

LTAC Governance Review Guiding Principles and Recommendations

ITEM #7.12
CPS2017-1151
ATTACHMENT 2

Following a comprehensive Governance Review of the Livery Transport Advisory Committee (LTAC) over the past year, a number of best practice opportunities have been identified in the evolution of livery oversight in the City of Calgary.

The following Guiding Principles are central in recommending Option A.3.

1. Independent Unbiased Administrative Oversight

- a) Administration will on an ongoing basis consult with other jurisdictions at municipal, provincial, national and international levels to ensure best practices in the oversight role. In so doing, Administration will also contribute to the leadership of the livery industry in these jurisdictions.
- b) Administration will provide Council with the best unbiased expertise and professional advice and recommendations from stakeholders. They will do so by committing to robust and thoughtful engagement practices for every recommendation brought forward to Council through the Standing Policy Committee on Community and Protective Services.
- c) Administration will put in place a problem-solving framework for key stakeholders and users to have issues and concerns addressed in a timely manner.

2. Key Stakeholder Engagement

- a) Administration will on an ongoing basis conduct purposeful dialogue between the citizens and users through the Engage Policy in order to continuously improve the livery transport service. This will include but not be limited to undertaking sound independent research practices that engage the general public.
- b) Administration will proactively engage subject matter experts for pertinent strategic and operational expertise including but not limited to governance experts, the Advisory Committee on Accessibility, the Calgary Airport Authority, Tourism Calgary and the Calgary Hotel Association.
- c) Administration will consult and collaborate with all key livery industry stakeholders on operational and regulatory matters in a fair and equitable manner to ensure issues, concerns and new opportunities are addressed in a timely manner including but not limited to taxi drivers, taxi plate holders, brokers, transportation network companies (and affiliated drivers), limousine brokers and drivers.