## 2015 TLAC Work Plan

#	Action	Description	Timing		Due to Council/
			Start Date	End Date	Committee
1	Dispatch data, plate release schedule and driver independence.	Council-directed report detailing data on dispatch service; the feasibility of creating an insurance marketplace and any other mechanisms to enhance driver independence; and a schedule for the release of the remaining new plates (report back from CPS2014-0664).	January 2015	March 2015	March 30
2	Fleet Utilization Reports and Subcommittee activities	TLAC-requested quarterly reports on fleet utilization and plate utilization subcommittee updates/findings.	Ongoing	Ongoing	N/A
3	Status update re: Accessibility Direction	Council-adopted recommendation to assess the feasibility of central dispatch and subsidization model for accessible taxi plate licenses (ATPLs).	January 2015	TBD	TBD (depends on TLAC recommendation )
4	TLAC year end financial statement	TLAC-requested report on annual expenditures for 2014.	February 2015	February 2015	N/A
5	Comparable estimated rate of return analysis	Council-directed report to estimate the rate of return for taxi drivers and taxi plate holders compared to other municipalities.	February 2015 (TLAC)	TBD	TBD (depends on TLAC recommendation )
6	Hybrid vehicle update	Update on composition of taxi fleet as input into Councildirected hybrid vehicle strategy recommendation.	February 2015	TBD	TBD (depends on TLAC recommendation )
7	Driver training overview	TLAC-requested overview of taxi driver training and plans for review.	January 2015	April 2015	N/A
8	Communication Subcommittee activities	TLAC initiative. Public education on taxi and limousine service matters (plan ahead, tips on identifying a licensed provider, driver and passenger rights, appa-cab, etc.)	ongoing	ongoing	N/A
9	Annual meter rate	Terms of Reference-required annual TLAC meter rate	June 2015	July 2015	Jul 15, SPC CPS

	recommendation	recommendation to Council.			
10	Customer	Results of Council-directed	November	June	Sep 11, SPC CPS
	satisfaction	customer satisfaction research;	2014	2015	
	survey report	commencing bi-annually unless			
		otherwise warranted.			
11	Annual license	Terms of Reference-required	June 2015	Septemb	Sep 11, SPC CPS
	plate	annual licence plate		er 2015	
	recommendation	recommendation to Council.			
12	Annual license	Terms of Reference-required	August	Novemb	Adjustments to
	fee	annual license fee	2015	er 2015	Business Plan and
	recommendation	recommendation to Council.			Budget
					(Nov 23 - 27)
13	Proposed 2016	Terms of Reference-required	August	Decembe	Dec 2, SPC CPS
	TLAC action plan	preparation of a proposed 2016	2015	r 2015	
	and budget	TLAC Action Plan and Budget for			
		Council review.			
14	Summary of 2015	Terms of Reference-required	January	January	Dec 2, SPC CPS
	submissions	summary of TLAC business.	2015	2015	
15	Annual	Terms of Reference-required	Septembe	2016	Q1 2016
	housekeeping	annual recommended	r 2015		(depends on
	bylaw	amendments to the Livery			TLAC
	amendments	Transport Bylaw.			recommendation
					and 2016 Council
					schedule)