



Community Services & Protective Services Report to  
SPC on Community and Protective Services  
2014 December 10

ISC: UNRESTRICTED  
CPS2014-0828  
Page 1 of 3

## **TAXI AND LIMOUSINE ADVISORY COMMITTEE 2015 BUSINESS PLAN AND BUDGET**

### **EXECUTIVE SUMMARY**

Annually, the Taxi and Limousine Advisory Committee (TLAC) brings forward its work plan to Council for approval, highlighting key achievements and outlining upcoming projects. Key 2014 achievements include enhanced Stampede service and launching the citizen satisfaction survey. Moving forward in 2015, TLAC will continue to focus on previously approved Council priorities, including completing a comparable estimated rate of return analysis, developing a hybrid vehicle strategy, assessing central dispatch processes, and investigating a subsidization model for wheelchair accessible service. TLAC will also proceed with the ongoing work of its two subcommittees, the Communications and Customer Satisfaction committees, along with the establishment of a new subcommittee centred on Fleet Utilization. Subcommittee efforts will include a number of projects, including expanding customer satisfaction research to include the customers of the broker community (i.e. drivers). Building on the achievements of 2014 and the array of ongoing and upcoming initiatives, TLAC, in partnership with Administration, continue to enhance the Calgary livery system.

### **ADMINISTRATION RECOMMENDATION(S)**

Administration recommends that the SPC on Community and Protective Services recommends that Council approve the 2015 Taxi and Limousine Advisory Committee (TLAC) work plan (Attachment 2).

### **RECOMMENDATION OF THE SPC ON COMMUNITY AND PROTECTIVE SERVICES, DATED 2014 DECEMBER 10:**

That Council:

1. **Receive Report CPS2014-0828 and Attachments for information, after amendment to Attachment 1 on Page 4 of 7, Row 1, Notes/Benefits/Challenges Column, by adding the words "a schedule for" following the words "through CPS2014-0664, with", and by adding the words "to be determined by Council", following the words "the release of the remaining".**
2. Approve the 2015 Taxi and Limousine Advisory Committee (TLAC) work plan (Attachment 2)

Excerpt from the Minutes of the Regular Meeting of the SPC on Community and Protective Services, Held 2014 December 10:

"APPROVE, AS AMENDED, Moved by Councillor Woolley, that the Administration Recommendation contained in Report CPS2014-0828 be approved, **as amended**, as follows:

**And further, that the report be forwarded to the 2014 December 15 Regular Meeting of Council as an item of urgent business."**

### **PREVIOUS COUNCIL DIRECTION / POLICY**

At the 2014 July 21 Combined meeting of Council, TLAC's 2014 Work Plan (CPS2014-0542) was approved.

Approval(s): GM/ TLAC Chair Dalglish, Stuart/ Zhang, Tongjie concurs with this report. Author: Broda, Mercedes  
City Clerk's: J. Dubetz



## **TAXI AND LIMOUSINE ADVISORY COMMITTEE 2015 BUSINESS PLAN AND BUDGET**

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### **BACKGROUND**

TLAC is mandated through its terms of reference to make an annual submission to Council that includes a work plan and a budget allocation for the operation of TLAC.

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

Much of TLAC's work recurs annually (annual plate number recommendations, annual meter rate recommendations, etc). This supports TLAC in its planning efforts, ensuring they are able to address the projected workload and build in additional capacity to address any emerging work. In 2014, all items on the work plan were completed (Attachment 1); as was additional work around improved stampede service, the development of a clean-up fee, and a project on gathering better data for the fleet utilization reporting and analysis. Key accomplishments in 2014 included the development and successful delivery of the citizen satisfaction survey, improvements to stampede service, the development of a taxi clean-up fee, a review of the safety partition issue, and a project on gathering data to more effectively support fleet utilization reporting and analysis.

