



City of Edmonton - Vehicle For Hire Newsletter April 2026

Edmonton

Dear Valued Vehicle for Hire Community,

Thank you for your continued engagement with the City on Vehicle for Hire projects and initiatives.

In this edition of our newsletter, we are pleased to share important updates regarding ongoing program work, annual license renewals, and key industry data and trends. We are also sharing important information on the rules for carrying service dogs and where to stop during major events at Rogers Place to avoid fines.

If you have any questions or require assistance, please feel free to reach out to us at vehicleforhire@edmonton.ca.

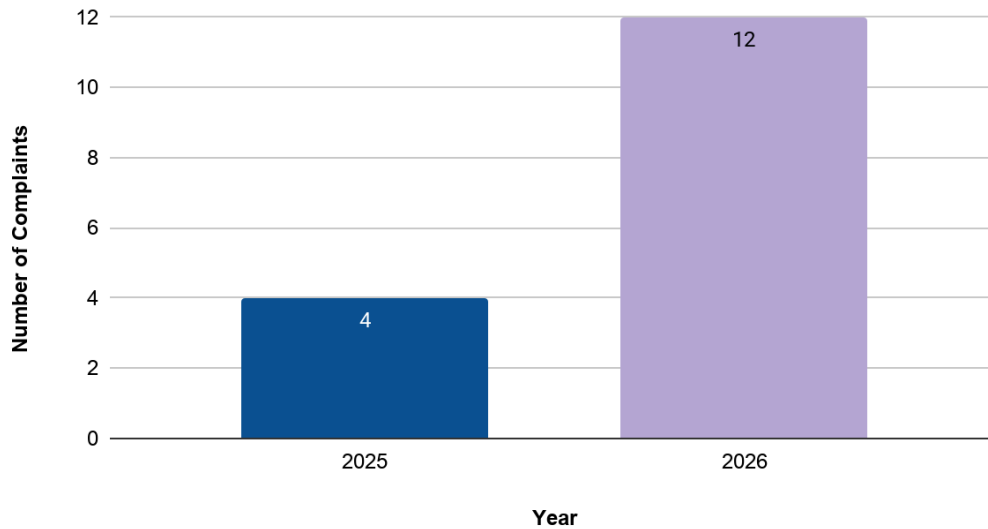
With gratitude,
The Vehicle for Hire Team

SPECIAL ANNOUNCEMENTS

Service Dogs Access on Vehicles for Hire

The City has observed an increasing number of reports in the first quarter of 2026 regarding drivers refusing service to customers with service dogs. By law, a qualified service dog must be allowed everywhere the public is allowed, including a vehicle for hire. **Refusing to provide service to customers with a qualified service dog is a violation under the City's Vehicle for Hire Bylaw 17400 and the [Province's Service Dog Act](#) and may lead to fines.**

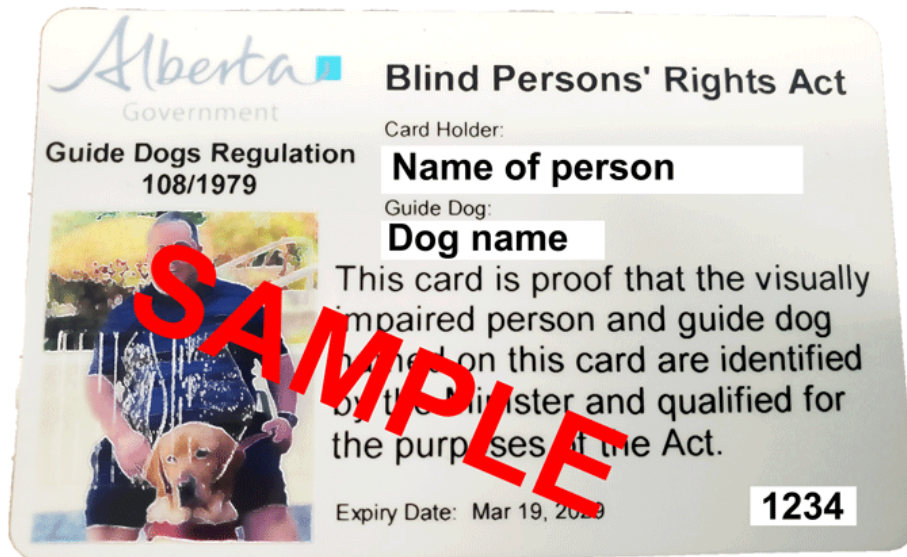
Service Animal Refusal Complaints January 2025 to April 2026



The following **Service Dog Guidelines** should be followed:

Customer Responsibility: The Alberta Service Dog ID Card

- Qualified service dog teams (handler and dog) must carry an Alberta Service Dog Identification Card. This card is proof that the dog has protected public access rights. Drivers may be presented with this card. An example of what this card looks like is presented below:



Driver Responsibilities:

- Service dogs are not pets; they are considered mobility aids or medical devices.
- You must not reject service to a person accompanied by a qualified service dog.
- If you have a documented allergy/phobia that prevents you from transporting a service animal, as a best practice
 - Immediately request another vehicle for hire through your dispatcher
 - Remain with the customer until another vehicle for hire arrives.

Dispatcher Responsibilities:

- It is recommended to maintain a list of drivers who have a documented allergy or phobia related to dogs and do not dispatch trips involving service dogs to them. This applies to all bookings (online, through an app, or by phone).
- If a driver requests a replacement vehicle for a service dog trip, as a standard of care, the trip must be prioritized and dispatched to the customer immediately.

Discriminating against or refusing service to a customer lawfully using a qualified service dog can result in heavy fines:

- a \$1000 fine under Vehicle for Hire Bylaw 17400, and
- up to \$3000 under the Provincial Service Dogs Act.

