



## LIVERY TRANSPORT ADVISORY COMMITTEE

### MINUTES of MEETING COMMENCING 2017, JUNE 28 AT 10:05 AM

**MEMBERS PRESENT:** Tongjie Zhang-General Public, Chair  
Spencer Villam-Calgary Hotel Association, Vice Chair  
Kay She-General Public  
Kurt Enders-Taxi Broker  
Linda Ciurysek-General Public  
Gordon Lowe-General Public  
Robert McGregor-Limousine Driver  
Lauri Brunner-Advisory Committee on Accessibility  
Ian Lawson-Limousine Broker  
Cheryl McLaughlin-General Public  
Shawnah Whittaker-Calgary Airport Authority  
Jaskaran Randhawa-Taxi Driver  
Ginger Greenwood-Transportation Network Company  
Clement Gulston-Transportation Network Company Driver  
Travis Gaede-City Transportation Planning (non-voting)  
Ken Richards-Calgary Police Services (non-voting)  
Steve Dawson-Livery Transport Services (non-voting)

**MEMBERS ABSENT:** Andrew Rodych-Tourism Calgary

#### CITY SUPPORT STAFF PRESENT:

Marcia Andreychuk-LTAC Business Analyst  
Kathleen Miller-Letendre-LTAC Admin. Support  
Jodi Hughes-Issue Strategist  
Abdul Rafih-Chief Livery Inspector

#### ASCERTAIN QUORUM

The Chair ascertained that quorum was present.

#### CONFIRMATION OF AGENDA

Motion by Spencer Villam that LTAC move the Oral Submission item by Naeem Choudry from Calgary City Cab to be prior to report LTAC2017-31. **CARRIED**

CONFIRM AGENDA, Moved by Ginger Greenwood that the Agenda for today's meeting be confirmed as amended. **CARRIED**

### **CONFIRMATION OF MINUTES**

CONFIRM MINUTES, Moved by Cheryl McLaughlin that the Minutes of the 2017, May 31 meeting of the Livery Transport Advisory Committee be confirmed. **CARRIED**

### **DECLARATION OF PECUNIARY INTEREST**

The following persons declared a pecuniary interest:

Kurt Enders, Taxi Broker  
Robert McGregor, Limousine Driver  
Ian Lawson, Limousine Broker  
Jaskaran Randhawa, Taxi Driver  
Ginger Greenwood, Transportation Network Company  
Clement Gulston, Transportation Network Company Driver

### **CHAIR'S OPENING REMARKS**

The Chair thanked everyone for attending. Reminded everyone that this Friday, June 30 2017, is cut off for BCC applications for those interested in applying for available LTAC positions.

For the month of May 2017, the office of Livery Transport Services received the following taxi driver compliments:

- Mr Mohinderjit MINHAS (TDL 690); Comment: *very professional, friendly and vehicle very clean*
- Mr. Aqeel KHAN (TDL 100127); Comment: *great service and professional attitude (of note – caller was 14 years old – impressive that he took the time to share the kind words)*
- Mr Zimary RAHAD (TDL 5925); Comment: *rescued ducks from a sewer*
- Mr. Qamar HAIDARY (TDL 12358); Comment: *very friendly and vehicle was exceptionally clean with a nice smell*

On behalf of LTAC, congratulations to Mr. Minhas, Mr. Khan, Mr. Rahad and Mr. Haidary for their commitment to service excellence.

### **ORAL SUBMISSIONS FROM MEMBERS OF THE PUBLIC**

The following persons came forward to address the committee with respect to Oral submissions: Naeem Choudry

Mr Choudry introduced the new accessible taxi company, Calgary City Cabs.

## NEW ITEMS

### **LTAC2017-31      SATISFACTION WITH LIVERY SERVICES - REPORT OF TELEPHONE SURVEY 2017**

Presented by: Ian Large, Vice President of Leger Marketing and Cheryl McLaughlin, Chair, LTAC Communication, Engagement and Research Subcommittee.

Motion by Cheryl McLaughlin that LTAC receive this report for information.  
**CARRIED** Opposed by: Linda Ciurysek

The following individuals came forward to address the Committee: Cam Naghshineh and Roger Richard

### **LTAC2017-32      MAY 2017 FLEET UTILIZATION AND CONCERNS**

Presented by: Marcia Andreychuk, LTAC Business Analyst

Motion by Robert McGregor that LTAC receive this report for information. **CARRIED**  
*(Note: Kay She had left the meeting and did not vote pursuant to s.80(2)(a) of the Policy and Procedure Manual for Meetings of the Livery Transport Advisory Committee.)*

