

**Taxi and Limousine Advisory Committee Terms of Reference Amendments, 2017 Work Plan and Budget**

---

**EXECUTIVE SUMMARY**

The Taxi and Limousine Advisory Committee (TLAC) recommends that the TLAC Terms of Reference be amended to include the Transportation Network Company (TNC) industry. As well, the updated Terms of Reference amendments align with the revised "Governance and Appointments of Boards, Commissions and Committees" policy. In addition, and in support of the changing livery landscape, the Terms of Reference amendments propose that TLAC change its name to Livery Transport Advisory Committee (LTAC). In 2017, TLAC will report its annual progress to Council and provide a status update on the implementation of bylaw 12M2016 which amended the Livery Transport Bylaw to allow for Transportation Network Companies (TNCs).

**ADMINISTRATION RECOMMENDATION(S)**

That the SPC on Community and Protective Services recommend that Council:

1. Adopt the TLAC Terms of Reference Amendments (Attachment 1);
2. Receive for information:
  - a. 2017 TLAC Work Plan (Attachment 2);
  - b. 2017 TLAC Operating Budget (Attachment 3); and
  - c. 2016 Leger – Satisfaction with Taxi Services Survey Summary (Attachment 4).

**RECOMMENDATION OF THE SPC ON COMMUNITY AND PROTECTIVE SERVICES,  
DATED 2016 SEPTEMBER 07:**

---

Recommends that:

1. Council adopt the TLAC Terms of Reference Amendments (Attachment 1);
2. Council Receive for information:
  - a. 2017 TLAC Work Plan (Attachment 2);
  - b. 2017 TLAC Operating Budget (Attachment 3);
  - c. 2016 Leger – Satisfaction with Taxi Services Survey Summary (Attachment 4); and
3. **Given the accelerated evolution of the livery industry in Calgary, that Council directs the City Clerk's Office to conduct a review of the governance model and Terms of Reference for the Livery Transport Advisory Committee (LTAC) in collaboration and consultation with Administration, LTAC and key stakeholders, in accordance with Council Policy CP2016-03, and report back to the SPC Community and Protective Services with the result of the outcome of the review no later than 2017 Q3.**

**PREVIOUS COUNCIL DIRECTION / POLICY**

The TLAC Terms of Reference were adopted on 2007 September 10. The Terms of Reference are amended and approved on an as-needed basis, most recently, at the 2014 July 21 Regular meeting of Council. The TLAC work plan is approved by Council on an annual basis, most recently, at the 2015 December 14 Regular meeting of Council.

## Taxi and Limousine Advisory Committee Terms of Reference Amendments, 2017 Work Plan and Budget

---

### **BACKGROUND**

Through the Terms of Reference, TLAC is mandated to provide a yearly report to Council that includes a work plan and operating annual budget.

### **INVESTIGATION: ALTERNATIVES AND ANALYSIS**

Administration brought forward proposed amendments to the TLAC Terms of Reference at the 2016 June 29 and 2016 August 03 meetings of TLAC. The committee provided feedback and passed a recommendation that Council approve the proposed amendments provided in Attachment 1. In addition, TLAC has also approved the 2017 work plan provided in Attachment 2 and operating budget, Attachment 3.

### **Terms of Reference**

The proposed TLAC Terms of Reference amendments include adding two designated positions including a Transportation Network Company (TNC) owner/operator and a Transportation Network Driver (TND). These amendments ensure that the committee better represents the evolving livery industry. Other proposed Terms of Reference changes include aligning the term limits with the new Council policy "Governance and Appointments of Boards, Commissions and Committees" and changing TLAC's name to the Livery Transport Advisory Committee (LTAC). As well, the Terms of Reference would be updated to remove and replace outdated references to the Calgary Livery Association (CLA) and Limousine Luxury Independent Motor Operators Society (LIMOS), which no longer exist. Additional amendments to the Terms of Reference support better alignment with City reporting requirements by removing the requirement to report to Council on the annual work plan and operating budget.

