



What is the Livery Transport Advisory Committee (LTAC)?

LTAC is an advisory committee to Calgary City Council. Our goal is to support public safety, service quality, and consumer protection for customers and service providers within the vehicle-for-hire industry.

Working in equal partnership with City Administration, the Livery Transport Advisory Committee (LTAC) is a trusted advisor to Council on vehicle-for-hire policy matters, including the number of taxi plates, meter rates, licence fees and changes to the Livery Transport Bylaw.

LTAC facilitates stakeholder engagement on policy matters through regular monthly meetings with well-established written and oral submission procedures (see Appendix 1).

As the livery industry evolves, The City of Calgary remains well-positioned to deal with policy matters through the existing LTAC engagement process.

In 2016, LTAC heard from stakeholders at 22 meetings (regular, special and subcommittee) with as many as 108 attendees in the public gallery (other than LTAC members, City staff and media) with an average of 22. Two policy matters were prevalent: the sustainability of on-demand wheelchair accessible taxi service and the integration of Transportation Network Companies (TNCs) into the regulatory scheme.

The committee consists of members from the general public, designated stakeholder groups (Calgary Airport Authority, Tourism Calgary, Advisory Committee on Accessibility, Calgary Hotel Association), industry and City Administration.

Data: 2016 Fleet Utilization and Customer Satisfaction

Utilization of taxi services declined in 2016 compared to 2015, from 68 to 63 per cent of Calgarians. Satisfaction meanwhile remained high at 85 per cent and is on an upward trend, with post-Stampede satisfaction at 87 per cent and post-holiday satisfaction at 90 per cent.

TNC utilization was surveyed at six per cent of Calgarians in May/June 2016 and increased to 27 per cent when surveyed again in Dec. 2016/Jan. 2017. Early indicators are that satisfaction among TNC users is high. This will be measured again in May/June 2017.

For additional detail, see Appendix 2, 2016 Fleet Utilization data.

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Summary of Key 2016 Recommendations to Council

In 2016, LTAC diligently reviewed a number of issues, including those brought forward via the research and engagement process. Our recommendations to Council were as follows:

- LTAC supported the Broker Accountability Model to enable the sustainability of wheelchair accessible taxi service (2016 December 19; CPS2016-0898).
- LTAC unanimously supported the TNC Framework adopted by Council on (C2015-0886)
- On 2016 January 22, LTAC supported the development of an amending bylaw and a regulatory framework based on the framework presented by Administration, with the exception of a few regulatory requirements and the proposed fees. The committee did not support the associated licence fees (C2016-0144), citing lack of detailed financial information on which to make a recommendation.
 - Likewise, the committee did not support the one-year pilot for the combined TNC licence fee option (C2016-0918).
- LTAC supported the release of 222 additional Taxi Plate Licences (TPLs), adopted by Council on 2016 November 28 (C2016-0918), bringing the number of TPLs released relative to census population to one taxi for every 657 people. This leaves a remaining 28 plates to be released from the 383 approved by Council in September 2014 (CPS2014-0664).
- Based on an analysis of the Council-adopted Taxi Cost Index (TCI), LTAC recommended no change to the taximeter rate (C2016-0144).

Summary of Key 2016 Monitoring Activities

The economic downturn continued to affect the livery industry, resulting in fewer total trips in both 2015 and 2016, and an increase in the total hours of service. Other key points include:

- Demand (in total trips) was 7,022,090, down from 7,472,367 in 2015 and 8,404,108 in 2014.
- Supply (in total hours in service) was 7,929,577 hours, up from 7,883,255 in 2015 and 7,607,961 in 2014 (i.e., drivers need to put in more hours than before to achieve their desired return).
- Overall, taxis arrived on average within 15 minutes 91 per cent of the time, exceeding the service standard (within 15 minutes 85 per cent of the time).
- Accessible taxis arrived on average within 15 minutes 79 per cent of the time, exceeding the service standard (within 15 minutes 77 per cent of the time).
- Livery Transport Services (LTS) handled 1,333 “taxi concern” service requests from 311. Of these, 478 resulted in warnings, 12 in summons and 49 in licence suspensions or revocations.
- Hybrid vehicles now make up 28 per cent of the taxi fleet, up from 26 per cent in 2015
- Corporate Economics undertook a comparable estimated rate of return analysis, looking at taxi and limousine returns for Vancouver, Edmonton, Toronto, Calgary, Ottawa and Montreal (VETCOM), 2001–2014. Calgary ranked third behind Vancouver and Montreal. Analysis was done using the North American Industry Classification System (NAICS) for the Taxi and Limousine Service Industry (4853), which includes inputs from relevant Statistics Canada sources.
- Received for information Livery Transport Services (LTS) revenues, expenses and reserve balances to keep LTAC informed of the operating costs associated with the enforcement and administration of the Livery Transport Bylaw.

