



TAXI AND LIMOUSINE ADVISORY SUBCOMMITTEE

**MINUTES of MEETING
COMMENCING 2015, May 25 AT 1:04 PM**

CUSTOMER SATISFACTION SURVEY (THE SUBCOMMITTEE)

MEMBERS PRESENT: Stewart Lang – General Public, Subcommittee Chair
(Vacant), Subcommittee Vice Chair
Len Bellingham - Taxi Broker
Gordon Lowe – General Public

MEMBERS ABSENT: Jack Smart – Advisory Committee on Accessibility
Tongjie Zhang – General Public- TLAC Chair (ex-officio non-voting)

CITY SUPPORT STAFF PRESENT:
Marcia Andreychuk-TLAC Business Analyst
Christina Nelson – Research Coordinator
Leila Gosselin – Legal Counsel

ASCERTAIN QUORUM

The Chair ascertained that quorum was present.

DECLARATION OF PECUNIARY INTEREST

The following persons declared a pecuniary interest:
Len Bellingham, Taxi Broker

CONFIRMATION OF AGENDA

CONFIRM AGENDA Moved by Gord Lowe, Seconded by Len Bellingham, that the Agenda for today's meeting be confirmed. **CARRIED**

CONFIRMATION OF MINUTES

CONFIRM MINUTES, Moved by Gord Lowe, Seconded by Len Bellingham that the Minutes of the 2015 May 19 meeting of the Customer Satisfaction Survey Subcommittee be confirmed. **CARRIED**

CHAIR'S OPENING REMARKS

The Subcommittee Chair (The Chair) thanked everyone for attending then announced that a Vice Chair was to be elected for The Subcommittee. This has been delayed until more members are in attendance.

NEW BUSINESS

VENDOR FACILITATED OBJECTIVES WORKSHOP

Presented by Erin Roulston with Leger Marketing

Workshop facilitated discussions by subcommittee members.

The following individuals came forward to address the subcommittee: Gurdev Sekhon, Shawnah Whittaker, Ian Lawson, Liliana Vargas, Kristin Marriott, Shane Silbernagel and Mercedes Broda.

ADJOURNMENT

ADJOURN, Moved by Len Bellingham that the meeting adjourn. (3:28 p.m.) **CARRIED**

Stewart Lang, Chair

(Vacant), Vice Chair