

2014 TLAC WORK PLAN

#	Action	Description	Timing		Due to Council/ Committee
			Start Date	End Date	
1	Action Plan Budget	Proposed 2014 TLAC Action Plan and Budget report to Council	Sept 2013	July 2014	July 2, 2014 SPC-CPS
2	HOUSE KEEPING BYLAW	Annual housekeeping Livery Transport Services Bylaw amendments	Sep 2013	July 2014	July 2, 2014 SPC-CPS
3	TLAC year-end financial statement	Report on 2013 expenditures	Jan 2014	Feb 2014	N/A
4	Hybrid vehicles	Update on composition of taxi fleet	Jan 2014	Feb 2014	N/A
5	Special Events Subcommittee	Final Report	Jan 2014	Feb 2014	N/A
6	Customer Satisfaction Subcommittee	Phase I (qualitative) research report	Jan 2014	Feb 2014	N/A
7	Fee Strategy	Livery Transport Services fee strategy (revenues, expenditures, reserve, capital)	Mar 2014	Apr 2014	Apr 16, 2014 SPC-T&T
8	Communication Sub Committee Update	Social media strategy	Mar 2014	Apr 2014	N/A
9	Fleet Utilization Report	Q1 report on fleet utilization and complaints	Apr 2014	Apr 2014	N/A
10	Safety Partitions Subcommittee Report	Recommendation on mandating safety partitions	Feb 2014	Jul 2014	Jul 18, 2014 SPC-T&T
11	Customer Satisfaction Results	Results of quantitative customer satisfaction research	Jun 2014	Jul 2014	TBD
12	Fleet Utilization Report	Q2 report on fleet utilization and complaints	Jul 2014	Jul 2014	N/A
13	Meter Rate Recommendation	Annual TLAC meter rate recommendation to Council	Jun 2014	Sep 2014	Sep 3, 2014 SPC-CPS
14	Licence Plate Recommendation	Annual licence plate recommendation to Council	Jul 2014	Sep 2014	Sep 3, 2014 SPC-CPS
15	Strategic Planning Session	Annual strategic planning session	Jul 2014	Jul 2014	N/A
16	2015 TLAC Action Plan and Budget	TLAC preparation of a proposed 2015 TLAC Action Plan and Budget for Council Review	Jul 2014	Aug 2014	TBD
17	Licence Fee Recommendation	Annual license fee recommendation to Council	Aug 2014	Oct 2014	TBD

18	Fleet Utilization Report	Q3 report on fleet utilization and complaints	Oct 2014	Oct 2014	N/A
19	Statutory Declarations	TLAC Membership statutory declaration sign-off	Oct 2014	Oct 2014	N/A
20	TLAC PROCEDURES HOUSE KEEPING ITEMS	Elect Vice Chair Set annual meeting schedule Annual orientation/training Distribute/publish annual meeting schedule	Nov 2014	Dec 2014	N/A
21	HOUSE KEEPING BYLAW (Phase II)	Phase II of Annual housekeeping Livery Transport Services Bylaw amendments	Mar 2014	Dec 2014	TBD