Major Event Obstructions at Rogers Place

The City of Edmonton has received reports from Bylaw Enforcement and the Edmonton Police Service regarding vehicles for hire blocking the designated Accessible Loading Zone during major events at Rogers Place. Ensuring accessible access to major events is a top priority. Please note the following:

- **Restricted Area:** During major events, no stopping or parking is permitted in the Accessible Loading Zone near the Southeast Entrance, which is exclusively reserved for DATS and accessible tagged vehicles. This zone is located along the north side of 104 Avenue, west of 102 St. A map of the area is included in the link below.
- **Authorized Locations:** Taxis must use the existing stand on the south side of 104 Avenue west of 104 Street. Transportation Network Companies (Rideshares) and PTPs must use general drop-off/pick-up locations adjacent to Grant MacEwan University and are strictly prohibited from street hailing. Limousines must use the staging area on 102 Street north of 105 Avenue.
- **Enforcement:** Edmonton Police Service and Bylaw Enforcement Officers are actively monitoring this area during major events, and tickets will be issued to any vehicles for hire that stop, block, or obstruct the Accessible Loading Zone.

For further details on arena access, please visit rogersplace.com/getting-to-the-arena/

PROGRAM AND POLICY UPDATES

Mandate Project

Our primary focus continues to be our Mandate Project, which involves a comprehensive review of the Vehicle for Hire Program and Bylaw. Our core objectives are to clearly define the program's role in regulating the

Vehicle for Hire industry and subsequently design and implement the necessary governance, service delivery, and operating model to support the established mandate.

We have completed foundational jurisdictional and best practice research and internal strategic planning to ensure a robust review. The next phase of the project involves developing specific options for the scope of regulations along with financial analysis. We are in the process of procuring a consultant to support the remaining parts of this project, including engagement with the Vehicle for Hire industry and other interested parties. We will be reaching out to the industry with engagement opportunities and timelines once a consultant is hired.

Project updates can be found at the [Vehicle for Hire Mandate Project webpage](#). Any inquiries about the project can be directed to the Vehicle for Hire team at vehicleforhire@edmonton.ca.

Driver Training

Mandatory driver training has been in effect since April 1, 2025 and we have seen excellent compliance thanks to the diligence of our dispatchers. To ensure continued success, please note the following:

- **Training Delivery:** Dispatchers are required to deliver training to their drivers. For access to training materials, please contact us at vehicleforhire@edmonton.ca
- **Submitting Training Records:** Dispatchers must provide the City with training records within 72 hours of a new driver completing the approved training program, using the submission template provided with training materials.
- **Communication:** Please do not direct drivers to the City for access or technical issues regarding the training.
- **Training Validation:** Dispatchers must verify the training certificates of their drivers who were trained by a different dispatcher. The City is currently developing an updated training validation tool, expected in late spring. Please contact us for assistance if you have any issues verifying driver training certificates.

OPERATIONAL & LICENSING UPDATES

Annual Dispatch and Vehicle Licence Renewals

The 2026/27 Vehicle for Hire renewals are underway and licences must be renewed by April 30, 2026.

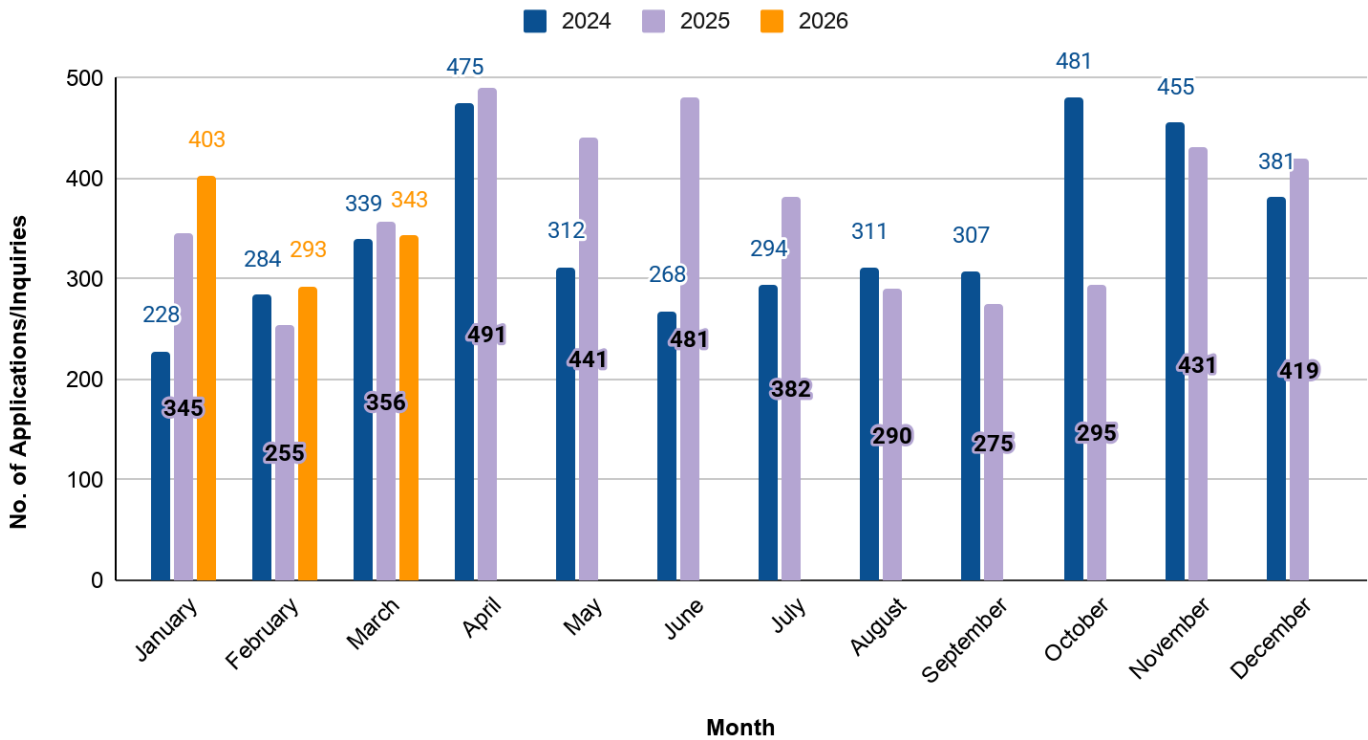
After April 30th, a letter will be mailed to all taxi and accessible taxi licensees who have not renewed, outlining a final deadline and instructions on submitting extenuating circumstances preventing the licensee from renewing. Licences that are not renewed by the final deadline will be cancelled and offered to waitlisted individuals.