### **Proposed 2017 TLAC Work Plan – Annual Requirements**

TLAC, in partnership with Administration, currently makes recommendations to Council with regard to the number of Taxi Plate Licenses (TPLs) and Accessible Taxi Plate Licences (ATPLs) on an annual basis. These recommendations are based on a variety of factors including: trip volumes, economy, population, and citizen and industry feedback. The 2016 TPL and ATPL recommendation will be presented to Council in 2016 Q4. The TLAC Terms of Reference amendments include a 2017 Q2 report that would provide a status update on the impact of the recent amendments to the Livery Transport Bylaw 6M2007 and 2016 highlights. The 2017 Taxi Plate and Accessible Taxi Plate Licence and other bylaw recommendations would be brought forward in 2017 Q4, if needed. The 2017 TLAC work plan and operating budget are provided in Attachments 2 and 3. Livery Transport Services (LTS) has allocated \$185,000 per year to TLAC.

### **Stakeholder Engagement, Research and Communication**

At the 2016 June 29 and 2016 August 03 TLAC meetings, members of the public and industry were invited to provide input into TLAC's Terms of Reference amendments and TLAC's 2017 work plan. As well, stakeholders have the opportunity to attend TLAC meetings in person and submit written submissions year-round for TLAC's consideration in accordance with the TLAC submission procedures.

## Taxi and Limousine Advisory Committee Terms of Reference Amendments, 2017 Work Plan and Budget

---

In 2016, LTS engaged Leger to conduct the annual customer satisfaction survey, 600 Calgaryians were asked a variety of questions that determined usage and satisfaction with taxi and TNC services in Calgary including comparisons to the data collected in 2014 and 2015. The survey results indicate that 85 per cent of customers are highly satisfied with the taxi services that they received, but 63 per cent are less satisfied with the value for money which is indicative of the current economy. The popularity of booking a ride online or using an app has increased by 22 per cent when compared to 2015. Specifically, 22 per cent of taxi users surveyed reported that they had obtained taxi services via online bookings or a taxi app in 2016 compared to 16 per cent in 2015. Overall, the 2016 telephone survey results confirm citizen satisfaction with taxi services in Calgary. A summary of the 2016 Leger -Satisfaction with Taxi Services survey summary is provided in Attachment 4.

### Strategic Alignment

This report aligns with Calgary City Council Priorities from Action Plan 2015-2018, including: a city that moves; and strategic action M5: Improve the taxi system. TLAC is mandated through its current Terms of Reference to make an annual submission to Council that includes a work plan and budget for the operation of TLAC. The proposed Terms of Reference amendments will help to streamline the reporting process.

### Financial Capacity

For the 2015 – 2018 budget cycle, LTS has allocated \$185,000 per year to TLAC. The funds will be used for planning, honorariums (for TLAC and subcommittee members), research, legal advice and consultation. The budget supports industry advancements with a focus on increasing transportation options and improving customer service. The TLAC budget, Attachment 3, is funded through LTS licence fees and does not impact the mill rate.

### Current and Future Capital Budget

The 2017 TLAC work plan has no associated capital budget implications.

### Risk Assessment

Administration and TLAC continue to focus efforts on increasing transportation options, supporting public safety and providing better customer service. Continued use of annual livery citizen satisfaction survey results, industry best practices and research serves to mitigate potential risks.

### REASON(S) FOR RECOMMENDATION(S):

Proposed TLAC Terms of Reference amendments support an evolving industry. In addition, the amendments allow TLAC to report to Council with 2016 highlights and a status update on the impact of the amendments to the Livery Transport Bylaw 12M2016 in 2017 Q2.

### ATTACHMENT(S)

1. TLAC Terms of Reference Amendments
2. 2017 TLAC Work Plan
3. 2017 TLAC Operating Budget
4. 2016 Leger – Satisfaction with Taxi Services Survey Summary