

2014 TAXI AND LIMOUSINE ADVISORY COMMITTEE WORK PLAN AND BUDGET AND PROPOSED TERMS OF REFERENCE UPDATES

EXECUTIVE SUMMARY

As required annually in accordance with the Taxi and Limousine Advisory Committee (TLAC) Terms of Reference, a summary of items that went before TLAC in 2013 (Attachment 1) and the proposed 2014 TLAC work plan and budget (Attachment 2) are presented. In addition to meeting all the specific responsibilities outlined in the terms of reference, the Committee's 2014 work plan includes items previously directed by Council including the first of what will be an annual citizen/customer satisfaction survey, recommendations on mandatory safety partitions and an update on hybrid vehicles. The committee is also seeking authorization from Council with respect to maintaining the current honorarium rate.

Additionally, amendments to the TLAC Terms of Reference are proposed to address membership, quorum issues, and minor clerical updates. The current member descriptions are problematic as they refer to various societies and associations, most of which no longer have a legal standing, or lack clarity regarding eligibility to become a TLAC member. The proposed amendments would clarify who is eligible to sit on TLAC, and deals with conflict of interest issues that have arisen.

TLAC RECOMMENDATIONS

That the SPC on Community & Protective Services recommends that Council:

1. Approve the proposed 2014 Taxi and Limousine Advisory Committee (TLAC) work plan (Attachment 2) and budget;
2. Authorize a TLAC honorarium amount of \$450 for the Chair and \$250 for other eligible members; and
3. Adopt the recommended changes to the TLAC Terms of Reference as outlined in Attachment 3.

PREVIOUS COUNCIL DIRECTION / POLICY

As mandated in its Terms of Reference, specific responsibilities of TLAC include making an annual submission to Council that includes an action plan and budget allocation for the operation of TLAC, and also, report (annually or as the need is identified) to Council on submissions received and actions taken or not taken on submission proposals and requests.

BACKGROUND

TLAC's 2013 work progressed according to the approved plan (TT2013-0172) with the exception of several reports being delayed due to the June 2013 flood event. A summary of 2013 submissions is provided in Attachment 1.

To develop its 2014 work plan and budget, TLAC held a strategic planning session on 2013 September 06 and a second one on 2013 December 05 following the appointment of a new Chair and other new members at Council's annual organizational meeting.

At the 2013 September 20 regular meeting, TLAC presented its proposed 2014 work plan and budget (TLAC2013-38), and Administration presented a report outlining potential amendments to the TLAC Terms of Reference (TLAC2013-36). TLAC requested that Administration obtain

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stakeholder input on the potential Terms of Reference amendments and report back to the 2013 November 15 meeting of TLAC with final recommendations.

As a result of the 2013 November 15 meeting of TLAC being cancelled due to lack of quorum, Administration presented its Terms of Reference recommendations (TLAC2013-46) at the 2013 December 20 regular meeting of TLAC, and some additional recommendations at the 2014 March 24 meeting (TLAC2014-16).

In 2013 December, TLAC unanimously approved the recommended work plan and Terms of Reference, additional amendments to the Terms of Reference were approved by TLAC in 2014 March.

INVESTIGATION: ALTERNATIVES AND ANALYSIS

Work Plan

TLAC's annual work plan is primarily comprised of Terms of Reference responsibilities and previous Council Direction. The proposed work plan for 2014 is included in Attachment 2.

Terms of Reference responsibilities include:

- Annual work plan and budget
- Annual licence plate number recommendation
- Annual meter rate recommendation
- Annual licence fee recommendation
- Annual housekeeping bylaw amendments
- Receive and respond to all submissions
- Review all recommendations of Administration related to the taxi and limousine industry prior to presentation to Council

Outstanding Council-directed work previously requested of TLAC and/or Administration includes:

- Customer Satisfaction Survey results (LPT2011-74)
- Recommendations on a Hybrid Vehicle Strategy (LPT2011-74)
- Recommendations on the mandatory installation of taxi safety partitions (C2012-0459)
- Recommendations for or against administering a peak hour surcharge (TT2013-0650)
- Livery Transport Services Fee Strategy (PFC2012-0753)
- Comparable estimated rate of return analysis (LPT2011-74)
- Assessing the feasibility of a new subsidization/incentive model with respect to accessible taxi service (TT2012-14)
- Assessing the feasibility of establishing a central booking system for accessible taxi requests (TT2012-14)

For 2014, TLAC plans to address all Terms of Reference items and the majority of Council-directed items except the following, which would be deferred to 2015 or later as resources allow:

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- Comparable estimated rate of return: Estimating a rate of return for Calgary will require a full year of GPS and taximeter data, and the first complete year of this data will be for 2014; and
- Assessing the feasibility of an accessible service subsidization model and accessible service central booking.

In addition to Council-directed and Terms of Reference responsibilities, other activities planned for 2014 include:

- Communication subcommittee activities:
 - To explore the potential of a pilot project to monitor and respond to social media as part of the development of a social media strategy
 - Liaise with Councillor offices to potentially participate in Ward Open Houses as a means of enhancing public engagement
- Special Events subcommittee report – final recommendations for improving the utilization of taxis during special events
- New driver research subcommittee: to initiate research into driver satisfaction with an overall aim to obtain driver input into peak period taxi shortages.
- Initiate engagement with respect to Phase II bylaw amendments (the 2013 housekeeping amendment process resulted in a list of more substantial bylaw amendments that TLAC anticipates Administration will bring forward).

Terms of Reference

The proposed TLAC Terms of Reference amendments address membership and quorum issues, and make minor clerical updates. The proposed TLAC Terms of Reference amendments are provided in Attachment 3 and a copy of the current Terms of Reference is provided for reference in Attachment 4.