Please contact the Vehicle for Hire team at vehicleforhire@edmonton.ca if you have any questions regarding the renewal process or if you have interest in joining the taxi vehicle licence waitlist.

Vehicle for Hire Applications and Inquiries

The following chart shows the year over year comparison for Vehicle for Hire applications and inquiries from January 2024 to March 2026. Overall there is an eight percent increase in inquiries in Q1 2026 when compared to Q1 2025.

Vehicle for Hire Applications and Inquiries 2024 to 2026

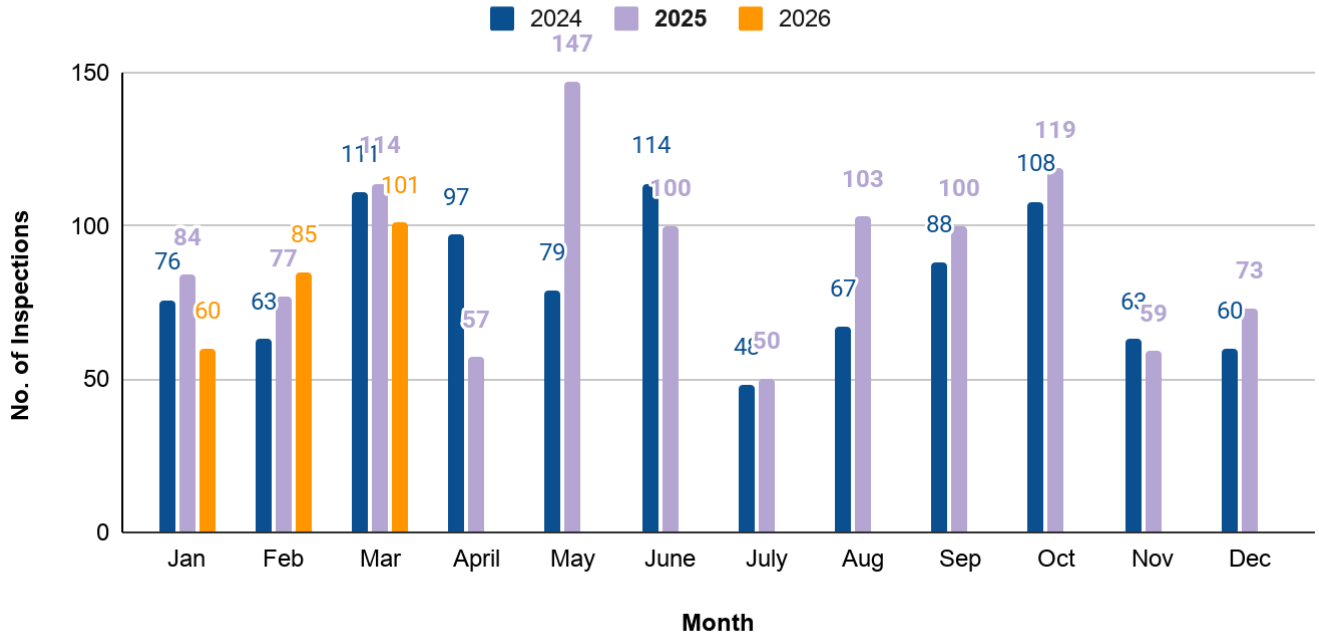


COMPLIANCE & ENFORCEMENT UPDATES

Enforcement Inspections

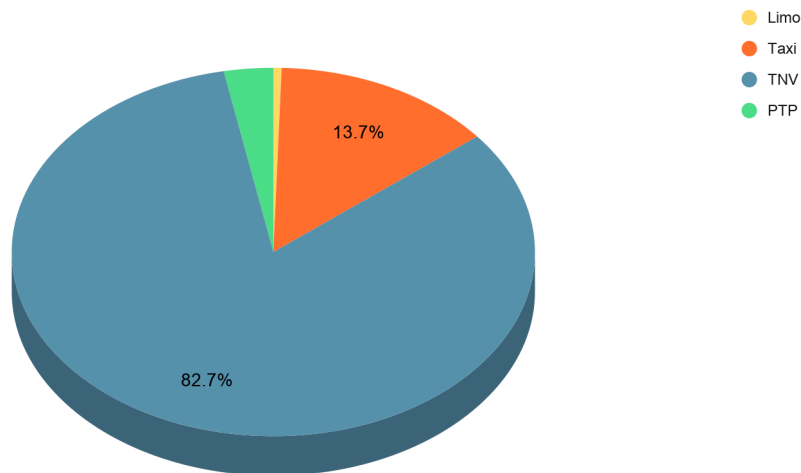
The following chart shows the year over year comparison for Enforcement Inspections from January 2024 to March 2026. Overall, the number of inspections of the Vehicle for Hire industry has decreased by 10 percent when comparing Q1 of 2026 to Q1 of 2025.

