

Terms of Reference for LTAC Communication, Engagement and Research Subcommittee

Authority

The Livery Transport Advisory Committee (LTAC) is established by the Council of The City of Calgary to advise and make recommendations to Council on all matters related to the livery transport industry in Calgary. LTAC's Terms of Reference as approved by Council states that Subcommittees may be established by LTAC annually or on an as required basis. LTAC hereby establishes the LTAC Communication, Engagement and Research Subcommittee beginning 2017 November 29 and ending with the 2018 Organizational Meeting of Council.

Mandate

The purpose of the LTAC Communication, Engagement and Research Subcommittee is to provide advice and recommendation to LTAC in relation to how LTAC can effectively communicate with citizens and members of the livery industry within the city of Calgary and to assess customer satisfaction with livery services within the city of Calgary and provide advice and recommendations to LTAC for improving customer satisfaction.

Specific responsibilities include:

- To undertake research, following the principles and practices of The City's Engage policy to determine:
 - The best process for communicating what projects LTAC is currently working on and plans to work on in the future, and;
 - The level of satisfaction of customers of livery services within the city of Calgary.
- To encourage and receive submissions, oral and written, from citizens of Calgary, the travelling public and the livery industry in regards to improving communications and improving customer satisfaction;
- To report as needed to LTAC on submissions received, and recommend actions to be taken on proposals and submissions;
- As the need arises, to make recommendations to LTAC on courses of action to improve communication and customer satisfaction.

Reports to LTAC

Reports to LTAC shall include summaries of opinions and stakeholder groups presented to the Subcommittee.

Membership

LTAC will endeavour to appoint Voting Members of LTAC to the Subcommittee as well as “Community members” who are not otherwise members of LTAC.

Membership on LTAC is as defined in LTAC’s Terms of Reference.

LTAC will endeavour to attract Calgary citizens to sit as Community members of the Subcommittee. Like Public members of LTAC, Community members will represent the interests of business travelers and general users, low income, senior and special needs customers, but unlike Public members, Community members of the Subcommittee are not otherwise members of LTAC.

The request for Community members to sit on the Subcommittee shall be sought via advertisements. Community members will be chosen by majority vote of LTAC.

Voting Members of LTAC who volunteer to sit on the Subcommittee will be chosen by majority vote of LTAC.

LTAC shall appoint a minimum of five (5) and a maximum of seven (7) persons to the Subcommittee from Voting Members of LTAC and Community members.

Quorum

Quorum is defined as:

- (i) Three (3) Subcommittee members, including at least two (2) Public or Community members, when LTAC has appointed five (5) persons to the Subcommittee; or
- (ii) Four (4) Subcommittee members, including at least two (2) Public or Community members, when LTAC has appointed six (6) or seven (7) persons to the Subcommittee.

Voting

Each Subcommittee member present must vote on every division of every motion.

A motion is declared lost when it:

- (i) does not receive the required number of votes; or
- (ii) receives a tie vote.

Chair

The Subcommittee Chair will be appointed by the Chair of LTAC from the following Voting Members of LTAC on the Subcommittee: members representing the general public and representatives of the Calgary Airport Authority, Tourism Calgary, the Calgary Hotel Association, and the Advisory Committee on Accessibility.

The Subcommittee Chair will preside over all meetings.

Vice Chair

The Subcommittee Vice Chair will be chosen by majority vote of the Subcommittee from the following Voting Members of LTAC on the Subcommittee: members representing the general public and representatives of the Calgary Airport Authority, Tourism Calgary, the Calgary Hotel Association, and the Advisory Committee on Accessibility.

The Subcommittee Vice Chair will preside over meetings when the Subcommittee Chair is absent.

Term

A member's term ends on the date of the 2018 Organizational Meeting of Council or on the date that the member resigns from or is removed from LTAC, whichever comes first.

A member of the Subcommittee may resign by written notice to LTAC.

LTAC may, by majority vote, remove any member of the Subcommittee.

LTAC may fill vacancies as they arise by majority vote.

Qualifications and Eligibility

Members appointed by majority vote of LTAC shall:

- Be at least 18 years of age;
- Be a resident of the city of Calgary;
- Not be a member of the Licence and Community Standards Appeal Board;
- Abide by pecuniary interest requirements.

If the Chair of LTAC has not been appointed by LTAC to the Subcommittee to sit as one of the five (5) to seven (7) appointed Subcommittee members, the Chair of LTAC is an ex-officio member of the Subcommittee. As an ex-officio member the Chair of LTAC is counted to determine if the number of members required for quorum is present and has the same rights and privileges as other members, including the right to vote.

Pecuniary and Conflicts of Interest

Members of the Subcommittee are obligated to act in the best interests of all stakeholders and not represent their personal or business interests, or those of an immediate relative, when developing recommendations or representing the Subcommittee.

A Subcommittee member, immediately upon becoming aware of a pecuniary interest or a conflict of interest in any matter before the Subcommittee, shall:

- Inform Subcommittee members of this conflict
- Enter into the minutes the pecuniary interest or conflict of interest

After declaring the nature of the pecuniary interest or conflict of interest and having it recorded in the minutes of the meeting, a member having a pecuniary interest in a matter may vote on the matter.

Subcommittee members shall sign, annually, a statutory declaration that no conflicts of interest have gone undeclared during the previous year.

Failure to report a conflict of interest may result in the removal of the member from the Subcommittee by LTAC or from LTAC by City Council.

Compensation

Approval of an honorarium is at the discretion of Council.

Meeting schedule

Meetings will be scheduled as needed by the Chair of the Subcommittee.

Procedures

As an advisory Subcommittee to LTAC, the Subcommittee is obligated to abide by principles of transparency and inclusiveness and will follow the Procedure Manual established by LTAC.