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2016 LTAC Highlights

Transportation Network Company Operations

Throughout 2016, LTAC, in conjunction with Administration, facilitated the participation of new market entrants in the livery system. Through multiple research and engagement initiatives, LTAC determined that although citizens were satisfied with taxi and limousine service in Calgary, there was a growing interest in expanding transportation options while at the same time ensuring public safety.

- With a focus on six strategic outcomes (safety, accessibility, reliability, fairness, competition and customer focus), LTAC considered a framework to expand the livery industry to include Transportation Network Companies (TNCs).
- On 2016 January 22, LTAC supported the development of an amending bylaw and a regulatory framework based on the framework presented by Administration, with the exception of a few regulatory requirements and the proposed fees. The committee did not support the associated licence fees (C2016-0144), citing lack of detailed financial information on which to make a recommendation.
 - Likewise, the committee did not support the one-year pilot for the combined TNC licence fee option (C2016-0918).

Following several months of TNC operations, areas for improvement were identified. Additional Livery Transport Bylaw amendments were considered by LTAC, with the intention of improving TNC processing times and allowing TNCs to either use the existing fee structure or select a new licence fee option through a one-year pilot project.

- LTAC was not in support of the alternate fee structure and recommended that any bylaw amendments should coincide with new Taxi Plate Licences (TPLs) being released and operational, if Council chose to approve the new fee structure. This recommendation was based on thorough consideration and engagement with industry and the public through the LTAC process.
- Council adopted the alternate fee structure for a one-year pilot period. Based on industry engagement, citizen feedback and data analysis, LTAC and Administration will provide recommendations on the one-year pilot to Council in Q1 2018.

Terms of Reference Amendments

To reflect the changing livery landscape and align with amendments to the Livery Transport Bylaw, LTAC endorsed changes to the committee's Terms of Reference to include TNCs and Transportation Network Drivers (TNDs) and to change the name from the Taxi and Limousine Advisory Committee to the Livery Transport Advisory Committee.

- These amendments allow the committee to better represent all industry participants, to retain history and knowledge within the membership and be more flexible in its operations. The Terms of Reference Amendments were approved by Council in September 2016.
- Given the accelerated evolution of the livery industry in Calgary, Council gave direction to Administration to, in collaboration with LTAC, conduct a review of the governance model and a more in-depth review of LTAC's Terms of Reference. LTAC itself is a key collaborator in this review.

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- To facilitate input and feedback with Administration, a Governance Review Subcommittee of LTAC has been formed.

Release of Taxi Plate Licences

In November 2016, LTAC recommended to Council the release of 222 TPLs. To make this recommendation, LTAC considered feedback from industry through the LTAC process and the Council-adopted taxi demand ratio formula.

- The release of TPLs not only gives existing drivers without a taxi plate the chance to become an owner/operator, it also gives the taxi industry as a whole a greater ability to compete on the basis of supply with Transportation Network Companies.
- LTAC recommended withholding the release of Accessible Taxi Plate Licences (ATPLs), pending the results of the Accessible Taxi review. Council approved the release of 222 TPLs.

Efforts to Improve the Accessible Taxi System

LTAC focused considerable efforts in 2016 on improving the accessible taxi system. The goals of the accessible taxi review are to: improve customer service for accessible taxi users; reduce the financial burden on accessible taxi drivers and owners; and respond to the evolving livery industry, ensuring that TNC operations do not erode accessible taxi service.

Through data analysis, research and engagement, LTAC and Administration prepared three options to present to Council. The first option, the Broker Accountability Model, was favored by drivers, brokers and accessible taxi users, and was the recommendation from LTAC and Administration. This option involved shifting responsibility and accountability for accessible service from the individual driver to the broker by providing ATPLs to brokers.

- For each ATPL a broker deployed, they would be provided two regular TPLs in an effort to reduce the financial burden.
- Existing ATPLs holders would be given the opportunity to switch to a TPL.

The second option was a subsidization model where a fee would be added to every taxi and TNC trip. Those fees would be collected and redistributed to those providing accessible service, as an incentive to seek out those trips. Finally, the third option was to maintain the status quo, making no change to the system at this time.

Council considered these options in December 2016, and asked Administration to undertake an accessible transportation policy scoping report between Calgary Transit Access and Livery Transport Services which: addresses the immediate impact of TNC operations; explores opportunities to collaborate on service delivery; develops short term fixes for the situation; and considers the three options described above. LTAC is committed to improving the accessible taxi system and continues working towards this goal into 2017.

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Industry Trends and Developments

As the livery industry evolves rapidly, it's important for LTAC to maintain its subject matter expertise of industry trends, customer preferences and opinions, as well as potential developments that could impact the livery system.

Customer Satisfaction Research

Feedback from the annual satisfaction survey is used by LTAC to inform important policy recommendations to Council. The LTAC Communication and Engagement Subcommittee is integral to this process, which includes providing recommendations on how to improve customer satisfaction and effectively communicate with both citizens and members of the livery industry.