Total Number of Inspections Per Month 2024 to 2026

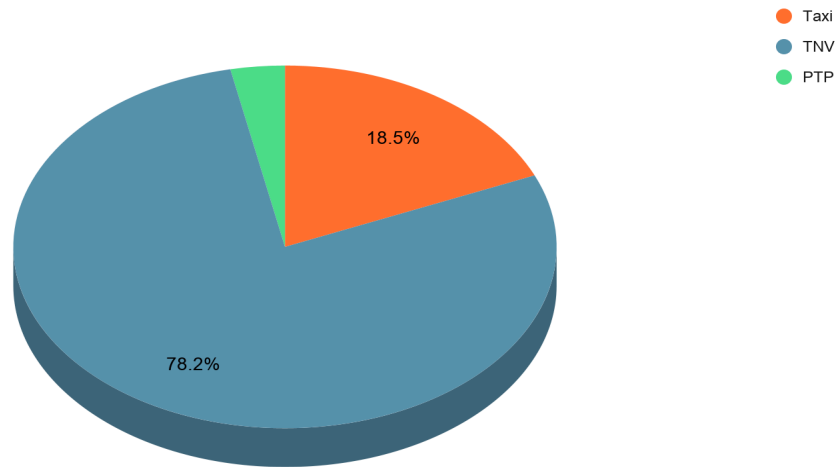


While it is early in 2026, there have been changes between inspections by business type for 2025 and 2026. There has been a slight decrease in the inspections of Transportation Network Vehicles and Limousines, with a slight increase in the inspections of Taxis. Private Transportation Provider inspections remain proportionally the same.

Inspection by Business Type 2025



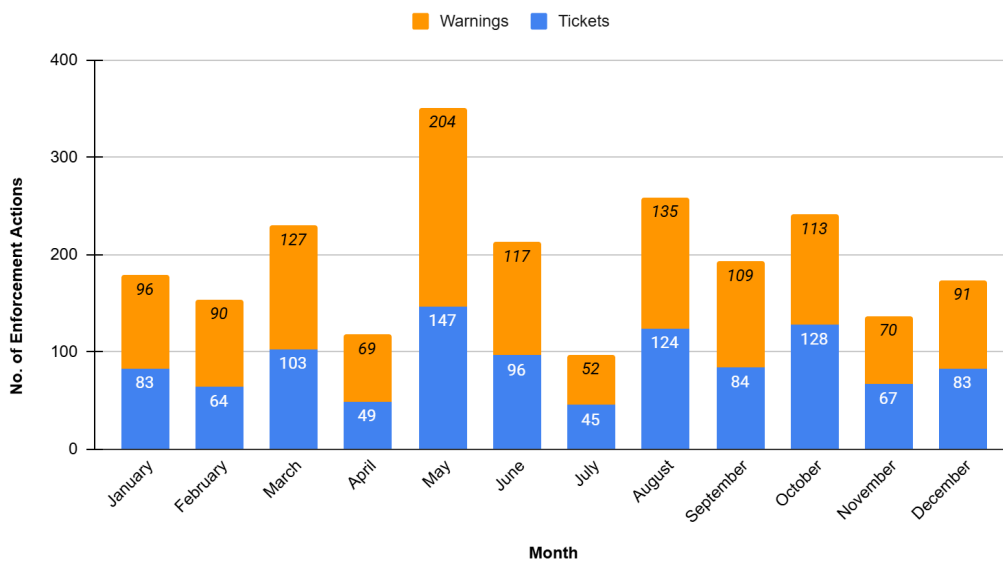
Inspection by Business Type 2026



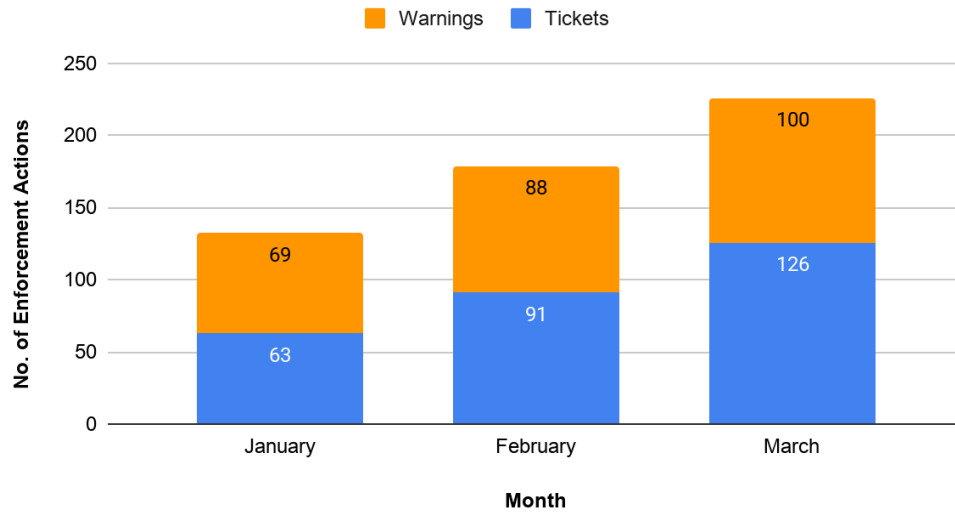
Enforcement Action

The following charts summarize the number of warnings vs violation tickets issued by enforcement officers from January 2025 to December 2025 and January 2026 to March 2026, respectively. Enforcement officers initially prioritize education and warnings. However, as non-compliance persists, enforcement progresses to a ticketing approach to ensure adherence to the Bylaw. This shift is evident in the 12 percent increase in ticketing and a 17 percent decrease in warnings observed in the first quarter of 2026 compared to 2025. This rise in ticketing signifies the enforcement team's move towards a stricter compliance phase for repeat or persistent bylaw infractions.