In order to develop the 2015 work plan, TLAC undertook a work planning process, reflecting on the 2014 achievements, challenges, and areas for improvement as described in Attachment 1. This resulted in a final strategic meeting on 2014 August 29 at which time TLAC confirmed its 2015 work plan. Once the strategic meetings were complete and the work plan outlined, a report was taken to TLAC on 2014 September 19 (TLAC2014-36) for final approval prior to coming to Council.

On the basis of this process, TLAC reviewed the anticipated business items for 2015, which are primarily based on mandated Terms of Reference responsibilities and previous Council direction (comparable estimated rate of return analysis, hybrid vehicle strategy and assessing central dispatch, and a subsidization model for wheelchair accessible service). TLAC will also proceed with the ongoing work of its two subcommittees, the Communications and Customer Satisfaction committees, along with the establishment of a new subcommittee centred on Fleet Utilization. The resulting planned activities for 2015 are summarized in Attachment 1. In addition to the work of the Communication and Fleet Utilization subcommittees, expanding customer satisfaction research to include the customers of brokers (i.e., drivers) is a key priority for 2015. This will allow TLAC to better understand the driver-broker dynamic, particularly around concerns of each party of the other (e.g., driver concerns with dispatch; broker concerns with driver behaviours such as not booking in to dispatch).

TLAC also discussed moving its regular meeting date from the third Friday of every month to the third Thursday of every month. The committee is also exploring alternative meeting locations to better accommodate stakeholders (Taxi brokers and drivers, public citizens).

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

At the 2014 August 15 meeting of TLAC, through TLAC2014-29, members of the public and industry were invited to provide input into TLAC's 2015 work plan. No submissions were received. Subsequently, TLAC held its annual planning session on 2014 August 29 in order to develop its 2015 work plan. During the session, members of TLAC reflected on their 2014 achievements, challenges and areas for improvement and reviewed their anticipated business items for 2015. On 2014 September 19, through report TLAC2014-36, another opportunity to

## **TAXI AND LIMOUSINE ADVISORY COMMITTEE 2015 BUSINESS PLAN AND BUDGET**

provide input was available, and no submissions were received. Additionally, stakeholders have the opportunity year-round to submit written reports for TLAC's consideration in accordance with the TLAC submission procedures as outlined on calgary.ca.

### **Strategic Alignment**

TLAC is mandated through its terms of reference to make an annual submission to Council that includes an action plan and a budget allocation for the operation of TLAC.

### **Social, Environmental, Economic (External)**

Ensuring there is an adequate supply of taxi services is essential to maintaining a vibrant and productive community. While taxis are used by all segments of society, they are heavily utilized by people with disabilities, enhancing their mobility and reducing social isolation in Calgary communities. Further, the taxi industry plays a strategic role in the city's economic development while supplementing the use of environmentally-friendly modes of transportation.

### **Financial Capacity**

#### **Current and Future Operating Budget:**

For 2015-2018, Livery Transport Services plans to maintain the annual TLAC budget of \$185,000 per year, to be allocated to TLAC for planning, honorariums, administrative assistance, policy research, legal advice and consultation. The budget is funded through the Livery Transport Services license fees and does not impact the mill rate (tax rate). The honorarium amounts for the chair and other eligible members were approved in 2014 July (CPS2014-0542). This budget amount is part of the 2015-2018 Action Plan CSPA Department submission going to Council 2014 November 24.

#### **Current and Future Capital Budget:**

None.

### **Risk Assessment**

No risks have been identified.

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

Annually, as part of the mandate of TLAC, through its terms of reference, the Taxi and Limousine Advisory Committee (TLAC) bring forward their work plan to Council for approval, highlighting key achievements and outlining upcoming projects. Building on the achievements of 2014 and the array of ongoing and upcoming initiatives, TLAC in partnership with Administration will continue to enhance the Calgary livery system in 2015.

### **ATTACHMENT(S)**

1. 2014 TLAC ACTIVITY/SUBMISSIONS
2. 2015 TLAC Work Plan