The proposed change to the quorum composition is intended to reduce the risk of delays due to lack of quorum.

Quorum is proposed to be comprised as follows:

- A. Two (2) members representing the public
- B. One (1) member representing Tourism Calgary, Calgary Hotel Association, Calgary Airport Authority, or Advisory Committee on Accessibility
- C. One (1) member representing industry (taxi broker, limousine broker, or 2 drivers)
- D. One (1) member representing either B or C

The current quorum requirement of five (5) members total would remain the same. The proposed change would allow for one (1) of the five (5) to represent either the industry group (2 drivers, 1 taxi broker, 1 limousine broker) OR the special interest group (Tourism Calgary, Calgary Hotel Association, Advisory Committee on Accessibility, Calgary Airport Authority). Currently the industry group requires one of its four members, or 25% representation, and the special interest group requires two of its four members, or 50% representation. This is problematic as the special interest group currently has two (2) vacancies (Tourism Calgary and

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Calgary Hotel Association), putting an undue burden on the Airport and Accessibility representatives.

At the recommendation of The City's Law Department, another change would see driver and broker members appointed on the basis of individual expressions of interest rather than through a nominating body. The current member descriptions are problematic as they refer to various societies and associations, most of which no longer have legal standing. The proposed amendments would clarify who is eligible to sit on TLAC, and deals with conflict of interest issues that have arisen. In addition to removing all the driver societies and associations, The Calgary Livery Association name would be removed as it does not clearly indicate that it represents taxi brokerages, and the Limousine Luxury Independent Motor Operators Society (LIMOS) name would also be removed as it does not clearly indicate that it represents limousine brokerages. By specifying that one member of TLAC represents taxi brokers, one member of TLAC represents limousine brokers, and two members of TLAC represent any driver in good standing with Livery Transport Services, transparency is improved.

Stakeholder Engagement, Research and Communication

At the 2013 August 16 regular meeting of TLAC through report TLAC2013-34 Annual Strategic Planning Session, members of industry and the public were invited to provide input into TLAC's planning for 2014. No submissions were received. The opportunity for input was also available through the TLAC process at the 2013 September 20, 2013 December 20 and 2014 March 21 meetings in relations to reports TLAC2013-38, TLAC2013-44 and TLAC2014-16.

TLAC unanimously approved the work plan. TLAC also approved the proposed Terms of Reference; however dissent was voiced by the two members representing the Calgary Livery Association and Luxury Independent Motor Operators Society (LIMOS).

Strategic Alignment

The proposed work plan and budget were developed in accordance with Council direction and the Council-approved TLAC Terms of Reference.

Social, Environmental, Economic (External)

It is a Council priority to improve mobility by providing Calgarians with a variety of transportation alternatives to meet their needs. TLAC was established by Council to advise and make recommendations to Council on all matters related to the taxi and limousine industry in Calgary.

The purpose of TLAC is to provide advice and recommendations to Council to ensure high quality taxi and limousine services and 'to create and maintain a sustainable industry' as specified in Bylaw 6M2007. The objective is to ensure public safety, service quality and consumer protection for customers and service providers.

Financial Capacity

Current and Future Operating Budget:

TLAC is entirely funded through Livery Transport Services license fees. The committee receives no mill rate support.

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In 2013, TLAC anticipated expenditures of \$155,000; the year-end actual was \$102,142. The variance was as a result of research costs originally anticipated for 2013 that will not be incurred until 2014 and amounts set aside for legal and other professional services that were not spent.

For 2014, an annual amount of \$185,000 had already been approved for the operation of TLAC as part of the 2012-2014 business plan and budget process.

At its 2013 December 20 meeting, TLAC estimated 2014 expenditures as follows:

- Honorariums for 12 regular and 3 special meetings (\$37,000)
- Meeting facilities, supplies, refreshments (\$14,400)
- Business travel/conference (\$8,000)
- Research, Policy, Governance (\$20,000)
- Legal Advice (\$10,000)
- Consultation (engagement, advertising, surveys, other professional support) (\$95,600)
- TOTAL: \$185,000

With respect to honorariums, previous Council direction comes from FCS2007-40, authorising TLAC to pay honorariums to its public members in amounts up to those currently paid to members of the Subdivision and Development Appeal Board (SDAB).

The SDAB recently changed its remuneration structure as follows:

	Previous	New ½ day	New full day
Chair	\$450	\$325	\$550
Vice-Chair (when acting as Chair)	\$450	\$260	\$475
Members	\$250	\$170	\$320

The level of commitment and work required of TLAC members has not changed, as such; TLAC recommends maintaining the current honorariums of \$450 for the Chair and \$250 for eligible members rather than adopt the SDAB's new honorarium structure.

Current and Future Capital Budget:

None.

Risk Assessment

TLAC is a volunteer committee. In 2013, two meetings were cancelled due to lack of quorum. Vacancies contribute to this issue. The requested changes to the quorum requirements should help mitigate this risk in future.

REASON(S) FOR RECOMMENDATION(S):

The TLAC process relies on the commitment of volunteer members, most of whom have a steep learning curve to understand the taxi and limousine industries. Despite the challenges that this entails, the TLAC process seems to work reasonably well. Barring unforeseen circumstances, TLAC feels the work proposed for 2014 is manageable.

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ATTACHMENTS

1. 2013 TLAC Activity/Submissions
2. 2014 TLAC Work Plan
3. Proposed TLAC Terms of Reference Amendments
4. Current City of Calgary Taxi Limousine Advisory Committee Terms of Reference