Enforcement Actions Taken by Month, 2025

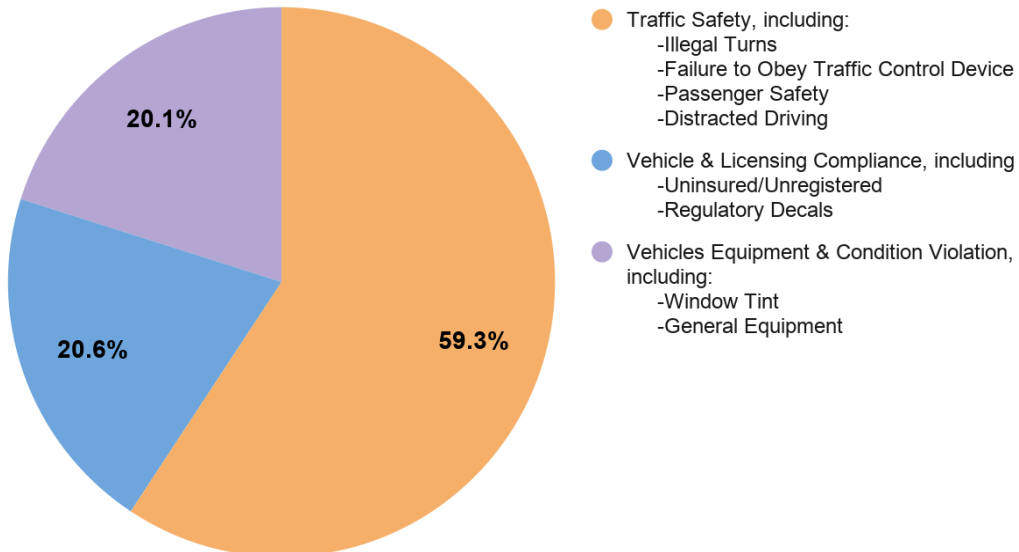


Enforcement Actions Taken by Month, 2026



The following chart shows the types of violations that were issued to Vehicle for Hire drivers in 2025. Traffic safety was the most common violation (59.3%) followed by licensing non-compliance (20.6%) and vehicle equipment and condition violations (20.1%).

Types of Violations, 2025



Specifically, the most frequent traffic safety tickets included violations of the Use of Highway and Rules of the Road Regulation (AR304/2002) section 30(b)(ii) **making an illegal U-turn at an intersection controlled by a traffic signal** and section 57 **failing to obey directions of a traffic control device**. Other notable infractions

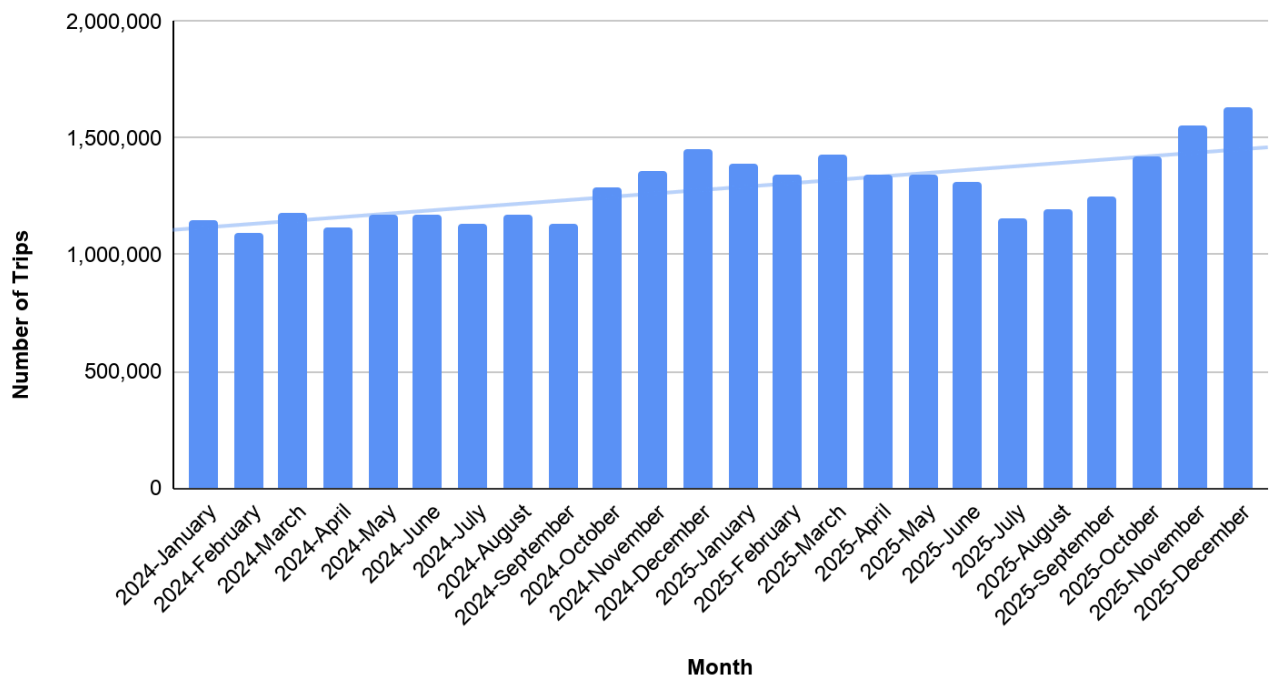
include uninsured or unregistered vehicles and violations against Bylaw 17400 section 11.2 - **Driving a TNV without the company's decal in the front and back window of their vehicle.**

