Driver Training - Summary of Research & Engagement Inputs

The following research and engagement activities were undertaken to:

1) Inform the development of an expanded driver training curriculum and delivery options for vehicle for hire drivers
2) Understand the impacts of design and delivery options presented in UPE001189

Who Was Consulted?		What Were They Consulted On?	Through What Channels Were they Consulted?	How Was Their Feedback Incorporated?
Vehicle for Hire Industry	Drivers (Taxi, Accessible Taxi, Limo and Rideshare)	1) their current driving experiences 2) impacts and considerations related to proposed training requirements to be presented to Community and Public Services Committee	Interviews and Surveys	Feedback was used to understand the gaps and impacts of proposed training options.
	Dispatchers	1) gather information on current content, methods and delivery of training across the industry 2) their perspectives on the proposed training modules and draft delivery options to be presented to Community and Public Services Committee 3) 2023/2024 Work Plan	Surveys and Virtual Focus Groups	Feedback was used to understand the current state of driver training, modes of delivery, methods, retraining, costs and variability across the industry; dispatchers perspectives on impacts of the proposed training options; and the industry's perspective on work plan priorities.

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Training Providers	Norquest College & Edmonton International Airports	The training content delivered to drivers, costs, implementation options and impact on user experience	Interviews	Training content was used as a resource to understand what some of the current benchmarks are, how it compares to current training delivered by dispatchers and other cities.
Other Municipalities	Calgary, Hamilton, Ottawa, Toronto, Winnepeg	What driver training requirements they have, content of the curriculum and costs	Interviews	A consolidated jurisdictional scan provided benchmarking options, best practices and learnings from various training models implemented across Canada.
Passengers	Edmontonians using any vehicles for hire	Gauging current customer experiences and perspectives	Insights Community Survey	Feedback was used to understand challenges faced and what areas of improvement are.
Advocacy Groups	Women's Advocacy Voice of Edmonton Accessibility Advisory Committee	1) Training curriculum content 2) Training delivery options and impacts to consider, and 3) 2023/2024 Work Plan	Committee meetings	Feedback was used to draft the driver training curriculum, suggested modes of training delivery and understand the expected impacts on users and drivers; feedback was also used to identify the advocacy groups' priorities on the work plan.

Other inputs used to inform the development of the expanded driver training curriculum include:
- Feedback from public speakers at March 7, 2022, Community and Public Services Committee meeting
- Complaints made to the City regarding Vehicles for Hire and the challenges faced by passengers
- Findings from 2019 Vehicle for Hire Market Campaign Research
- Findings from 2021 Accessible Vehicle for Hire Program Needs Assessment
- Current State/Gap Analysis on existing training content, methods and delivery
- Adult Learning/Training Model & Methodology Scan
- GBA+ lens to understand the impacts of the proposed training on both drivers and passengers