



LIVERY TRANSPORT ADVISORY COMMITTEE
MINUTES of FINAL REGULAR MEETING
COMMENCING 2017, DECEMBER 20 AT 10:02 AM

MEMBERS PRESENT: Tongjie Zhang-General Public, Chair
Cheryl McLaughlin-General Public, Vice Chair
Spencer Villam-Calgary Hotel Association
Lui Greco-General Public
Gordon Lowe-General Public
Robert McGregor-Limousine Driver
Lauri Brunner-Advisory Committee on Accessibility
Ian Lawson-Limousine Broker
Clement Gulston-Transportation Network Company Driver
Jaskaran Randhawa-Taxi Driver
Kaleigh Maher-Calgary Airport Authority

Travis Gaede-City Transportation Planning (non-voting)
Steve Dawson-Livery Transport Services (non-voting)

MEMBERS ABSENT: Ken Richards-Calgary Police Services (non-voting)
Sherri DiVincentis-Tourism Calgary
Lisa Skierka-General Public
Vacant-Taxi Broker
Vacant-Transportation Network Company

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

ASCERTAIN QUORUM

The Chair ascertained that quorum was present.

CONFIRMATION OF AGENDA

CONFIRM AGENDA, Moved by Robert McGregor that the Agenda for today's meeting be confirmed. **CARRIED**

CONFIRMATION OF MINUTES

CONFIRM MINUTES, Moved by Lui Greco that the Minutes of the 2017, November 29 Regular meeting of the Livery Transport Advisory Committee be confirmed as amended.
CARRIED

DECLARATION OF PECUNIARY INTEREST

The following persons declared a pecuniary interest:

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

CHAIR'S OPENING REMARKS

The Chair thanked everyone for attending.
For the month of November 2017, the office of Livery Transport Services received the following taxi driver compliments:

- TDL-11661 Sabri THABET – was early, knew where he was going and was a good driver.
- TDL-2286 Darcy TURCOTTE – supper friendly and courteous, enjoyable driver
- TDL-8980 Akwasi SMITH – excellent demeanor and a very clean cab.
- TDL-N/A Paul SEKHON – kind and friendly

On behalf of LTAC, congratulations to these drivers for their commitment to service excellence.

On Monday 2017 December 18 City Council voted to endorse Option A.3 as described in Attachment 1, Livery Transport Advisory Committee Governance Review and disband the Livery Transport Advisory Committee, effective 2018 January 1. This will be the last meeting of LTAC.

The Chair invited Abdul Rafih, Chief Livery Inspector, to say a few words and make a presentation to each of the voting members of LTAC as a small token of appreciation for the hard work and commitment brought to this committee.

NEW ITEMS

LTAC2017-59 VERBAL UPDATE_LTAC GOVERNANCE REVIEW SUBCOMMITTEE

Presented by: Gordon Lowe-General Public-Governance Review Subcommittee Chair

Subcommittee Chair Gordon Lowe, advised that the LTAC Governance Review report went before the SPC on December 6, 2017 then City Council December 18, 2017. Council did not vote in favor of LTACs recommendation.

LTAC2017-60 NOVEMBER 2017 FLEET UTILIZATION AND CONCERNS

Presented by: Jodi Hughes-Issue Strategist

Motion by Jaskaran Randhawa that LTAC receive this report for information

CARRIED

The following individuals came forward to address the Committee: NONE

LTAC2017-61 VERBAL UPDATE COMMUNICATION, ENGAGEMENT AND RESEARCH SUBCOMMITTEE

Presented by: Cheryl McLaughlin-General Public, LTAC Communication, Engagement and Research Subcommittee Chair

Subcommittee Chair Cheryl McLaughlin, provided a summary of the Leger Accessibility report. The following items were highlighted:

1. Overall, most users are dissatisfied with the on-demand accessible taxi services in Calgary, and a few passengers are satisfied with the accessible taxis in Calgary. On balance, more are dissatisfied than satisfied.
2. Most users feel safe and comfortable inside an accessible taxi. Some users experienced some safety issues. Physical Challenges: less room for a service dog; less safe as sitting in the back (rear end collision). Emotional Challenges: feel vulnerable; feel isolated in the cab; harassment from the driver.
3. There is confusion around whether drivers should start the meter when they begin driving or when they arrive. Clarity is required, such as through in-vehicle signage that specifies when the driver can or cannot start the meter. Suggest the Bill of Rights should be modified to specify when the meter can be turned on.
4. Customers are concerned that Credit Card payment is difficult as the cord is too short and should be cordless.
5. Biggest opportunity for improvements are around availability, reliability and respect.

ORAL SUBMISSIONS FROM MEMBERS OF THE PUBLIC

The following individuals came forward to address the Committee with respect to Oral submissions:

John Bliss discussed concerns regarding accessibility night coverage, Uber trip fees and that they don't have accessible vehicles.

Roger Richard discussed how he feels The City of Calgary has failed in providing an accessibility service that can survive.

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

ADJOURNMENT

ADJOURN, Moved by Lauri Brunner that the meeting adjourn. (10:48a.m.) **CARRIED**

This is the last Meeting of the Livery Transport Advisory Committee.

T Zhang, Chair

C McLaughlin, Vice Chair

UNCONFIRMED