

### Key Observations from 2019 Trip Records Data

Under the Vehicle for Hire Bylaw, all dispatchers are required to provide trip records data which includes accessible vehicle trip requests, trip times and trip locations. Administration will use this data to inform relevant transportation policies. Data and analysis resources were significantly impacted by COVID-19 and corporate financial constraints. As a result, the 2020 data tabulation has not been completed and will be provided in the 2022 annual report. Below are some key observations from the 2019 data:

- 3,063,767 trips were reported, of which 20,277 were identified as accessible vehicle trips; In comparison, in 2018, 5,696,928 trips were reported including 18,284 accessible vehicle trips.
- Similar to 2018, most 2019 trip start and end locations were in Downtown, Oliver and surrounding neighbourhoods; and were concentrated around shopping malls, apartment buildings, grocery stores, schools, and LRT centres.

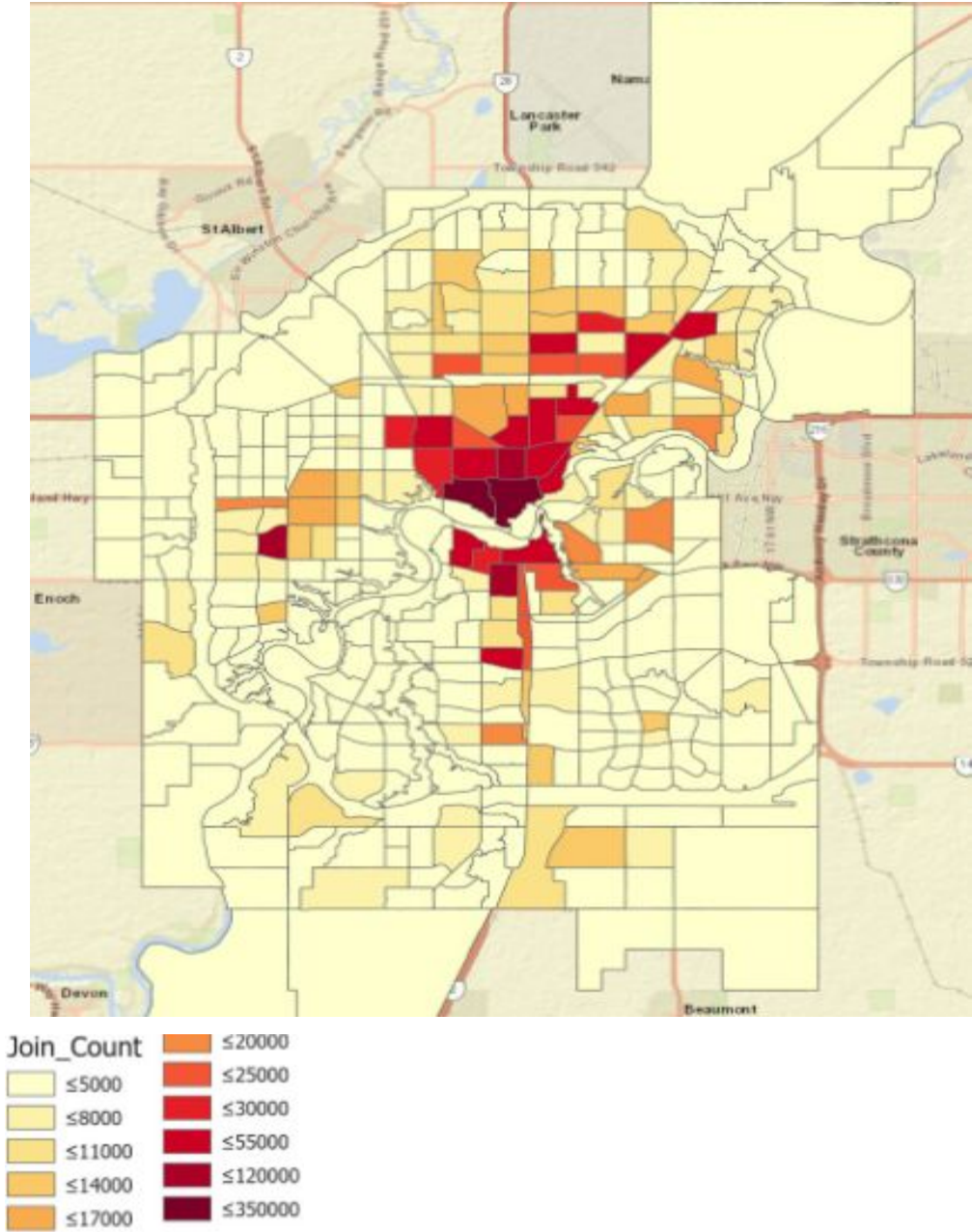
2019 Period	Trip Count	Trip Count with Location	Trip Count with Location as Latitude/Longitude and Time	Reported Accessible Count	Used Records in %
Q1 (Jan - Mar)	336,118	335,881	295,208	3,526	87.83%
Q2 (Apr - June)	839,015	837,392	799,433	8,652	95.28%
Q3 (July - Sept)	791,178	789,948	753,426	8,099	95.23%
Q4 (Oct - Dec)	1,097,456	1,097,456	1,097,456	0	100%
<b>Total</b>	<b>3,063,767</b>	<b>3,060,677</b>	<b>2,945,523</b>	<b>20,277</b>	<b>96.14%</b>

The columns in the above table represent the following:

- **Period** - quarter of the year in which the trip occurred;
- **Trip count** - number trips received for each quarter;
- **Trip count with location** - number of trips that have location specified in terms of addresses, named landmark, or latitude/longitude;

- **Trip count location as latitude/longitude and time** - number of trips that have location reported as latitude/longitude and time. Since it would require additional resources to convert addresses and landmarks into latitude/longitude, the analysis below was based only on these records where location was provided as latitude/longitude;
- **Reported accessible count** - trips indicated to be accessible trips;
- **Used records in %** - percentage of trips used in the analysis depicted in the maps below.

**2019 All Reported Neighbourhood Origin Counts for Vehicle for Hire Trips**



### 2019 All Reported Neighbourhood Destination Counts for Vehicle for Hire Trips