Findings from the 2016 "Satisfaction with Taxi Services" telephone survey from Leger Research highlighted that citizen satisfaction remains high; however, there is a declining sense of value for money. Feedback also illustrates that fewer Calgarians report taking taxis in the past year, but those who do use taxis are using them more often; irritants such as broken debit/credit card machines, insufficient change and drivers using cell phones continue to take their toll on user satisfaction; and dispatching remains a key driver, with online booking options becoming increasingly popular.

Hybrid Vehicle Analysis

LTAC regularly monitors the proportion of hybrid vehicles in the livery fleet. From February 2015 to February 2016, the number of registered hybrid vehicles increased from 428 to 464. This brings the overall taxi fleet composition to 28 per cent hybrid—a significant increase since tracking began in 2010. The expansion of hybrid vehicles in the livery fleet aligns with City policy efforts related to sustainability.

Fleet Utilization Analysis

On a quarterly basis, LTAC receives information from Administration on the number of taxi trips taken, the average length of trips, the number of drivers participating in the industry, and compliments and concerns received by Livery Transport Services (LTS). This information is collected by LTS through GPS and taximeter data for the purpose of developing policy in partnership with LTAC. See Appendix 2.

- In order to provide advice and recommendations to LTAC in regards to the utilization of taxi, limousine and TNC services within the city of Calgary, the Plate Utilization Subcommittee continued their work through 2016.

Responding to a Changing Economic Climate

In response to the continued challenges with the current economic downturn, Council adopted LTAC's recommendation to maintain 2017 licence fees at 2016 levels.

Presentations on City of Calgary Projects Impacting the Livery Industry

In an effort to ensure that LTAC is informed on important City of Calgary projects that impact the livery industry, several City Business Units presented to the committee (Deerfoot Trail Study, Electric Vehicle Strategy, and work on autonomous and connected vehicles).

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Additionally, Calgary Transit Access (CTA) provided information to LTAC in regards to their mandate and operating model in relation to the Accessible Taxi Review. While both the taxi industry and CTA provide service to individuals with mobility disabilities, there are several important distinctions between the two systems. Nevertheless, CTA, LTS and LTAC are committed to continuing discussions related to potential synergies and improvements to accessible transportation in the future.

Submissions Received and Actions Taken

Annually, through the Terms of Reference, LTAC is required to provide Council with a report on submissions received and actions taken. This 2016 LTAC Report document provides a summary of the projects and focus of LTAC and its subcommittees. A full list of activities can be found in Appendix 3.

LTAC plans for 2017

Through 2017, LTAC will continue important work on the Accessible Taxi Review, analysing industry data (including TNCs for the first time), collaborating with Administration on the LTAC Governance Review and forming recommendations on the one-year pilot of the alternate TNC fee structure.

2016 LTAC Members

| | |
|--------------------|--|
| Tongjie Zhang | General public representative |
| F. Gordon Lowe | General public representative |
| Cheryl McLaughlin | General public representative |
| Kay She | General public representative |
| Linda Ciurysek | General public representative |
| Lauri Brunner | Advisory Committee on Accessibility |
| Spencer Villam | Calgary Hotel Association |
| Shannah Whittaker | Calgary Airport Authority |
| Andrew Rodych | Tourism Calgary |
| Kurt Enders | Taxi broker |
| Ian Lawson | Limousine broker |
| Ginger Greenwood | Transportation Network Company |
| Jaskaran Randhawa | Taxi driver |
| Robert McGregor | Limousine driver |
| Clement Gulston | Transportation Network Company driver |
| Steve Dawson | Livery Transport Services (non-voting) |
| S/Sgt. Paul Stacey | Calgary Police Service (non-voting) |
| Travis Gaede | Calgary Transportation Planning (non-voting) |

For General LTAC Inquiries or to contact any LTAC member, please email: LTAC@calgary.ca

APPENDICES:

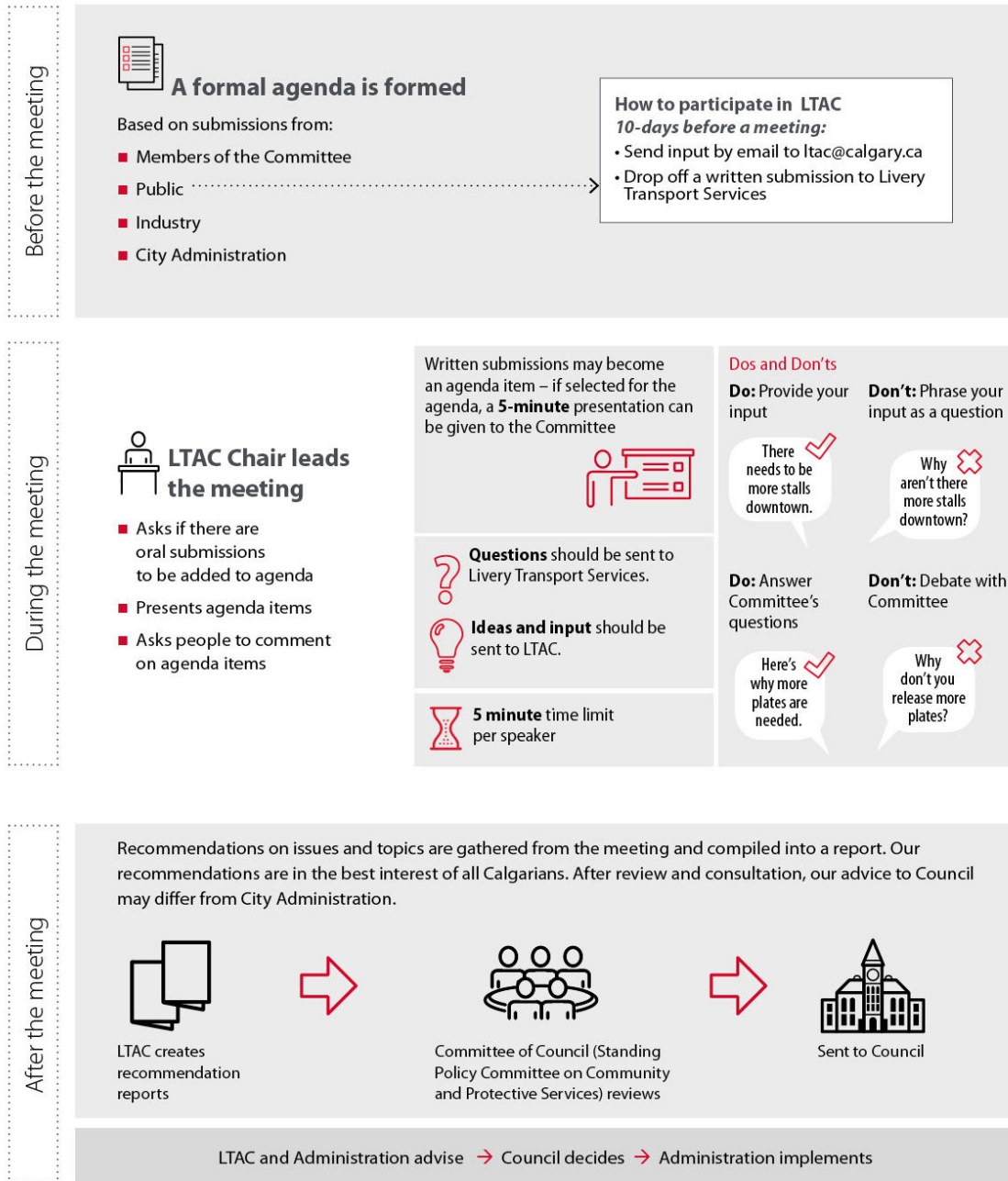
Appendix 1: How LTAC Meetings Work

Appendix 2: 2016 Fleet Utilization data

Appendix 3: 2016 LTAC Activities and Submissions

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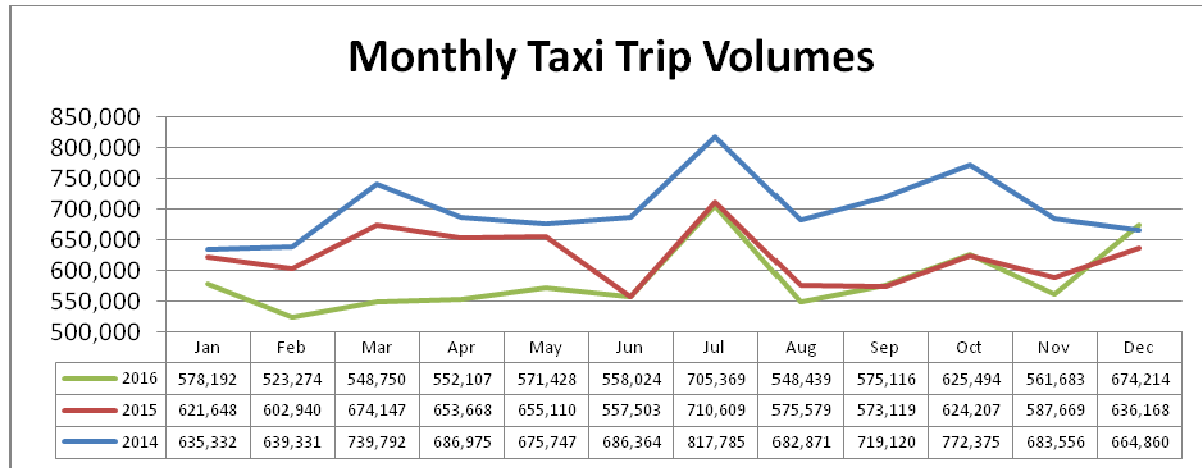
Appendix 1: How LTAC Meetings Work



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Appendix 2: 2016 Fleet Utilization Data

