

**The City of Edmonton
Vehicle for Hire Commission
2009 Vehicle For Hire Appreciation Awards**

Guidelines

The vehicle for hire industry includes the Taxis, Wheelchair Accessible Taxis, Limousine and Shuttle services. This industry is an essential component of our transportation system and contributes to our residents' economic, social, recreational, entertainment and personal needs. In recognition of the tremendous contributions of our drivers, the Vehicle For Hire Commission will be holding the 2009 Vehicle For Hire Appreciation Day on Wednesday, November 18, 2009, at 1:30 p.m. – City Hall.

Awards Categories and Criteria

Best Taxi Driver Customer Service Award (2) for providing exceptional courteous, friendly, safe and professional customer service.

Best Wheelchair Accessible Taxi Driver Customer Award (1) for providing exceptional courteous, friendly, safe and professional service, and being sensitive and caring to the needs of our disabled community.

Best Dressed Taxi Driver Award (2) for exceptional personal appearance.

Best Taxi Vehicle Appearance Award (2) for exceptional vehicle appearance.

Best Shuttle Driver Customer Service Award (1) for providing exceptional courteous, friendly, safe and professional customer service.

Best Limousine Driver Customer Service Award (1) for providing exceptional courteous, friendly, safe and professional customer service.

Citation Certificates may be awarded to other drivers demonstrating other acts of exceptional service.

Eligibility

Nominees must be working as Taxi, Wheelchair Accessible Taxi, Shuttle, or Limousine Drivers in the City of Edmonton; must have demonstrated exceptional service as outlined above; be available to attend the awards ceremony and participate in pre-event media and promotion of the awards; and be nominated by a customer who has completed the Nomination Form, forwarding same to the Vehicle For Hire Commission Office.

Nomination

Nomination Forms are available at the Commission office, Commission website www.edmonton.ca, all the Taxi Brokers, and through the United Cabbies Association of Edmonton.

Any member of the public, taxi broker, business, organization, institution, agency, or other driver may nominate a Taxi, Wheelchair Accessible Taxi, Shuttle, or Limousine Driver for an Award.

Nominators must indicate the Award Category and comment with examples, on how their driver meets the criteria of exceptional service. Nominators or drivers are encouraged to include letters of recommendation or other documents in support of their nominations.

Selection Process

A Committee of the Vehicle For Hire Commission will review all nominations and select the award recipients. Committee decisions are final.

Nomination Deadline

~~Friday, October 16, 2009.~~
Extended to November 6, 2009

**Vehicle for Hire Commission
2009 Vehicle For Hire Appreciation Awards**

Nomination Form

November 6
~~October 16~~

The deadline for nominations is Friday, ~~October 16~~, 2009. Awards will be presented at a special ceremony to be held on Wednesday, November 18, 2009, at 1:30 p.m. – City Hall.

To nominate a Taxi Driver, Wheelchair Accessible Taxi Driver, Shuttle Driver, or Limousine Driver, please provide the following information:

Nomination Category (see reverse side of this page) _____

Name of Driver _____

Company: _____ Unit Number: _____ or Driver's License/Permit No: _____

Name of Nominator: _____ Telephone _____ Email _____

Please provide a short description of the Driver's exceptional customer service, or personal appearance, or their vehicle appearance as outlined under each category:

***Return your completed nomination forms to: Shar Weller, The City of Edmonton, Vehicle For Hire Commission, 5th Floor, 10250-101 Street NW, Edmonton, AB, T5J 3P4.
Tel: 780.496. 5244, Fax 780.496.6054, or shar.weller@edmonton.ca***

Note: This information is being collected in accordance with section 33(c) and 34(1) (e) of the Alberta Freedom of Information and Protection of Privacy (FOIP) Act. It will be used for program administration and award purposes. Personal information of drivers selected for these awards will be made public. All other personal information will be protected under the privacy provisions of the FOIP Act. If you have any questions about the collection, use or disclosure of this information, please contact Shar Weller at 780.496.5244