

2014 TLAC ACTIVITY/SUBMISSIONS

TLAC REPORT #	TOPIC	MOTIONS/RECOMMENDATION(S) CARRIED:	Notes/Benefits/ Challenges/ Areas for Improvement
<p>TLAC2014-01 TLAC2014-03 TLAC2014-05</p>	<p>Special Events Subcommittee</p>	<p>1. That, as appropriate and in consultation with the Transportation Planning representative, the Chair of TLAC invite the Traffic Engineer to update TLAC with respect to livery zones on roadways and/or traffic engineering changes so that TLAC can provide input and help ensure the livery industry is informed of such matters.</p> <p>2. That, as appropriate, the Chair of TLAC invite external organizations to engage TLAC with respect to private livery zones so that TLAC can provide input and help ensure the livery industry is informed of such matters.</p> <p>3. That TLAC raise the question as to who should pay for temporary special event livery zones as part of the annual report on submissions that is slated to accompany TLAC's 2014 business plan and budget report to Council.</p> <p>4. That the formal work of the Special Events Subcommittee be considered concluded.</p>	<p>The goal moving forward is to help ensure the applicable authorities and stakeholders (Traffic Engineer, Stampede administration, and other event organizers) give adequate consideration to the orderly movement of taxis and limousines and engage TLAC whenever applicable. Building these relationships will result in better livery services during special events.</p>
<p>TLAC2014-02 TLAC2014-04 TLAC2014-06 TLAC2014-12 TLAC2014-14 TLAC2014-24 TLAC2014-26 TLAC2014-31 TLAC2014-33</p>	<p>Customer Satisfaction Research Subcommittee</p>	<p>1. To receive (all reports) for information.</p> <p>2. That the Customer Satisfaction Subcommittee expand its research to concurrently include: a quantitative taxi driver component on customer satisfaction and a qualitative taxi broker component on customer satisfaction and,</p> <p>3. That TLAC plan to conduct citizen, taxi driver and taxi broker research on customer satisfaction every second year as opposed to annually.</p>	<p>The subcommittee presented four reports: Focus Group, Holiday Omnibus, Annual Survey, Stampede Omnibus. Overall 86 per cent satisfaction with taxi services. Presented to Council through CPS2014-0664. TLAC plans to conduct the research again in 2015, expanded to include the satisfaction of taxi drivers as customers of taxi brokers, and thereafter conduct the survey every two years unless the industry sees significant changes in the meantime. The benefit is that TLAC will be able to use the findings in communications and in future recommendations.</p>

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TLAC2014-07	Hybrid Vehicle Update	<ol style="list-style-type: none"> To receive for information. That TLAC monitor the composition of Calgary's taxi fleet again in February 2015 and report back to Council as part of TLAC's 2015 business plan. 	<p>It would appear that the industry, on its own, is moving to more fuel efficient vehicles. In 2011 there were 380 8-cylinder vehicles compared to fewer than 30 today. In 2010, 4 per cent of the fleet was hybrid compared to 21 per cent today. TLAC opted to monitor the situation for another year before deciding whether or not to recommend any policy interventions.</p>
TLAC2014-08	Year-end Financial Statement	None	<p>Verbal update provided. Actual 2013 spend was \$101,840 compared to a projected amount of \$155,000 (and an available budget of \$185,000).</p>
TLAC2014-09 TLAC2014-17	New Conditions of Licence to Address Peak Period Taxi Shortages	To receive for information.	<p>Stakeholder feedback requested on Administration's proposal to impose conditions of license on all 1,526 taxi plate Licensees to be in service and available for dispatched calls during specified peak periods. Stakeholders who responded were not in favour.</p>
TLAC2014-10	Public Submission by Kurt Enders – Proposal for Peak Demand	None	<p>Proposal for the immediate release of taxi plates to ease peak period demand. Position presented that sedans 'on demand' NOT be a consideration for addressing peak periods given safety (security camera), accountability and training issues.</p>
TLAC2014-11 TLAC2014-13	Safety Partitions Subcommittee Update	That TLAC prepare a report to Council by July 2014 recommending that safety partitions not be mandated as the research does not support their effectiveness.	<p>Council adopted the recommendation through Report TT2014-0562, thus resolving The City's policy on this matter. Security cameras reduce violent crime involving taxis, thus benefiting Calgarians. There is no corresponding benefit to mandating shields/partitions.</p>