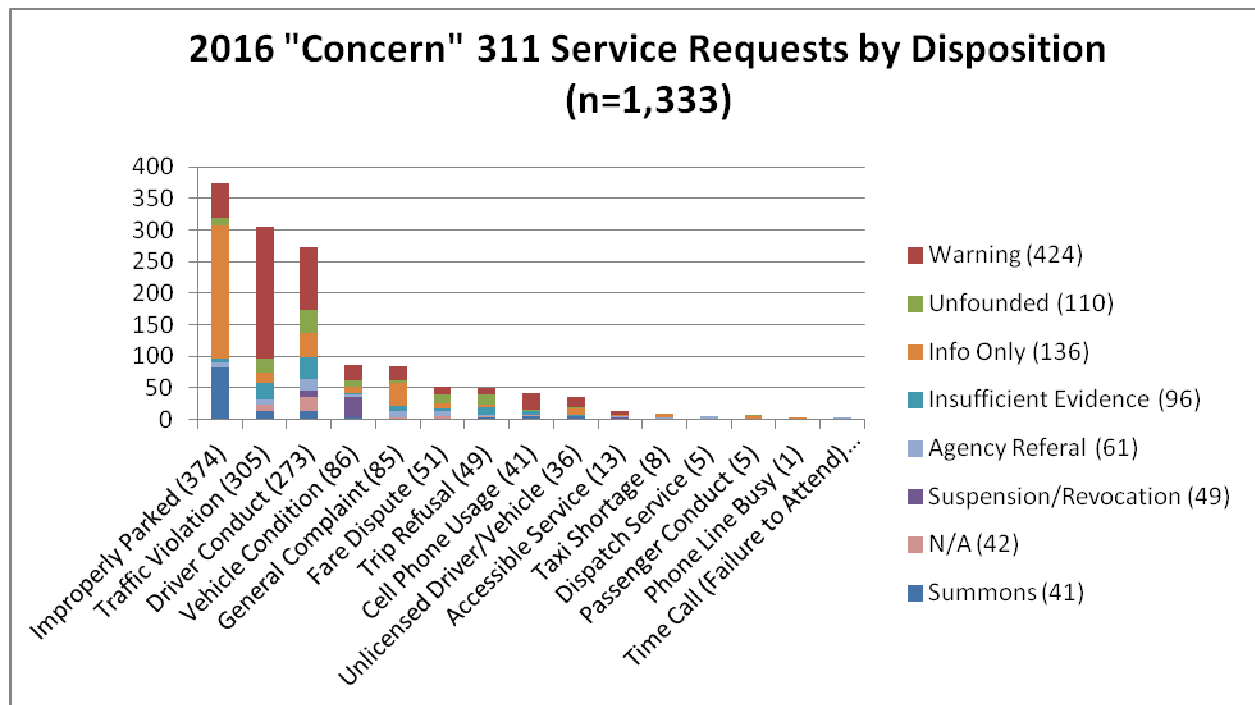
1.1 – Monthly Taxi Trip Volumes



1.2 – 2016 Dispatch Response Times

| TOTAL DISPATCH TRIPS | Within 15 min | % Within 15 min | RESPONSE TIME | | | | |
|----------------------------|---------------|-----------------|---------------|-----------|-----------|-----------|---------|
| | | | 0-5 min | 5-10 min | 10-15 min | 15-20 min | >20 min |
| 2,986,349 | 2,722,624 | 91% | 811,990 | 1,352,332 | 558,302 | 156,388 | 107,337 |

1.3 – 2016 “Concern” 311 Service Requests by Disposition



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Appendix 3: 2016 LTAC Activities and Submissions

