

## 2015 TLAC Work Plan

#	Action	Description	Timing		Due to Council/ Committee
			Start Date	End Date	
1	Dispatch data, plate release schedule and driver independence.	Council-directed report detailing data on dispatch service; the feasibility of creating an insurance marketplace and any other mechanisms to enhance driver independence; and a schedule for the release of the remaining new plates (report back from CPS2014-0664).	January 2015	March 2015	March 30
2	Fleet Utilization Reports and Subcommittee activities	TLAC-requested quarterly reports on fleet utilization and plate utilization subcommittee updates/findings.	Ongoing	Ongoing	N/A
3	Status update re: Accessibility Direction	Council-adopted recommendation to assess the feasibility of central dispatch and subsidization model for accessible taxi plate licenses (ATPLs).	January 2015	TBD	TBD (depends on TLAC recommendation )
4	TLAC year end financial statement	TLAC-requested report on annual expenditures for 2014.	February 2015	February 2015	N/A
5	Comparable estimated rate of return analysis	Council-directed report to estimate the rate of return for taxi drivers and taxi plate holders compared to other municipalities.	February 2015 (TLAC)	TBD	TBD (depends on TLAC recommendation )
6	Hybrid vehicle update	Update on composition of taxi fleet as input into Council-directed hybrid vehicle strategy recommendation.	February 2015	TBD	TBD (depends on TLAC recommendation )
7	Driver training overview	TLAC-requested overview of taxi driver training and plans for review.	January 2015	April 2015	N/A
8	Communication Subcommittee activities	TLAC initiative. Public education on taxi and limousine service matters (plan ahead, tips on identifying a licensed provider, driver and passenger rights, app-a-cab, etc.)	ongoing	ongoing	N/A
9	Annual meter rate	Terms of Reference-required annual TLAC meter rate	June 2015	July 2015	Jul 15, SPC CPS

	recommendation	recommendation to Council.			
10	Customer satisfaction survey report	Results of Council-directed customer satisfaction research; commencing bi-annually unless otherwise warranted.	November 2014	June 2015	Sep 11, SPC CPS
11	Annual license plate recommendation	Terms of Reference-required annual licence plate recommendation to Council.	June 2015	September 2015	Sep 11, SPC CPS
12	Annual license fee recommendation	Terms of Reference-required annual license fee recommendation to Council.	August 2015	November 2015	Adjustments to Business Plan and Budget (Nov 23 - 27)
13	Proposed 2016 TLAC action plan and budget	Terms of Reference-required preparation of a proposed 2016 TLAC Action Plan and Budget for Council review.	August 2015	December 2015	Dec 2, SPC CPS
14	Summary of 2015 submissions	Terms of Reference-required summary of TLAC business.	January 2015	January 2015	Dec 2, SPC CPS
15	Annual housekeeping bylaw amendments	Terms of Reference-required annual recommended amendments to the Livery Transport Bylaw.	September 2015	2016	Q1 2016 (depends on TLAC recommendation and 2016 Council schedule)