

Guiding Principles for the Livery Transport Bylaw Review

1. A Fair and Transparent Process

The City is committed to an open, fair and transparent process for reviewing the Livery Transport Bylaw.

2. Authority to License and Regulate the Taxi, Limousine and Vehicles-for-Hire Industry

The Livery Transport Bylaw Review will be guided by the authority granted to The City through the *Municipal Government Act* to pass bylaws respecting businesses to ensure the safety, health and welfare of citizens.

3. Align with The City of Calgary's Transportation Goals and Directives to Serve Citizens

The Livery Transport Bylaw Review will be aligned with One Calgary Directives to provide transportation options that fulfill citizens' needs to have timely access to safe, quality and economical livery services.

4. Evaluate Mandate for Livery Transport Services

The Livery Transport Bylaw Review will evaluate the applicability of Livery Transport Services' mandate (to license and regulate livery services for the purpose of ensuring **public safety, consumer protection** and **service quality**) to Calgary's evolving livery industry.

5. Streamline Licensing, Regulation and Enforcement as Appropriate

The Livery Transport Bylaw Review will assess current requirements for licensing and regulating the industry and consider options for streamlining regulation as appropriate.

6. Align Fees to Reflect Costs Associated with Licensing and Regulation

The Livery Transport Bylaw Review will ensure the fees charged to industry participants align with the costs associated with licensing and regulating the livery industry.

7. Engage Stakeholders in the Livery Transport Bylaw Review

The City will provide opportunities for stakeholders to be engaged in the Livery Transport Bylaw Review.

8. Incorporate Best Practices and Lessons Learned where Appropriate

The Livery Transport Bylaw Review will be informed by a study of best practices from other municipalities experiencing similar evolving issues in their livery transport system

9. Recommend Amendments to the Livery Transport Bylaw

The Livery Transport Bylaw Review will provide Council with recommendations for licensing and regulating the livery industry, specifically in relation to:

- Open, Controlled or Hybrid entry licensing system;
- Livery Transport Services mandate;
- Public safety mechanisms;
- Training requirements for industry participants
- Responsibilities for customer service, including accessible service;
- Fee schedule to recover costs associated with licensing and regulating the industry.