The following individuals came forward to address the Committee: Roger Richard

### **LTAC2017-33      LIVERY TRANSPORT SERVICES – 2017 STAMPEDE OPERATION PLAN**

Presented by: LTAC member Deputy Chief Livery Inspector Steve Dawson

Motion by Gord Lowe that LTAC receive this report for information. **CARRIED**  
*(Note: Kay She, Kurt Enders, Ian Lawson and Cheryl McLaughlin had left the meeting and did not vote pursuant to s.80(2)(a) of the Policy and Procedure Manual for Meetings of the Livery Transport Advisory Committee.)*

The following individuals came forward to address the Committee: John Bliss

### **LTAC2017-34      VERBAL: GST PROCESS**

Presented by: Jodi Hughes, Issue Strategist

The Provincial Legislation for GST and TNCs is slated to come into force on 2017 July 01. Once the legislation is revealed LTS will review it and provide an update regarding any impacts to the procedures for new and renewal applications for TNC drivers.

**LTAC2017-35      VERBAL: TPL SELECTION PROCESS**

Presented by: Abdul Rafih-Chief Livery Inspector

Update to LTAC on the 2017 Taxi Plate Selection Process

Earlier this year, the City held a selection process for the release of 222 new taxi plates. Following the selection, Administration became aware of issues with the process, and an independent and impartial third party was asked to conduct a review and to develop a fair solution for any process issues.

KPMG has concluded their review and found no evidence that would suggest the process issues were the result of malicious intent by any City staff member to purposely exclude applicants from the process, give any individual a greater opportunity for selection, or otherwise impair the fairness of the selection process in general. The process issues were the result of human error.

Once we became aware of issues with the process, we had a responsibility to ensure that a review was put in place that was impartial, independent and thorough. While the review was completed as quickly as possible, the review itself was complex and time consuming.

The City is committed to a fair selection process for all applicants, and Administration will follow Council's direction to adopt KPMG's recommendation to issue taxi plates to eligible applicants selected on January 24, and to secure the services of a third party to perform a supplemental selection to give the five excluded applicants the opportunity to receive a plate, or be placed on the contingency list. In addition, supplemental draws to expand the current contingency list will be performed by a third party, and all applicants not selected for a taxi plate or the contingency list in January will be included in these supplemental selections, which will be held tomorrow, Thursday, June 29, 2017.

We sincerely apologize for the errors caused by the 2017 selection process and thank everyone for their patience.

**LTAC2017-36      VERBAL: REFERAL TO PLATE UTILIZATION SUBCOMMITTEE  
FROM COMMUNICATION, ENGAGEMENT AND RESEARCH  
SUBCOMMITTEE**

Presented by: Marcia Andreychuk, LTAC Business Analyst

The Communication, Engagement and Research (CER) subcommittee has referred the following matter to the Plate Utilization Subcommittee:

*The CER Subcommittee discussed conducting further investigation into the risk of further erosion of on-demand wheelchair accessible taxi services. A number of Accessible Taxi Plate Licences (ATPLs) have already been surrendered. Other areas of investigation include evaluating how many of the remaining ATPLs are made unavailable to provide on-demand wheelchair accessible services due to other contracts (e.g., airport, Calgary Transit Access), and how many others are at risk of surrender on*

*the basis of usable vehicle life cycle considerations. This analysis would help the Subcommittee evaluate how much time (in months and/or years) until the situation may become critical and, in turn, help the Subcommittee decide whether or not to recommend that LTAC allocate resources for the external procurement of public education activities. The goal in raising awareness among Calgarians that street hail wheelchair accessible taxis are available to all taxi users is to support the sustainability of ATPLs.*

## **ORAL SUBMISSIONS FROM MEMBERS OF THE PUBLIC**

The following persons came forward to address the committee with respect to Oral submissions: John Bliss

Mr. Bliss discussed that there is a new TNC in town, Pink Car Service, serving women, seniors and people with special needs. The drivers are mainly women who are required to complete a training program. With safety in mind for female drivers, Mr. Bliss would like a program in place to help rid women's fears of becoming taxi drivers.

Jodi Hughes, Issue Strategist - provided numbers of licensed women drivers (Limo, Taxi and TNC) as of April 25, 2017.

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

## **ADJOURNMENT**

ADJOURN, Moved by Gord Lowe that the meeting adjourn. (12:42 p.m.) **CARRIED** (Note: Kay She, Kurt Enders, Ian Lawson, Cheryl McLaughlin and Spencer Villam had left the meeting and did not vote pursuant to s.80(2)(a) of the Policy and Procedure Manual for Meetings of the Livery Transport Advisory Committee.)

The next Regular Meeting of the Livery Transport Advisory Committee is scheduled Wednesday, 2017, July, 26, at 10:00 a.m. at Suite 101, 1212 31 Avenue NE Calgary.

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T Zhang, Chair

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S Villam, Vice Chair