| REPORT # | TITLE | LTAC meeting | Direction | MOTION(S) |
|--------------------|---|--------------|--|---|
| TLAC2016-01 | TRANSPORTATION NETWORK COMPANY BYLAW | January 22 | Council direction through report C2015-0886. | TLAC recommends the development of an amending bylaw based on attachments 1 and 2 except where otherwise indicated by TLAC. Also, that Administration present recommendations of TLAC to Council Feb. 22, 2016. CARRIED That TLAC remove the asterisk (*) items from 5 & 6 in Attachment 1 to be discussed in a future meeting. CARRIED That TLAC receive this report for information. CARRIED |
| TLAC2016-02 | 2015 FLEET UTILIZATION AND COMPLIMENTS-CONCERNS | February 19 | At the request of LTAC. | That TLAC receive this report for information. CARRIED |
| TLAC2016-03 | 2016 HYBRID VEHICLE UPDATE | February 19 | Council direction (LPT2010-74). | That TLAC receive this report for information. CARRIED |
| TLAC2016-04 | 2016 TLAC COMMUNICATIONS PLANNING UPDATE | February 19 | At the request of LTAC. | That TLAC receive this report for information and to approve implementation of this initial plan. CARRIED |
| TLAC2016-05 | 2015 ANNUAL REPORT PLAN | February 19 | At the request of LTAC. | That TLAC receive this report for information and to garner support to supply 2015 highlights to M. Houston before February 24, 2016. CARRIED |
| TLAC2016-06 | VERBAL UPDATE: FEB 22 COUNCIL DECISION RE TRANSPORTATION NETWORK COMPANY BYLAW AMENDMENTS | March 23 | Initiative of Administration. | None |
| TLAC2016-07 | PROPOSED REVISIONS TO TLAC SUBCOMMITTEES' TERMS OF REFERENCE | March 23 | At the request of LTAC. | That TLAC adopt the proposed revisions to the subcommittees' terms of reference (Attachments 1, 2 and 3). CARRIED |
| TLAC2016-08 | COMPARABLE ESTIMATED RATE OF RETURN ANALYSIS | March 23 | Council direction (LPT2010-74). | That TLAC receive this report for information. CARRIED Motion arising by Spencer Villiam that TLAC refer report TLAC2016-08 to the Plate Utilization Subcommittee to come back to TLAC with a report before going to Council. CARRIED |
| TLAC2016-09 | 2015 TLAC Highlights | April 15 | LTAC Terms of Reference Requirement. | That TLAC directs Administration to present the 2015 TLAC Highlights to Council on behalf of TLAC with the recommendation to receive for information. CARRIED |
| TLAC2016-10 | Q1 2016 FLEET UTILIZATION, COMPLIMENTS/CONCERNS | April 15 | At the request of LTAC. | That TLAC receive this report for information. CARRIED |
| TLAC2016-11 | VERBAL UPDATE – TNC/TNDL LICENCE APPLICATIONS | May 11 | Initiative of Administration. | None |
| TLAC2016-12 | VERBAL UPDATE – 2016 STAMPEDE OPERATIONS PLAN | May 11 | Initiative of Administration. | None |
| TLAC2016-13 | VERBAL UPDATE – ACCESSIBLE TAXI REVIEW | May 11 | Initiative of Administration. | None |
| TLAC2016-14 | VERBAL UPDATE – 2016 CUSTOMER SATISFACTION RESEARCH | May 11 | Initiative of Administration. | None |

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|--------------------|---|--------------|-----------------------------------|---|
| TLAC2016-15 | BUSINESS CASE FOR 2016 TRAVEL/CONFERENCE EXPENDITURES | May 11 | At the request of LTAC. | That the Taxi and Limousine Advisory Committee authorize travel and conference registration expenditures for the TLAC Business Analyst, TLAC Legal Counsel and TLAC Chair (or other member, voting or non-voting) to attend the 2016 International Association of Transportation Regulators (IATR) Conference in San Francisco, CA, September 22-25, 2016. Also, those conference attendees would report back to TLAC about the conference. CARRIED |
| TLAC2016-16 | WRITTEN SUBMISSION – PRITPAL S DHALIWAL | May 11 | Initiative of Pritpal S Dhaliwal. | That TLAC receive this report for information. CARRIED |
| NM2016-01 | RE: IMPACT OF RECENT METER RATE DECREASES ON TAXI DRIVERS | May 11 | Initiative of Robert McGregor. | Refer the Notice of Motion back to the mover for further consideration as to the desired outcome to return back to TLAC no later than Q4 2016. CARRIED |
| TLAC2016-17 | PRESENTATION – DEERFOOT TRAIL PROJECT INTRODUCTION | June 29 | Initiative of Administration. | None |
| TLAC2016-18 | PROPOSED TLAC TERMS OF REFERENCE AMENDMENTS | June 29 | At the request of LTAC. | Motion by Ian Lawson that TLAC solicit written feedback on the options for amending the TLAC Terms of Reference (Attachments 1 & 2) by email tlac@calgary.ca, mail (PO Box 2100, Strn M, #128, Calgary, AB, T2P 2M5) or in person (#100, 2116 27 Ave NE Calgary Alberta), to be received no later than 4:30 p.m. on Friday, July 22, 2016. CARRIED |
| TLAC2016-19 | 2016 STAMPEDE OPERATIONS PLAN | June 29 | Initiative of Administration. | That TLAC receive this report for information. CARRIED |
| TLAC2016-20 | PROPOSED 2017 TLAC ACTION PLAN AND BUDGET | June 29 | Terms of Reference Requirement. | Motion by Gord Lowe that Administration prepare a report on behalf of TLAC recommending that Council adopt the proposed 2017 TLAC Work Plan (Attachment 1) and budget allocation (Attachment 3). Also, that TLAC authorize expenditures towards the purchase of tablets for use by TLAC members during meetings to move toward technological and administrative efficiencies by reducing the use of paper agendas and reports by members. CARRIED |
| TLAC2016-21 | LIVERY TRANSPORT SERVICES FINANCIAL OVERVIEW | June 29 | At the request of LTAC. | That TLAC receive this report for information. CARRIED |
| TLAC2016-22 | SATISFACTION WITH TAXI SERVICES – REPORT OF TELEPHONE SURVEY 2016 | August 03 | Initiative of Administration. | That TLAC receive this report for information. CARRIED |
| TLAC2016-23 | Q2 2016 FLEET UTILIZATION , COMPLIMENTS/CONCERNS | August 03 | At the request of LTAC. | That TLAC receive this report for information. CARRIED |
| TLAC2016-24 | RECOMMENDED TLAC TERMS OF REFERENCE AMENDMENTS | August 03 | At the request of LTAC. | Motion by Gordon Lowe that Administration prepare a report to Council with TLAC's recommendation that the Terms of Reference be revised based on Option 2, as attached with clerical revisions and removal of the first sentence in the 'Compensation' section. CARRIED |
| TLAC2016-25 | LIVERY TRANSPORT SERVICES - 2016 STAMPEDE OVERVIEW | August 03 | Initiative of Administration. | That TLAC receive this report for information. CARRIED |
| TLAC2016-26 | VERBAL UPDATE – ACCESSIBLE TAXI REVIEW | August 03 | Initiative of Administration. | None |

