uber (4 years ago) I was sharing it with a friend who had used the service on vacation. She ended up being double charged because the guy took cash too. We've not had that problem again. Not sure the city could have done anything.
- My friend was sexually assaulted by a cab driver. Ensure background checks for drivers
- Show a rating for taxi drivers.
- Testing.
- Actually rate all drivers including taxis. For too long the drivers were either rude or disinterested in clients. Talking in another language, ignoring the customer, always on a ph one or headset.

- It would be cool if the city kept car2go if that's counts as ride share. I heard it's about to be taken away and that's a huge issue in my friend group. Calgary is so behind in regards to the rest of the world and what it offers
- Always use a map on a computer or phone.
- Fight to get car2go back in Calgary
- The city needs to look at stopping people from starting businesses by taxing everyone to death
- I'm not sure that the city could change it - but I do think the extra training in respect or bystander training would help. Otherwise I usually am just annoyed at the speed of the trip :)
- Being able to rate the driver for taxis like ride shares and a regulated price. I have gotten in taxis where the meter was already running.
- Occasionally language barriers can be a difficulty. Perhaps requiring a passing mark on a language exam so the drivers can better communicate with customers, especially in an emergency situation
- Have more available! Some mornings I will log into a taxi app to find a ride to work and it tells me there's a 20 minute wait, and I'm just not going to wait that long. Also, cleanliness (and smell) can be really inconsistent/problematic re: taxis.
- Vehicles don't show up. Taxi drivers are generally quite unfriendly compared to ride share
- Be more reliable with time estimates.
- More training for ride share drivers. In my experience they don't know the city as well as taxi drivers and it seems like the attitude is, I have a car and Google maps, how hard can this be? If there was some sort of training/testing required that would be better.
- Regulate pricing. The cost is almost the same as taxis now and the tipping expectations make them almost indistinguishable. Also, flat fares to the airport should be put in place (Allied is the only company doing this that I'm aware of, but the trip options are very limited).
- N/A
- Make taxis like Ubers, app available, payment available via app, fare pre calculated based on app, cleanliness of cabs the same as Ubers, be able to rate taxi drivers the same as Ubers.
- Nothing no experience with this
- Regulation regarding amount of time a driver can work. I've had drivers almost fall asleep while driving me home in ride shares.
- Shut down taxi companies, let free market control the ridesharing industry.
- Inappropriate driver conduct. Not sure what could be done as men making lewd and sexual comments to lone female customers happens in all forms of transport
- Taxis should have to use a similar app system, so drivers can be rated and reported if they're cars, driving or actions are unsafe. Right now to do that, you have to see and remember the taxi number to file a complaint and you don't know if there is any recourse
- Consequences for being late and for getting frustrated about the location you are in or going to.
- There is no way of knowing when a cab will arrive, and taxis aren't held accountable for dropping a ride to pick up someone closer/for a better fare, and as a result I've sometimes waited hours for taxis in the past on busy nights. Tracking them through an app would be ideal
- N/A
- I haven't heard first hand of someone how has had a poor experience

- No issues here
- The city could better require passenger safety such as security cameras, better follow up for driver complaints, especially those involving harrassment.
- The City should recognize that they are losing potential revenue through rideshares. Taxi companies pay business tax, employee taxes, have substantial investments in equipment to monitor the fleet, etc. Rideshares can be cheaper because they avoid all overhead. The City needs the taxi revenues!
- No significant issues. I'm disappointed to see car2go leaving the city though, for when you have several errands to run but no access to a car.
- Create driver gender preferences built into app.
- Rude drivers and poor driving. It can be dangerous where drivers stop to let you out but also refuse to move if you say anything
- I think this falls into the responsibility of the company.
- Not sure it's fixable, just annoying that you never know what you're going to pay for a taxi ride until its over.
- Taxis are rude, costly, and outdated in delivery of their service. Rideshare drivers are inexperienced and do not seem as technically competent as taxis
- Taxis suck. They really do. I don't really understand why the city wants to protect them so badly when they offer the worst most unsafe service.
- I've had some disrespectful taxi drivers. Not so with rideshare. Not sure why that is.
- I've had drivers take off in the wrong direction with 0 regards to what I'm saying, not let me out of the vehicle, drivers driving seemingly impaired (swerving, road rage). When this happens, it seems my only option is to report the driver. I'd like a follow up to know my complaint was taken serious
- prices skyrocketing on holidays or after last call has forced me to get home in less safe ways than taxis and ride shares
- Have not experienced this personally, or at least nothing I also havent experienced with taxis (wrong turns, longer than anticipated wait etc)
- Regular inspection
- Two different people I know have left valuables in taxis, where the items were never returned, in a process tantamount to theft - possession of the items was acknowledged at first, then denied when demands of compensation were argued about. Rideshare apps mitigate this with ratings, contact info.
- There should be more training on customer communication and recognizing social ques. Making sure they know where they are going is important too.
- Speak English
- Taxis take up too much room downtown on the sides of streets
- No real issues.
- I have only ever had issues with taxis. Never with rideshare or limos
- N/a
- Stop any and all taxi permits.
- The city should not be so controlling about rideshare

- In my experience taxi drivers have always been more stand off and not willing to have conversations. Ride sharing drivers are extremely personable and most go as far as providing bottled water, gum and cellphone chargers. They are amazing people.
- I've had female friends assaulted my taxi drivers. I've also had friends who have been in a taxi where the driver said they only accept cash and if they have card will drive them to a bank. It scares me that this happens in Calgary. This makes me feel as though the backchecks aren't thorough.
- City should create Or allow ride share/Uber to use designated pick up and drop of zones in popular destinations. I have felt most unsafe in these situations having to get out of a car (taxi or Uber) in the middle of traffic
- Require the same standards for ride share drivers as taxi drivers
- No. That relationship is built within the app and through the internet.
- Taxis have sometimes not shown up, no idea where they are, kept in worse condition, payment takes longer, unsure what to expect before they arrive, etc. Honestly the reason people use rideshare is because it's a better structured service. Sucks for taxis, but the model is much more sophisticated.
- Hard to get transportation in peak times
- Not that I can think of.
- Again, just have some sort of record of who's cab you're getting into.
- The city should ensure companies have thorough screening of drivers
- There has been no issues
- Taxi drivers need to be held accountable for bad service and unsafe driving.
- Enforce traffic laws. Too many times in Cab with driver who is going too fast.
- No. Ride shares are more convenient with easier payment systems; do not have cumbersome apps or difficult dispatch systems. They put power back into the customer to choose who they feel comfortable with.
- N/a
- Taxies should have camera and a window in-between front and back of car just like taxies in nyc.