



City of Edmonton - Vehicle For Hire Newsletter December 2025

Edmonton

Dear Valued Vehicle for Hire Community,

Season's greetings!

As 2025 comes to an end, we want to take a moment to reflect on our collective accomplishments and express our sincere gratitude for your contributions throughout the year. We appreciate your collaboration as the City continues to evolve the Vehicle for Hire program, modernize regulations, and enhance our services together.

In this newsletter, we're excited to share updates on our achievements and provide a brief look at the exciting work we have planned for 2026. We truly look forward to continuing our engagement and incorporating your perspectives into everything we do.

We wish you and your families a safe and happy holiday season and a healthy and happy new year!

With gratitude,
The Vehicle for Hire Team

HOLIDAY OPERATIONS

Over the holidays, the City of Edmonton will maintain service operations during regular business hours (between 8:00 a.m. to 4:30 p.m.) but will be closed for the following statutory holidays: December 25th, December 26th, and January 1st. Our service team can be reached at: vehicleforhire@edmonton.ca or 780-442-5054 for inquiries. Applications can be submitted at businesslicenceapplications@edmonton.ca.

Our team strives to respond within two business days for email inquiries and five business days for applications or processing requests.

POLICY TEAM UPDATE



Mandate Project

A major focus for 2025 has been the initiation of our Mandate Project. This project involves a comprehensive review of the Vehicle for Hire Program and Bylaw. Our core objectives are to clearly define the program's regulatory and intervention role within the Vehicle for Hire industry and then to design and implement the necessary governance, service delivery, and operating model to support this established mandate.

The Mandate project is expected to be finished in the fourth quarter of 2026. Implementation of the subsequent Mandate and the Fee and Fare bylaw amendments is planned for the first and second quarters of 2027.

The project will include the following phases:

- Phase 1: Foundational Research and Current State Analysis
- Phase 2: Internal Strategic Planning
- Phase 3: Future Mandate Development and Impact Analysis
- Phase 4: Mandate Refinement & Finalization
- Phase 5: Governance, Service Delivery Model, and Operating Model Development
- Phase 6: Implementation and Transition Planning

In spring 2026, the project team will connect with engagement groups, where further project details and engagement steps will be discussed. Project updates can be found at the [Vehicle for Hire Mandate Project webpage](#). Any inquiries about the project can be directly to the Vehicle for Hire team at vehicleforhire@edmonton.ca.

Driver Training

A key project this year was the launch of the new Driver Training requirement on April 1, 2025. All Vehicle for Hire Drivers are now mandated to complete this City-approved Driver Training Program. The Vehicle for Hire team extends a sincere thank you to the dispatchers for working diligently to implement the new requirement and train their drivers. Your hard work and dedication to improving the service that drivers provide is greatly appreciated.

For additional information on the training requirements, please visit our [webpage](#). For access to the training program, or any assistance and questions regarding training implementation, dispatcher requirements, or responsibilities, please contact us at vehicleforhire@edmonton.ca.

Update - Fuel Surcharge

In July 2022, City Council approved an amendment to Bylaw 17400, which added a 13.29 per cent increase to all vehicle for hire base fares. This increase was a response to sustained rises in retail gasoline prices within the Edmonton region and was calculated based on the average gasoline price from March 2021 to February 2022. The Vehicle for Hire Team committed to monitoring retail gasoline prices, and to returning to Council for further direction if those rates reached or dropped below an average price of 129.9 cents per litre for two consecutive quarters (a six month period).

From July 2022 to March 2025, quarterly average gasoline prices consistently exceeded the 129.9 cents per litre price. From April 2025 to September 2025 (the second and third quarter of 2025), gasoline prices fell below 129.9 cents per litre, prompting the Vehicle for Hire team to give an update to Council on gasoline prices. This update recommended not removing the fuel surcharge due to industry preference.

While conducting the engagement phase of the Fee and Fare review project in Q2 2025, the Vehicle for Hire Industry indicated a strong preference for the Vehicle for Hire team to complete their Mandate project before implementing any permanent fee or fare changes in Bylaw 17400.