TRIP RECORDS

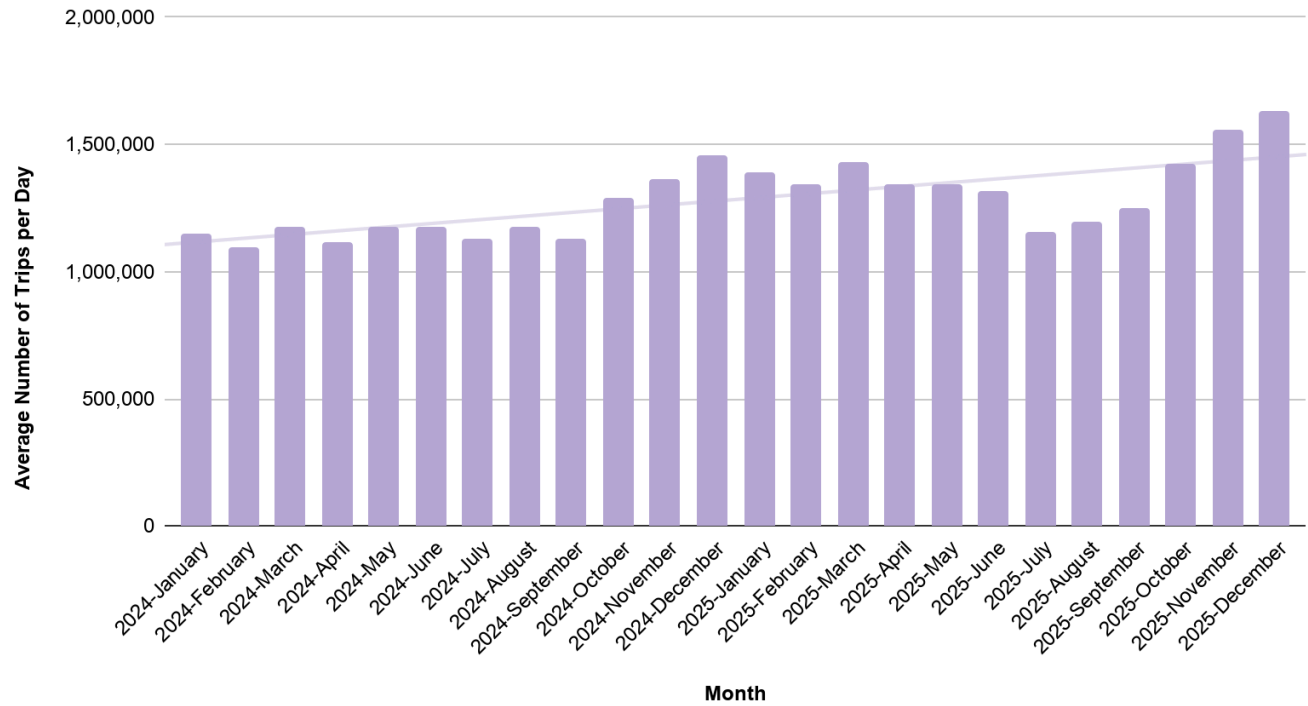
A big thank you to all dispatchers for their cooperation and diligence in providing the trip records. Below are some high level insights on trip record trends for 2025.

The following two charts show the aggregated number of trips from January 2024 to December 2025. The first chart shows the total trips by month and the second chart shows the average daily number of trips by month. Both charts show an upward trend of trips taken in Edmonton with trips tending to peak in cold months and dip in warm months.

Total Trips by January 2024 to December 2025

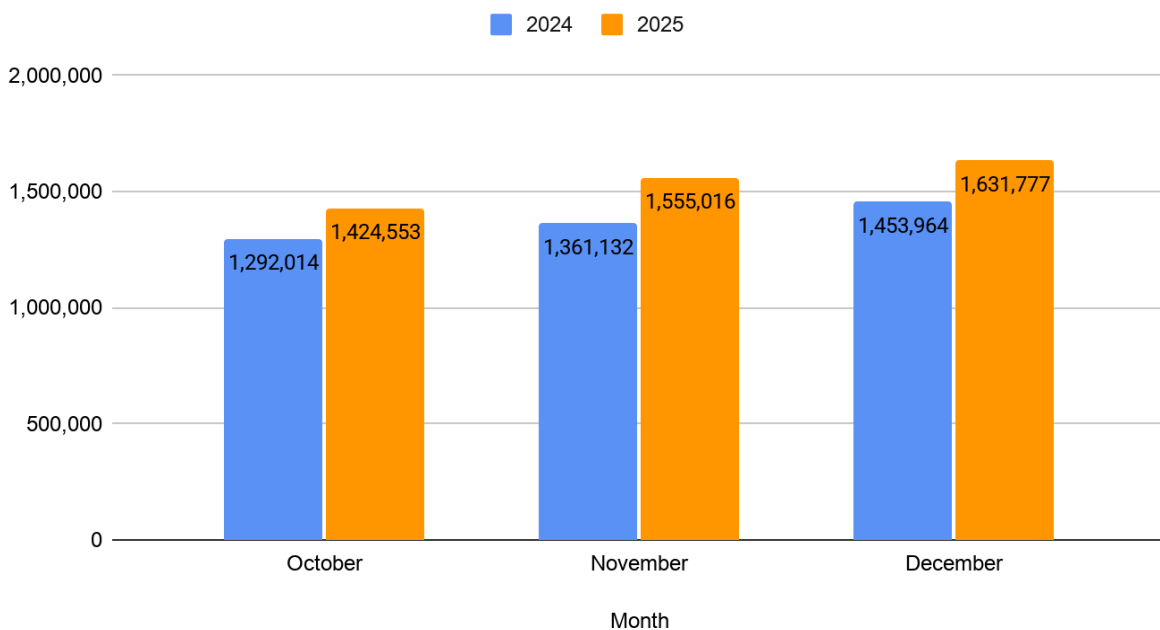


Average Daily Number of VFH Trips, January 2024 to December 2025



The next chart compares the total number of trips per month in Q4 of 2024 and 2025. This chart shows an increase in the number of trips in 2025 with 10 percent more trips completed in Q4 2025 in comparison to Q4 2024.