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Appendix 3: 2016 LTAC Activities and Submissions

| REPORT # | TITLE | LTAC meeting | Direction | MOTION(S) |
|--|---|--------------|---------------------------------------|---|
| LTAC2016-27 | 2015 CENSUS RESULTS AND PLATE NUMBERS | August 31 | Terms of Reference Requirement. | That TLAC receive this report for information. CARRIED |
| LTAC2016-28 | ACCESSIBLE TAXI REVIEW UPDATE | August 31 | Initiative of Administration. | That TLAC receive this report for information. CARRIED |
| NOTE: Committee name changed to the Livery Transport Advisory Committee (LTAC) on 2016 September 26 | | | | |
| LTAC2016-29 | VERBAL UPDATE – COMMUNICATIONS AND ENGAGEMENT COMMITTEE CHAIR | October 5 | At the request of LTAC. | None |
| LTAC2016-30 | ANNUAL PLATE NUMBER RECOMMENDATION - DEFERRAL | October 5 | Initiative of Administration. | Motion by Gord Lowe that LTAC refer this deferral report to the November 18, 2016 LTAC meeting in conjunction to the Plate Utilization Report. CARRIED |
| LTAC2016-31 | WRITTEN SUBMISSION – THE DRIVING ALTERNATIVE | October 5 | Initiative of The Driving Alternative | Motion by Gord Lowe that LTAC refer this written submission to Admin to report back to LTAC with recommendations in 3 months. CARRIED |
| LTAC2016-32 | VERBAL UPDATE – FLEET UTILIZATION SUBCOMMITTEE CHAIR | October 5 | At the request of LTAC. | None |
| LTAC2016-33 | ACCESSIBLE TAXI REVIEW UPDATE | October 5 | Initiative of Administration. | That LTAC receive this report for information. CARRIED |
| LTAC2016-34 | RECOMMENDED LIVERY TRANSPORT BYLAW AMENDMENTS | October 20 | Initiative of Administration | That: 1. Administration prepare a report to Council for 2016 December which includes LTAC's recommendation of the proposed bylaw and amendments contained in this report and any recommendations from the 2016 November 18 LTAC meeting concerning the release of TPLs and the accessible service review. 2. That the effective date of the proposed bylaw amendments be a date that coincides with the most probable operational date of new TPLs, if any. 3. And that Administration ensures TNC data reporting requirements include, for EACH trip (not in aggregate): • The date and time of each wheelchair accessible vehicle request • The date and time of each request where a service animal is accompanying the rider • The response time from the initial request to an accessible vehicle arriving at the pick-up location, with a notation of any unfulfilled request. 4. And further, Under the principle of Reasonable Accommodation, that Administration holds TNCs to service standards with respect to wheelchair accessible service response times and will enforce the requirement that service animals be accommodated. CARRIED |

