

Vehicle for Hire Program 2021-2023 Work Plan

Focus Area	VFH Program Goals	2021 Completed Actions	2022 & 2023 Priorities
Accessible Vehicle for Hire service enhancement	<ol style="list-style-type: none"> 1. Develop strategies to address accessible vehicle for hire capacity challenges such as availability of wheelchair accessible taxis and long wait times. 2. Explore the current accessibility surcharge capacity to fund accessible vehicle for hire pilots. 3. Deliver updated training materials for accessible taxi drivers to industry and support industry's utilization of these materials. 4. Determine feasibility of an internally or externally-operated Centralized Booking Service for accessible taxis. 	<ul style="list-style-type: none"> ☑ Accessible Vehicle for Hire Needs Assessment Research was completed. <ul style="list-style-type: none"> • Series of recommendations presented for review and implementation. ☑ In collaboration with DATS, delivered updated accessible taxi driver training materials to the Vehicle for Hire industry. 	<p>Based on recommendations from the 2021 Accessible Vehicle for Hire research:</p> <ol style="list-style-type: none"> 1. Develop a proposal that outlines changes required to Vehicle for Hire reserve model to support industry and user subsidies for presentation to Committee. 2. Develop service delivery and costing model options for centralized dispatch for presentation to Committee. 3. Conduct cost/benefit analysis of mandatory driver training for all drivers - to be delivered by Administration, Dispatchers or a third party.
Stakeholder relationships	<ol style="list-style-type: none"> 1. Develop and implement a stakeholder relationship plan to address: <ol style="list-style-type: none"> a. potential bylaw amendments resulting from previous stakeholder feedback. b. required Vehicle for Hire Program updates to industry. c. Continuous improvement of safety and accessibility of 	<ul style="list-style-type: none"> ☑ Accessibility research findings were discussed with stakeholders including the Accessibility Advisory Committee; and meetings were conducted with DATS to explore centralized booking services and infrastructure. ☑ Monthly meetings with industry dispatchers, Enforcement and Accessibility Advisory Committee staff liaison. ☑ Facilitated a workshop between 	<ol style="list-style-type: none"> 1. Development of an updated stakeholder relationship strategy for the program, including comprehensive identification of all stakeholder groups providing or interacting with the service and revising strategies to support participation. 2. Continued regular communication with stakeholders on bylaw amendments and continuous improvement of the program.

Attachment 3

	vehicles and user experiences.	Alberta Health Services and Vehicle for Hire service providers in response to industry concerns regarding safe transportation during the COVID-19 pandemic.	
Safety measures in Vehicles for Hire	1. Continuous improvement of driver and passenger safety in vehicles for hire.	<input checked="" type="checkbox"/> Finalized preliminary research with EPS and Legal Services to determine feasibility of mandated security devices in all Vehicle for Hire vehicles.	1. Development of bylaw amendment options for mandating inward and outward-facing recording devices in all vehicles for hire and retention of those records. 2. Development of implementation options for independent complaint and investigation service for all Vehicle for Hire providers and users.
2021 Bylaw review project	1. Conduct stakeholder conversations and cross-jurisdictional research to identify opportunities for bylaw amendments. 2. Review courtesy transportation services for suitability of future regulation under the Vehicle for Hire Bylaw. 3. Review bylaw amendment feedback provided by the limousine industry in November 2020.	<input checked="" type="checkbox"/> Conducted cross-jurisdictional research and stakeholder conversations regarding opportunities for potential bylaw amendments, including: <ul style="list-style-type: none"> • New requirements for dispatch licences and fees • Changes to limousine vehicle requirements • Regulation of courtesy transportation services • Regulated driver training requirements • Verification of meters and mechanical inspection certificates for vehicles for hire. 	1. Develop and advance bylaw amendments to Committee addressing: <ol style="list-style-type: none"> a. Removal of size restrictions of the international symbol of accessibility on vehicles. b. options for pursuing mandatory enhanced driver training for all Vehicle for Hire drivers. c. independent verification of both trip meters and vehicle mechanical inspections by a third party.

Attachment 3

Annual Education Campaign	<ol style="list-style-type: none"> Three safety-focused areas for customer education: <ol style="list-style-type: none"> Sharing trip details with others Verifying legitimacy of Vehicle for Hire provider prior to commencing trip Following COVID-19 mitigation guidelines. 	<input checked="" type="checkbox"/> Based on stakeholder feedback regarding safety and user experiences, the education campaign was developed and executed.	<ol style="list-style-type: none"> Evaluation of impacts of the 2021 public education campaign with stakeholders, and consideration of further campaigns.
Enforcement strategies update	<ul style="list-style-type: none"> Explore, with Community Standards, needs and costs relating to updating of enforcement equipment, including fleet vehicles and strategic approaches to addressing industry bylaw infraction concerns. 	<input checked="" type="checkbox"/> Facilitated regular meetings with the Vehicle for Hire Enforcement Team to discuss issues impacting bylaw enforcement. <input checked="" type="checkbox"/> Reviewed and discussed the enforcement team's resources and the potential increase in the number of vehicles. A withdrawal of approximately \$425,000 from the Vehicle for Hire Reserve is required for fleet updating.	<ol style="list-style-type: none"> Continuous improvement of enforcement strategies and tactics in response to stakeholder feedback, bylaw amendments, and violation trends. Enforcement of trip record submissions required by industry. Based on feedback from limousine stakeholders, assess the enforcement resourcing model to address illegal providers who have historically avoided sting operations.