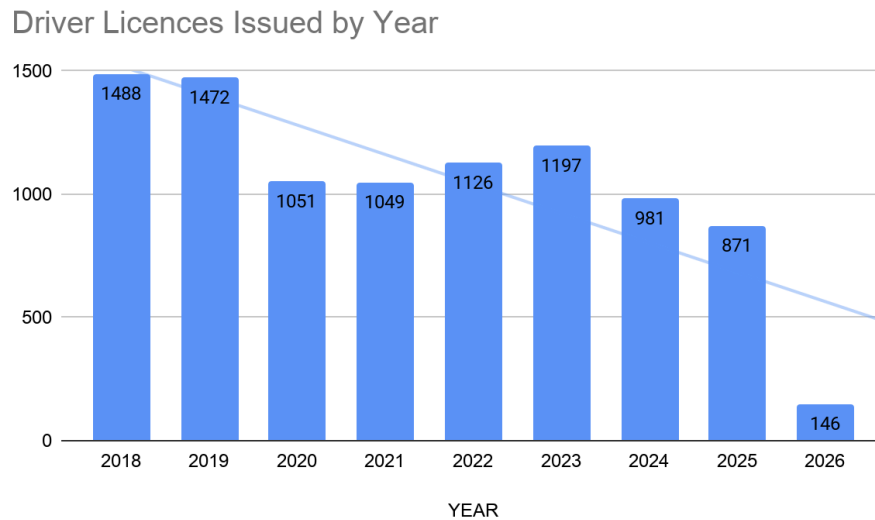
Total Number of Trips Per Month Q4 2024 vs Q4 2025



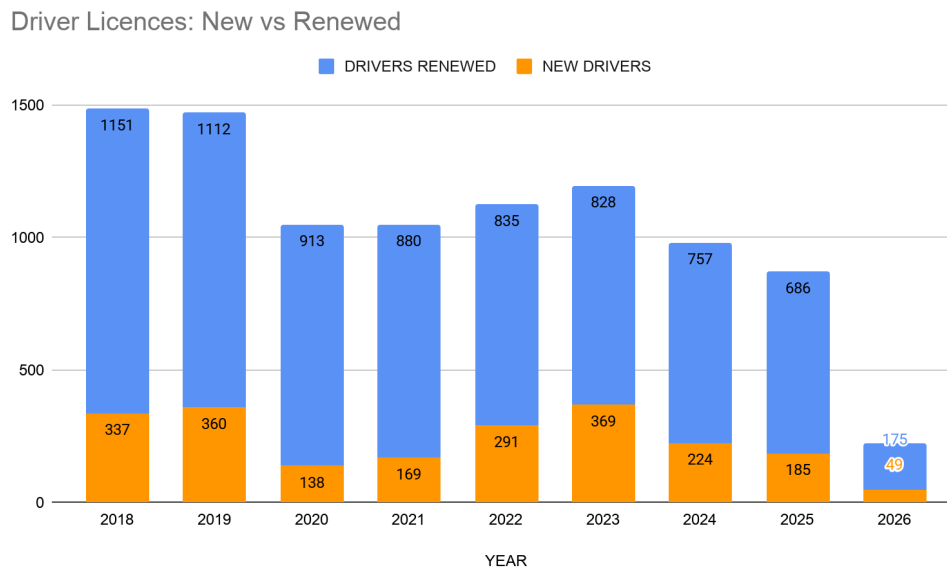
LICENSING DATA

Driver Licences

The following chart shows the total number of Vehicle for Hire Drivers Licences issued by the City, by year. The end date of data collection is March 31, 2026. A Vehicle for Hire Drivers Licence is required for anyone driving a Taxi, Accessible Taxi, Limousine, PTP, or Shuttle. There is an overall trend of the number of licensed drivers decreasing.



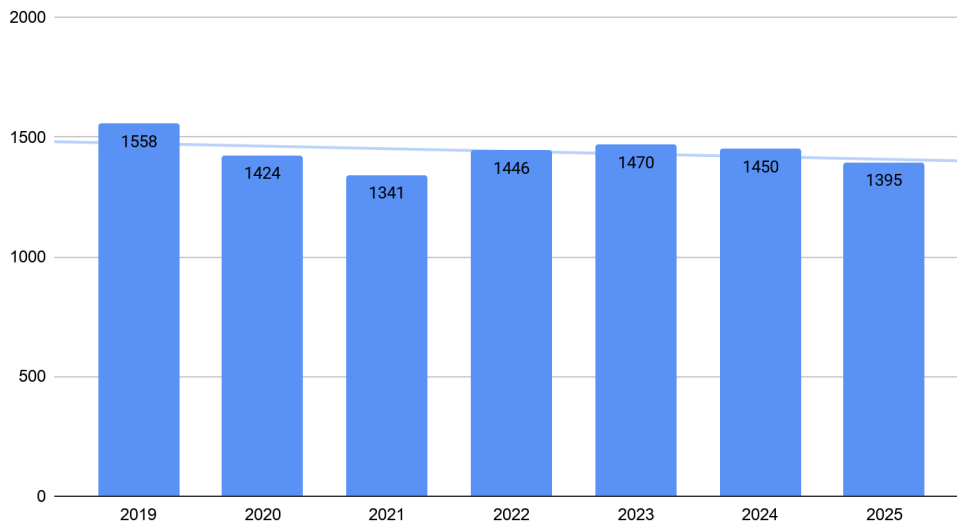
The following chart summarizes the total number of new driver licences vs renewed driver licences. This shows the majority of licensed drivers are not new to the industry.