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| REPORT # | TITLE | LTAC meeting | Direction | MOTION(S) |
|-------------|---|--------------|--------------------------------|---|
| LTAC2016-35 | ELECTION OF VICE CHAIR | November 18 | At the request of LTAC. | The Chair announced that a Vice Chair needed to be elected. Spencer Villiam nominated himself. The chair asked 3 times for further nominations. No more were provided. Motion by Cheryl McLaughlin to close nominations. CARRIED. Nominations were then declared closed by the Chair. Due to only one nomination presented, the Chair declared Spencer Villiam as Vice Chair. |
| LTAC2016-36 | VERBAL – LTAC RECRUITMENT CAMPAIGN | November 18 | At the request of LTAC. | None |
| LTAC2016-37 | PROPOSED LTAC 2017 LTAC MEETING SCHEDULE | November 18 | At the request of LTAC. | That LTAC approve its 2017 meeting schedule as per the Attachment. CARRIED |
| LTAC2016-38 | LTAC POLICY AND PROCEDURE MANUAL UPDATE | November 18 | At the request of LTAC. | Motion by Gord Lowe that LTAC approve the LTAC Policy and Procedure Manual (Attachment 1), as amended. (Amendment to section 15: Subcommittees may be established by LTAC for the purpose of conducting LTAC work.) : CARRIED |
| LTAC2016-39 | VERBAL – SPECIAL MEETING RECAP/Q&A | November 18 | Initiative of Administration. | None |
| LTAC2016-40 | Q3 2016 FLEET UTILIZATION, COMPLIMENTS/CONCERNS | November 18 | At the request of LTAC. | That LTAC recommend that Council direct Administration to develop amendments to Livery Transport Bylaw 6M2007 based on Option 3 and report back to Council, through TLAC, on 2015 December 14. CARRIED. |
| LTAC2016-41 | ANNUAL PLATE NUMBER RECOMMENDATION | November 18 | Terms of Reference Requirement | Motions combined with LTAC2016-41 |
| TLAC2016-42 | ACCESSIBLE TAXI REVIEW RECOMMENDATION | November 18 | | <p>Motion by Kurt Enders that LTAC recommend that Council maintain the current TNC fee structure and not add the proposed alternate fee structure.</p> <p>Opposed: Cheryl McLaughlin, Spencer Villiam CARRIED</p> <p>Motion by Spencer Villiam that LTAC endorse the following recommendations for Administration to present to the SPC on Community and Protective Services on 2016 November 30:</p> <ol style="list-style-type: none"> 1. Endorse LTAC2016-42 Accessible Taxi Review, Attachment 2, Option 1, and direct Administration to bring forward amendments to the Livery Transport Bylaw 6M2007 based on this option in 2017 Q2; 2. Direct Administration to undertake an accessible transportation policy review between Calgary Transit Access and Livery Transport Services to explore opportunities to collaborate on service delivery for the accessible taxi community. <p>And further, that LTAC endorse the following recommendations, as amended, for Administration to present to Council on 2016 November 28:</p> <ol style="list-style-type: none"> 3. That LTAC recommend the immediate release of 222 class 2 Taxi Plate Licences (TPLs) to eligible drivers. 4. That, EXCEPT for the alternate TNC licence fee system, LTAC adopt the recommendations contained in report LTAC2016-34 RECOMMENDED LIVERY TRANSPORT BYLAW AMENDMENTS, which includes: <ul style="list-style-type: none"> a) Automated TNC drivers licence system b) Data submission requirements |

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| REPORT # | TITLE | LTAC meeting | Direction | MOTION(S) |
|---------------------|---|--------------|---------------------------------|--|
| | | | | c) A freeze of all 2017 licence fees to 2016 levels d) The Attachment to the report. 5. That the effective date of the alternate licence fee system, if adopted by Council, be 90 days after the date of third reading. 6. That, with the EXCEPTION of the service animal reporting requirement, the amendments carried at the October 20 Special Meeting pertaining to wheelchair accessible service data reporting and response times be maintained. CARRIED |
| LTAC2016-43 | VERBAL – 2016 IATR CONFERENCE RECAP | December 21 | Initiative of Administration | None |
| LTAC2016-44 | VERBAL – COMPARABLE ESTIMATED RATE OF RETURN ANALYSIS | December 21 | Council direction (LPT2010-74). | None |
| LTAC2016-45 | VERBAL – CALGARY TRANSIT ACCESS PRESENTATION | November 18 | Initiative of Administration. | None |
| LTAC2016-46 | ESTABLISHING OF 2016-2017 LTAC SUBCOMMITTEES | December 21 | At the request of LTAC. | That LTAC makes appointments to the Communications Engagement and Research Subcommittee, the Plate Utilization Subcommittee and the Governance Review Subcommittee. CARRIED |
| LTAC 2016-47 | GORD LOWE – WRITTEN SUBMISSION AS URGENT BUSINESS RE: LTAC2016-41 AND LTAC2016-42 | November 18 | Initiated by Gord Lowe | None |
| LTAC2016-48 | WRITTEN SUBMISSION – MODEL OF TAXI INDUSTRY – PRITPAL DHALIWAL | December 21 | Initiative of Pritpal Dhaliwal. | That LTAC receive this report for information. CARRIED |
| LTAC2016-49 | PROPOSED LTAC SUBCOMMITTEE TERMS OF REFERENCE | December 21 | At the request of LTAC. | That LTAC establish and adopt the subcommittee Terms of References for LTAC Plate Utilization Subcommittee (Attachment 1). (Against – Ginger Greenwood, Kay She, Shawnah Whittaker, Kurt Enders and Ian Lawson – 6-5 vote in favor). CARRIED That LTAC establish and adopt the subcommittee Terms of References for the LTAC Communication, Engagement and Research Subcommittee (Attachment 2). CARRIED That LTAC establish and adopt the subcommittee Terms of References for the LTAC Governance Review Subcommittee (Attachment 3). CARRIED |
| LTAC2016-50 | VERBAL – DEERFOOT TRAIL STUDY STAKEHOLDER MEETING | December 21 | Initiative of Administration | None |