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TLAC2014-15 TLAC2014-19	Livery Transport Services Reserve and Fee Strategy	That TLAC adopt Administration's proposed recommendations to Council to: 1. Approve an operating budget reserve of approximately six months of the annual operating budget to meet future operating budget obligations 2. Approve three additional taxi inspectors, one administrative support position, up to five project specialist and/or business analyst positions 3. Approve an annual budget of up to 3 per cent of the LTS operating budget (\$75,000) for awareness campaigns	In Report TT2014-0283 (for information), Administration advised Council that these matters would be brought forward as part of the 2015-2018 Action Plan. Additional resources will improve Administration's ability to provide licensing, enforcement and policy development services given Calgary's growing livery needs.
TLAC2014-16	TLAC Terms of Reference Amendments	That TLAC adopt the recommended changes to the TLAC Terms of Reference, as amended, as outlined in Attachment 1.	Amendments (changes to membership and quorum) were adopted by Council through report CPS2014-0542.
TLAC2014-18	Report on Transit-Only Lanes and Access Calgary Service	To receive for information.	A review of the potential use of transit-only facilities by Access Calgary service providers.
TLAC2014-21 TLAC2014-25	Quarterly Reports on Fleet Utilization	To receive for information.	Reports detail trip volumes by day of week and time of day, confirming no taxi shortages except for Friday and Saturday nights, a time that represents 20 per cent of all trips yet only about two thirds of all taxis are on the road during this time. The ever-improving data analysis capabilities are allowing TLAC to make better recommendations to Council.
TLAC2014-22	Annual Meter Rate Recommendation	That TLAC recommend to Council that all livery vehicle rates set out in the Livery Transport Bylaw 6M2007, Schedule "A" – Rates including Part 1 – Taxi Rates and Part 2 – Limousine Rates be increased by the April 2014 TCI rate of 8.1 per cent rounded to the next appropriate increment (\$3.80 drop rate plus \$0.20 for each additional 120 meters).	Recommendation utilized the Council-approved Taxi Cost Index methodology for objective rate-setting. An objective rate-setting method takes the guess-work out of rate increases.

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TLAC2014-20 TLAC2014-27 TLAC2014-32 TLACNM2014-01 TLAC2014-35	Annual Licence Plate Recommendations	<p>TLAC motions that :</p> <ol style="list-style-type: none"> The City issue 50 non-transferable licenses, 25 of which shall be accessible, The City release additional non-transferable taxi licence plates in 2015 conditional on: (a) identification and resolution of issues within the dispatch systems which contribute to lack of customer satisfaction; including “ring busy issues” and “no trip issues” and (b) reconditioning of transferable taxi licence plates to respond to public service requirements, Administration be directed to report in June the resources required to advance dispatch reporting to 2014 December. <p>And subsequently, that:</p> <ol style="list-style-type: none"> TLAC revise its plate number recommendation from 50 to 61 new plates, 11 per cent (or seven) of which would be for wheelchair accessible taxis. In addition to peak hours of operation conditions of license, all new Taxi Plate Licenses (TPLs) be conditioned to operate in the city only, and not be permitted to park in the YYC Airport Bullpen or provide ‘on demand’ service from the main passenger terminal building at the Calgary International Airport. That the eligibility requirements to apply for future plate selection processes be raised to a minimum of five years continuous service, and a minimum of 5,500 hours. 	<p>There were no motions on any of the recommendations contained in Administration’s report Proposed Taxi Demand Ratio Adjustment (i.e., to adjust the supply ratio resulting in the release of 310 plates based on 2013 census data or 383 plates based on 2014 census data; eligibility/conditions provisions; and trade-in allowance for current accessible plate holders). Council approved the release of 383 additional plates (starting with 126) through CPS2014-0664, with the release of the remaining by the end of Q1 2015. It is in the public interest to limit plates in order to guard against the taxi industry from becoming a residual employer during times of recession, which historically leads to market failure and dangerous safety and service quality issues. The trick is to find the right balance or tool to respond to economic downturns. This is particularly true of a city such as Calgary that has historically had boom/bust cycles in the past.</p>
TLAC2014-23	Livery Transport Resource Requirements	<p>To receive for information.</p>	<p>Administration confirmed its efforts to recruit the required staff for receiving and analyzing telephone response time and other reporting requirements and developing policy recommendations on the basis of this new</p>