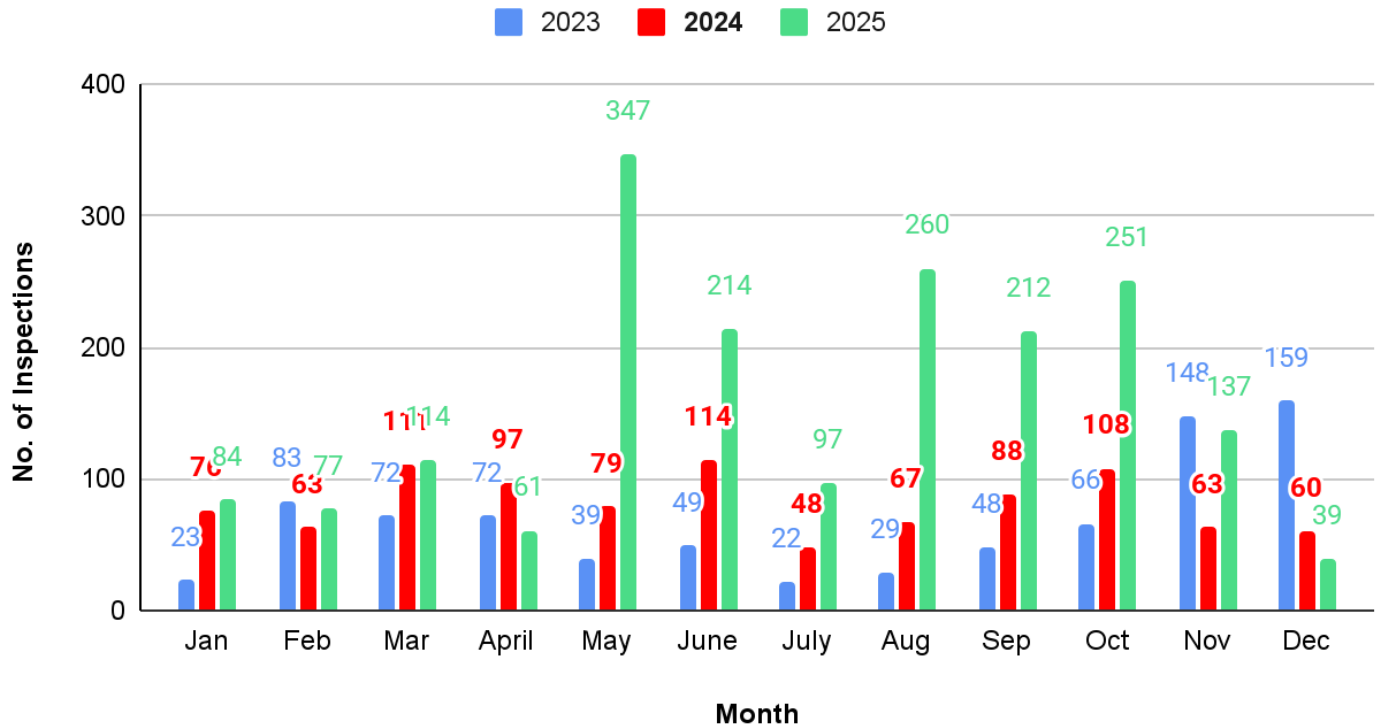
As noted above, the Mandate project is currently underway and is scheduled along with the Fee and Fare bylaw for completion in Q1/Q2 2027. To ensure a predictable fee environment while the Mandate and Fee & Fare review work is finalized, the fuel surcharge will remain in place until that time.

ENFORCEMENT UPDATES

Enforcement Inspections

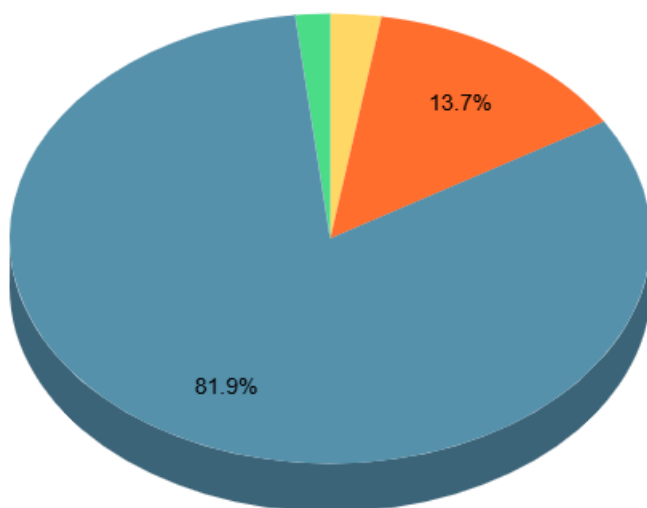
Overall, the number of inspections of the Vehicle for Hire industry has increased by 133 percent from 2023 to 2025. This is attributed to the City filling Peace Officer vacancies, and more vehicles being available for deployment.

