



Urban Planning and Economy

Edmonton

**UPE01189 Bylaw 20388 Amendments to  
VFH Bylaw 17400**

**&**

**UPE01190 Vehicle for Hire Program's  
2022 and 2023 - Workplan Overview**

# Background

Two motions (March 2022) directing Administration to

1. Prepare amendments to Vehicle for Hire Bylaw 17400 to expand accessibility driver training requirements to all Vehicle for Hire Drivers. *UPE01189*
2. Engage with Women's Advocacy Voice of Edmonton Committee (WAVE), Accessibility Advisory Committee (AAC) and Vehicle for Hire Industry, to review the work plan for Vehicle for Hire Program's 2022 and 2023 and explore priorities based on the feedback and report back to Committee. *UPE01190*

# ***UPE01189: Expand accessibility driver training requirements to all Vehicle for Hire drivers***

## **Engagement & Research Learnings:**

- Passenger accessibility, safety & customer service concerns
- Driver concerns for own safety
- Driver concerns for costs of driving
- Unclear on Bylaw requirements, roles & responsibilities
- Training varies widely

# UPE01189: *Expand accessibility driver training requirements to all Vehicle for Hire drivers*

1

## Customer Service, Accessibility & Safety

Customer Experience and Service Excellence

Working With Customers Requiring Accommodation

Safety When Working With Customers

2

## Navigating Vehicle for Hire

- Bylaw
- Driver responsibilities
- Enforcement
- Complaints and Investigations

# 2023/2024 Work Plan

Mandate

Industry  
Support

Accessible VFH Service Enhancement

Stakeholder  
Relationships

Develop a [clear mandate and role](#) for the program

Conduct a [VFH Fare and Licence review](#)

Conduct a [Plate Review](#)

Implement Council's May 2023 decision for [enhanced driver training for all VFH drivers](#)

Develop service delivery and costing model proposals for [centralized dispatch](#)

Develop proposals to support [industry and user subsidies](#).

Develop options and costing models for [safety enhancements](#) in vehicles for hire

Finalize the updated [stakeholder relationship strategy](#)

Priority Items

# Questions and Thank You

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