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TLAC2014-28	Stampede 2014	None	Verbal update on Stampede successes (South entrance; Macleod Trail) and continuing challenges (12 Avenue). Continue to improve liaisons with Stampede administration; volunteers directing traffic is a cause for concern; traffic flow issues, especially during concerts; traffic light timing issues.
TLAC2014-29 TLAC2014-36	2015 TLAC Work Plan	<ol style="list-style-type: none"> 1. That Administration prepare a report on behalf of TLAC recommending that Council approve the proposed 2015 TLAC work plan and budget. 2. Clerical amendment 3. Request administration to explore possibility of moving venue to either engineering traditions meeting room or a proper meeting room located at City Hall or other City locations. 4. Activities related to revising of taxi training be included for 2015 work plan. 	<p>TLAC put out a call for submissions to the work plan and received none, nor did any individuals address the committee when the plan was presented. There have been concerns that the northeast meeting location is not conducive to members of the public who rely on transit, and that the meeting space itself is inadequate and, at times, members have felt intimidated due to the crowding of attendees. Alternative meeting locations are being explored in order to address these issues. TLAC also identified a need to strengthen member orientation with respect to the TLAC process, licensing regulations, enforcement activities and the livery business itself in order to help members make the most informed recommendations possible.</p>

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TLAC2014-30 TLAC2014-37	Review of Smartphone Application Options	To receive for information.	TLAC had previously addressed Smartphone technology in 2013 through report TLAC2013-06, confirming that e-hail applications such as Fastcab are permitted on a case-by-case basis. In this years' report, Administration clarified that apps that connect <i>licensed</i> drivers/ vehicles with passengers are permitted provided the service is otherwise in compliance with 6M2007. <i>Unlicensed</i> for-hire service (aka "rideshare") is illegal and poses risks to the driver/ owner and the passenger, most notably in the realm of insurance and liability.
TLAC2014-34	Annual Housekeeping Amendments	None.	Call for stakeholder input into next round of annual housekeeping amendments. Ensuring the bylaw is up to date is critical to ensuring livery services are safe and address the needs of Calgarians.
TLAC2014-38	Public Submission – Transit Night Time Taxi Hubs	That TLAC recommends TLAC2014-38 be referred to the TLAC Transportation Planning Representative for review in consultation with Calgary Transit to create Transit Hubs as suggested, but open to all service providers. Report back to TLAC not later than 2014 December.	Proposal to create locations on the LRT network where customers know they will be guaranteed a taxi in the evenings.
TLAC2014-39	Plate Utilization Subcommittee	None.	New subcommittee established to consider all facets of fleet utilization including projected population increases, questions to ask of data (analysis); consideration for population of greater Calgary area; impact of Access Calgary changes; Car2Go and other competitors; parking availability in the downtown and ticketing of taxi drivers for violations; Smartphone regulations; LTS licensing and enforcement information and metrics, etc.

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			<p>Achieving a strong understanding of the factors that impact overall fleet utilization was identified by TLAC as an area for improvement in order for the committee to be able to make the most informed recommendations possible.</p>
TLAC2014-40	<p>Communication Subcommittee</p>	<p>None.</p>	<p>Verbal update provided as to the status of the TLAC communication plan. Social and other media will be used to educate citizens in key areas, including contacting 311 with compliments or concerns, tips on identifying licensed livery vehicles, passenger and driver rights, etc.</p>