



LIVERY TRANSPORT ADVISORY COMMITTEE

MINUTES of MEETING
COMMENCING 2017, FEBRUARY 9 AT 3:02 PM
Clarion Hotel and Conference Centre Calgary
2120 16th Avenue Northeast

COMMUNICATION, ENGAGEMENT AND RESEARCH SUBCOMMITTEE (THE SUBCOMMITTEE)

MEMBERS PRESENT: Cheryl McLaughlin – General Public, Subcommittee Chair
Ian Lawson – Limousine Broker
Spencer Villiam – Calgary Hotel Association
Stewart Lang – Community Member

MEMBERS ABSENT: Lauri Brunner – Advisory Committee on Accessibility
Lisa Skierka – Community Member
Shawnah Whittaker – Calgary Airport Authority
Tongjie Zhang – General Public- LTAC Chair (*ex-officio*)

CITY SUPPORT STAFF PRESENT:
Marcia Andreychuk – LTAC Business Analyst
Kristen Brown – City of Calgary Research Coordinator

ASCERTAIN QUORUM

The Chair ascertained that quorum was present.

CONFIRMATION OF AGENDA

CONFIRM AGENDA, Moved by Spencer Villam that the Agenda for today's meeting, with the exception of deferring the election of the Vice Chair to the next meeting of the subcommittee, be confirmed. **CARRIED**

CONFIRMATION OF MINUTES

CONFIRM MINUTES, Moved by Ian Lawson that the Minutes of the 2016 September 16 meeting of the Communications and Engagement Subcommittee be confirmed. **CARRIED**

DECLARATION OF PECUNIARY INTEREST

The following persons declared a pecuniary interest:
Ian Lawson, Limousine Broker

CHAIR'S OPENING REMARKS

The Chair welcomed everyone to the first meeting of the newly merged subcommittee, formerly the Communications and Engagement Subcommittee and the Customer Satisfaction Survey Research Subcommittee.

IN CAMERA ITEM

- DISCUSSION RE: 2017 Customer Satisfaction Research Statement of Requirements

Motion to go In Camera:

Motion: At 3:05 p.m. pm moved by Ian Lawson that, in accordance with Section 24 of *the Freedom of Information and Protection of Privacy Act* and Section 13 of the LTAC Policy and Procedure Manual, that this Subcommittee of TLAC will now move In Camera to discuss the draft Statement of Requirements. **CARRIED**

Motion to return to the public meeting:

Motion at 4:01 p.m. by Ian Lawson that this Subcommittee of LTAC will now return to the public meeting. **CARRIED**

Rise and Report

Motion by Spencer Villam that this Subcommittee of LTAC will add an In Camera item to the February 22 Regular Meeting of LTAC to discuss the 2017 Customer Satisfaction Research Statement of Requirements (SOR). **CARRIED**

Motion by Ian Lawson that In Camera discussions remain confidential under Section 24 of the Freedom of Information and Protection of Privacy Act. **CARRIED**

Motion Arising by Spencer Villam that the Subcommittee request communication planning support from Administration to be discussed at the next CER subcommittee meeting for the development of communication tactics to support the strategy of addressing vehicle-type discrimination concerns with respect to wheelchair accessible taxis. It has been reported by wheelchair accessible taxi drivers that taxi users regularly question whether they are allowed to use a wheelchair taxi in case someone with a wheelchair needs it. Accessible drivers regularly view taxi users bypassing their taxis altogether for a conventional taxi further behind in a queue. Given that wheelchair accessible taxis are dispatched on average only 2 wheelchair trips each week, messaging should support the concept that taxi users are helping to support the wheelchair accessible taxi system when they take rides in wheelchair accessible taxis. **CARRIED**

EXCUSING ABSENCE OF MEMBERS: All absent members gave prior notice to the Chair.

ADJOURNMENT

ADJOURN, Moved by Stewart Lang that the meeting adjourn. (4:05 p.m.) **CARRIED**

C. McLaughlin, Chair

Vacant, Vice Chair