

## **Taxi and Limousine Advisory Committee 2016 Work Plan and Budget**

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### **EXECUTIVE SUMMARY**

On an annual basis, the Taxi and Limousine Advisory Committee (TLAC) presents its work plan to Council for approval, outlining the upcoming year's priorities. Moving forward in 2016, TLAC will focus on previously approved Council priorities such as the taxi plate release analysis; developing a framework and bylaw amendments to support an evolving livery industry which accommodates Transportation Network Companies (TNCs); and completing ongoing key projects including the accessible taxi review. Further, TLAC, in partnership with Administration, is proposing that the current TLAC annual reporting schedule be adjusted to align more effectively with City reporting and budget practices. Administration and TLAC will report to Council on the previous year's achievements annually in May, on the following year's work plan in September, and on any required budget adjustments through the annual City budget adjustment process, typically in November of each year.

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

That the SPC on Community and Protective Services recommend that Council approve the 2016 Taxi and Limousine Advisory Committee (TLAC) Work Plan (Attachment 1).

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

The TLAC work plan is approved by Council on an annual basis. Most recently, at the 2014 December 10 Regular meeting of Council, TLAC's 2015 Work Plan (CPS2014-0828) was approved.

### **BACKGROUND**

Through their Terms of Reference, TLAC is mandated 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**

#### **Proposed 2016 TLAC Work Plan – Annual Requirements**

Much of TLAC's work recurs on an annual basis, such as the annual plate number recommendation and meter rate recommendations. In terms of the annual plate number recommendation, 250 Taxi Plate Licences (TPLs) have been approved by Council, but are awaiting release. Administration and TLAC will provide a recommendation on these previously approved plates, as well as the annual plate release recommendation, as per the TLAC Terms of Reference. Additionally, the annual meter rate recommendation, based on the Taxi Cost Index (TCI) and other industry data, will be provided to Council on 2016 February 22.

#### **Supporting New Market Entrants**

TLAC is partnering with Administration to work with potential new market entrants and to build upon progress in engagement and communication with the public in relation to the taxi and limousine industry. Work with existing industry and TNCs is underway to create a framework that facilitates new market entrants while maintaining a level playing field across the industry and ensuring that public safety remains protected. This work will follow Council's direction to allow TNCs and Private For Hire Vehicles (PFHVs) to operate in Calgary, under the condition that PFHV drivers obtain a municipal licence and can only provide services through the use of a

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Smartphone application. In this framework, taxis would be given more flexibility in rate setting through the use of a Smartphone application; however, the Taxi Plate Licences (TPLs) would continue to be limited in order to maintain the integrity of this component of the municipal transportation system. On 2015 November 10, TLAC unanimously endorsed this option which supports the strategic outcome of ensuring a safe, fair, reliable, customer service focused, competitive and accessible system. On 2015 November 16, Council provided direction to pursue this approach, and develop amendments to the Livery Transport Bylaw 6M2007.

### **Accessible Taxi Review**

In addition to these areas of work, TLAC and Administration will also be continuing with the accessible taxi review, exploring and analyzing customer service levels for accessible service and availability of accessible taxis. The first phase of this work including current state analysis, a best practices review and research on existing legislation is now underway, with final review findings and recommendations to be presented to Council in 2016 Q4. This work will consider new market entrants and their potential impact on accessible taxi service.

### **Reporting Practices**

Further, TLAC, in partnership with Administration, is proposing that the current TLAC annual reporting schedule be adjusted to align more effectively with City reporting and budget practices, providing Council with a report on the previous year's submissions annually in May, and a work plan for the following year in September, with any required budget adjustments being forwarded to the budget adjustment discussions in November of each year.

The 2016 TLAC Work Plan is outlined further in Attachment 1.

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

At TLAC's meetings on 2015 September 25 and 2015 October 30, members of the public and industry were invited to provide input into TLAC's 2016 work plan. Stakeholders also have the opportunity year-round to submit written reports for TLAC's consideration in accordance with the TLAC submission procedures as outlined on [www.calgary.ca](http://www.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)**

TLAC and Administration are committed to providing a safe, sustainable and customer service focused livery system. Additionally, accessible livery service enhances mobility and reduces social isolation for those with disabilities in Calgary communities. Further, the taxi industry serves to facilitate the city's economic development while supporting the use of environmentally-friendly modes of transportation.

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### **Financial Capacity**

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

For 2015-2018, LTS is allocating \$185,000 per year for planning, honorariums (for TLAC members), policy research, legal advice and consultation. These investments ensure that TLAC can continue to provide advice and recommendations to Council to ensure high quality taxi and limousine services and to maintain a sustainable industry. The budget is funded through Livery Transport Services licence fees and does not impact the mill rate (tax rate). The proposed 2016 budget reallocates some funding to allow members (who are eligible for honorariums) to receive honorariums for attendance at subcommittee meetings, as well as regular and special meetings of TLAC. The 2016 TLAC budget is provided in Attachment 2.

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

The 2016 TLAC Work Plan has no associated capital budget implications.

### **Risk Assessment**

The utilization of industry analysis and citizen satisfaction survey results serves to mitigate potential risks and supports TLAC's ongoing efforts to enhance public safety and customer service within the livery industry. Further, with advances in technology, new market entrants, such as TNCs, are seeking to participate in the livery industry. Adjusting to a rapidly evolving industry can be identified as a risk to the work plan, as priorities could shift mid-year. Administration and TLAC are aware of this and are mitigating it by engaging with industry and interested market participants to identify risks and anticipate any additional work for 2016.

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

On an annual basis, the Taxi and Limousine Advisory Committee (TLAC) presents its work plan to Council for approval, outlining the upcoming year's priorities. Moving forward in 2016, TLAC will focus on previously approved Council priorities such as the taxi plate release analysis; developing a framework and bylaw amendments to support an evolving livery industry which accommodates Transportation Network Companies (TNCs); and completing ongoing key projects including the accessible taxi review. TLAC, in partnership with Administration, is proposing that the current TLAC annual reporting schedule be adjusted to align more effectively with City reporting and budget practices. Administration and TLAC will report to Council on the previous year's achievements annually in May, on the following year's work plan in September, and on any required budget adjustments through the annual City budget adjustment process, typically in November of each year.

#### **ATTACHMENT(S)**

1. 2016 Taxi and Limousine Advisory Committee Work Plan
2. 2016 Taxi and Limousine Advisory Committee Operating Budget