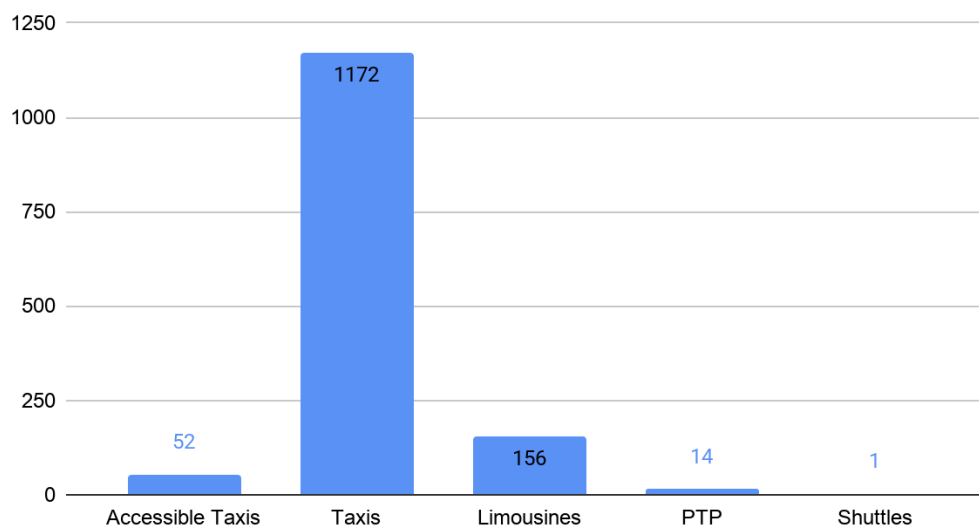
Vehicle Licences

The next two charts summarize the total number of issued vehicle licences and the number of issued vehicle licences by type. A Vehicle for Hire Vehicle Licence is required for Taxis, Accessible Taxis, Limousine, PTP, and Shuttles. This shows that while there is a slight decrease in vehicle licences, there has been a post-pandemic recovery. Insights on 2026 will come after the renewal period comes to an end.

Number of Vehicle Licences Issued by Year



2025 Issued Vehicle Licences by Type

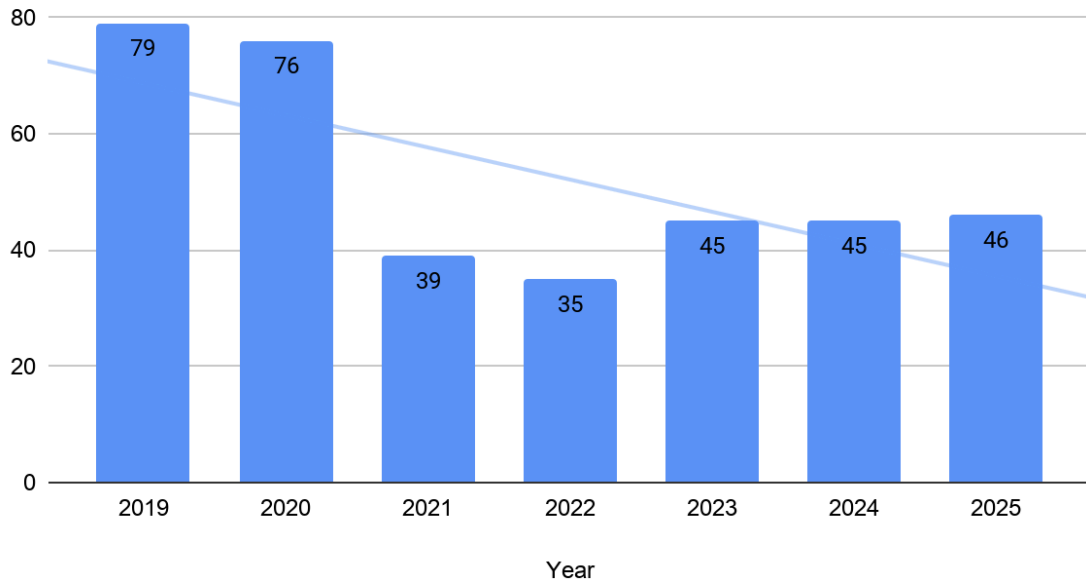


Dispatch Licences

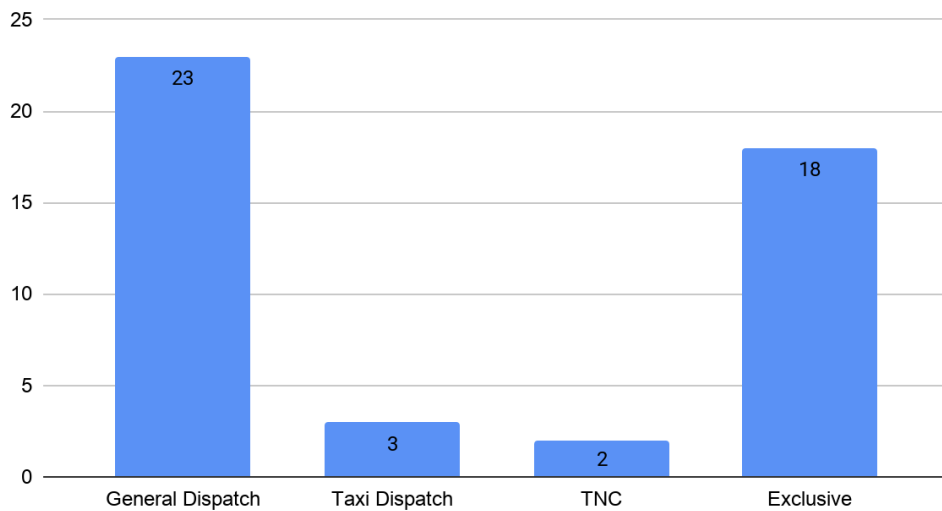
The following charts summarize the total number of issued dispatch licences and the number of issued dispatch licences by type. The number of dispatchers decreased in 2021 and 2022. However, there has been a slight

recovery in the number of dispatchers since the end of the pandemic in 2023 and has remained steady since. Insights on 2026 will come after the renewal period comes to an end.

Number of Dispatch Licences Issued by Year



2025 Issued Dispatch Licences by Type



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