

Urban Planning and Economy

UPE01189rev Bylaw 20388 Amendments to VFH Bylaw 17400

Background

Two motions directing Administration to:

- Prepare amendments to Vehicle for Hire Bylaw 17400 to expand accessibility driver training requirements to all Vehicle for Hire Drivers (*March 2022*)
- Add provisions clarifying that vehicle for hire drivers may request a deposit from a passenger before providing service, and may refuse service if one is not provided (*May 2023*)

UPE01189rev: *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

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

Questions and Thank You

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