



### March 7, 2022 Community and Public Services Committee

On March 7, 2022, the Vehicle for Hire Program's Annual Report was presented to the Community and Public Services Committee (CPSC). Within the report, highlights from the 2021 work plan were provided, and a work plan for 2022 and 2023 was laid out. Both the [Women's Advocacy Voice of Edmonton Committee](#) (WAVE) and the [Accessibility Advisory Committee](#) (AAC) presented reports in response to the Vehicle for Hire Program's Annual Report. The WAVE and AAC presentations included a number of women and people with disabilities sharing their experiences interacting with vehicle for hire services. We encourage anyone who didn't have the opportunity to attend or view CPSC on March 7th to watch a recorded video of the Vehicle for Hire Annual Report, WAVE, and AAC agenda items [here](#), beginning at 31:42 of the recording.

### 2022-2023 Vehicle for Hire Work Plan

Based on the experiences shared by the community, and subsequent feedback from City Councillors - key areas of focus for the Vehicle for Hire Program's work plan were highlighted for 2022-2023. Please see the attached Vehicle for Hire Program 2022-2023 work plan, which includes the initiatives that were presented to CPSC on March 7th, in addition to new items (indicated in blue text) raised for discussion and prioritization during the committee meeting. Priorities identified and motions made at CPSC (and subsequently passed by City Council on March 14th) include:

- That Administration engage with Women's Advocacy Voice of Edmonton Committee (WAVE), Accessibility Advisory Committee (AAC) and the Vehicle for Hire Industry to review the 2022/2023 work plan for the Vehicle for Hire Program, explore priorities based on the feedback, and report back to Committee.
- That Administration prepare amendments to Vehicle for Hire Bylaw 17400 to expand accessibility driver training requirements to all Vehicle for Hire drivers.
- That immediate action is taken wherever possible to increase the safety and accessibility of vehicle for hire services.

Based on the above, the Vehicle for Hire team will be prioritizing and updating the 2022-2023 work plan, and will contact you with engagement opportunities to gain input on the above items. We look forward to working with you to help deliver safe and accessible Vehicle for Hire services in Edmonton.

## 2022 Dispatch & Licence Renewal Process

In addition to the 2022-2023 work plan, the annual dispatch and vehicle licence renewal process has begun this month. Please feel free to contact Kayla Matteotti at [Kayla.Matteotti@edmonton.ca](mailto:Kayla.Matteotti@edmonton.ca) if you have any questions regarding this process. Any fee waivers that were not utilized in 2021 will be honored for 2022.

## NEW - Trip Records Submission for Taxis, TNCs, and PTPs

The Vehicle for Hire team will commence the collection of trip records in 2022 - as set out in Section 17 of the [Vehicle for Hire Bylaw 17400](#). This information is essential for a number of reasons - including further understanding total volumes of accessible bookings for taxis. You will be receiving follow-up correspondence from the team on this matter with additional details.

## NEW - Meter Rates/Fares for Taxis and Accessible Taxis

The City has heard from many Vehicle for Hire owners, dispatchers, and drivers that rising fuel prices, operational costs, and inflation are negatively impacting the Vehicle for Hire industry. The Vehicle for Hire team is currently reviewing several options for providing relief to dispatchers and drivers - and is looking to present a report with these options and recommendations to City Council as soon as possible in Q2 2022. Further updates will be provided to industry in the coming weeks. With fares not having been adjusted since 2007, the Vehicle for Hire program will also be undertaking long-term fare revision work as part of the Vehicle for Hire Program's 2022/2023 work plan.

## Vehicle for Hire Program - Staffing Announcement

Effective March 10, 2022 Vahid Ghomashchi is no longer with the Vehicle for Hire program. We are in the process of hiring a new program manager. In the interim, we ask that you direct your questions to Annet Adetunji ([annet.adetunji@edmonton.ca](mailto:annet.adetunji@edmonton.ca)), who will work with the General Supervisor, Lisi Heise, where required to support any inquiries or concerns.

Thank you again for your contributions to Edmonton's Vehicle for Hire Service,

Lisi Heise  
General Supervisor

Kayla Matteotti  
Licensing & Policy Advisor

Annet Adetunji  
Senior Licensing & Policy Analyst

