

## **VEHICLE FOR HIRE INDUSTRY ADVISORY GROUP**

**Meeting Date:**        **February 4, 2015**

The Industry Advisory Group identified several issues pertaining to the service level of taxis. This includes customer service and the number of vehicles on the road.

### **1. Customer Service**

The Industry Advisory Group discussed ways to improve the service level of taxis in Edmonton. One suggestion is to control quality with retraining. The discussion went further to improving the training program. The Edmonton International Airport's ambassador training was discussed as a potential new training program for Edmonton taxi drivers.

### **2. Supply**

Releasing more plates such as night plates or accessible plates was also discussed as a way to improve service level. The IAG mentioned that enforcement of night plates and accessible plates may be required to ensure coverage.

The next meeting is scheduled for March 26, 2015. The agenda will continue the discussion of service level.

**NOTE:**        **The Vehicle for Hire Industry Advisory Group is a cooperative group of members from the taxi and limousine industry working together to provide a forum where issues related to the vehicle for hire industry are brought forward, reviewed and discussed. The Vehicle for Hire Industry Group does not have any power to govern the industry. The members do not represent any interest group in the industry. Members bring their knowledge and experience to the IAG to provide advice to the vehicle for hire administration. Before any changes are made to the Vehicle for Hire Bylaw, industry members and the public will have an opportunity to comment.**