Total Number of Inspections Per Month 2023 to 2025

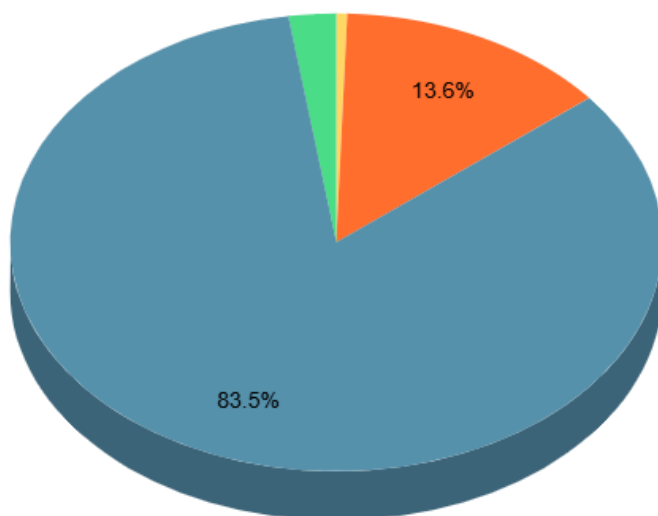


When analyzing the breakdown of inspections by business type for 2024 and 2025, it is proportionately similar to last year. However, there is a slight increase in inspections of Transportation Network Vehicles. There is also a slight decrease in inspections of limousines.

Inspection by Business Type 2024



Inspection by Business Type 2025

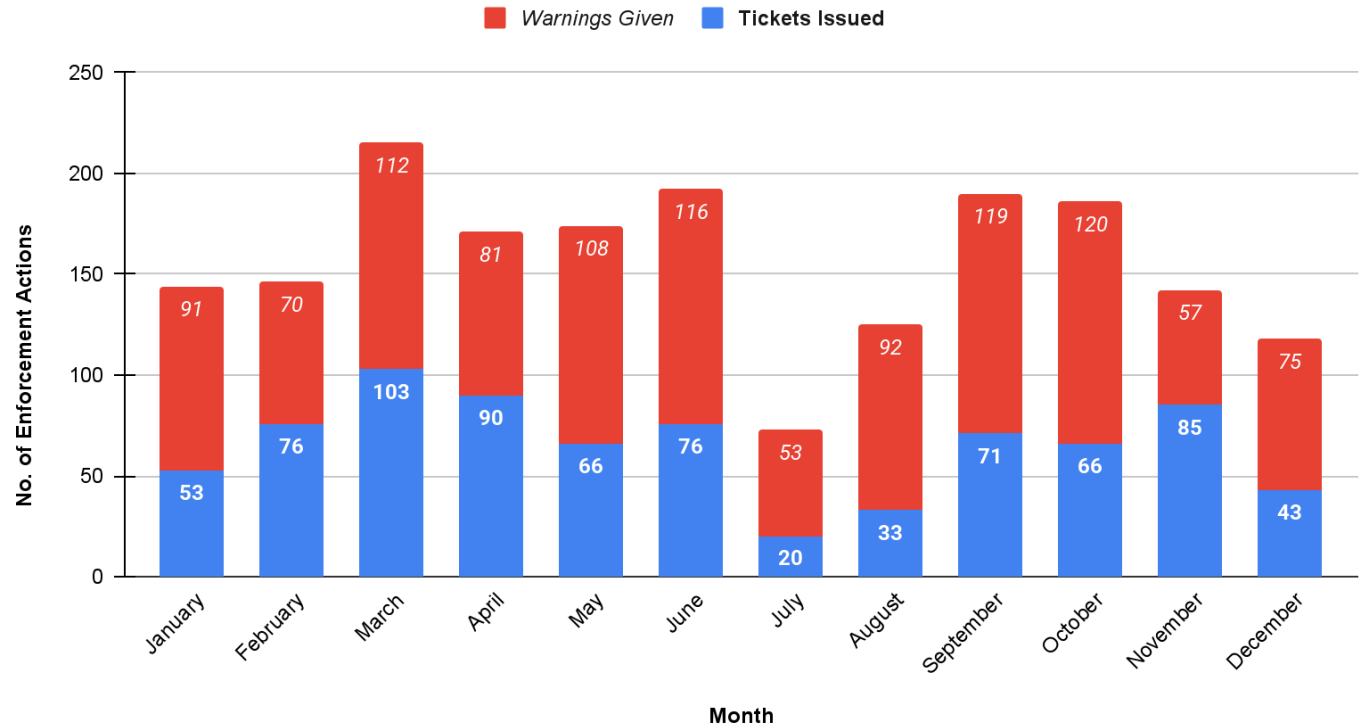


Enforcement Action

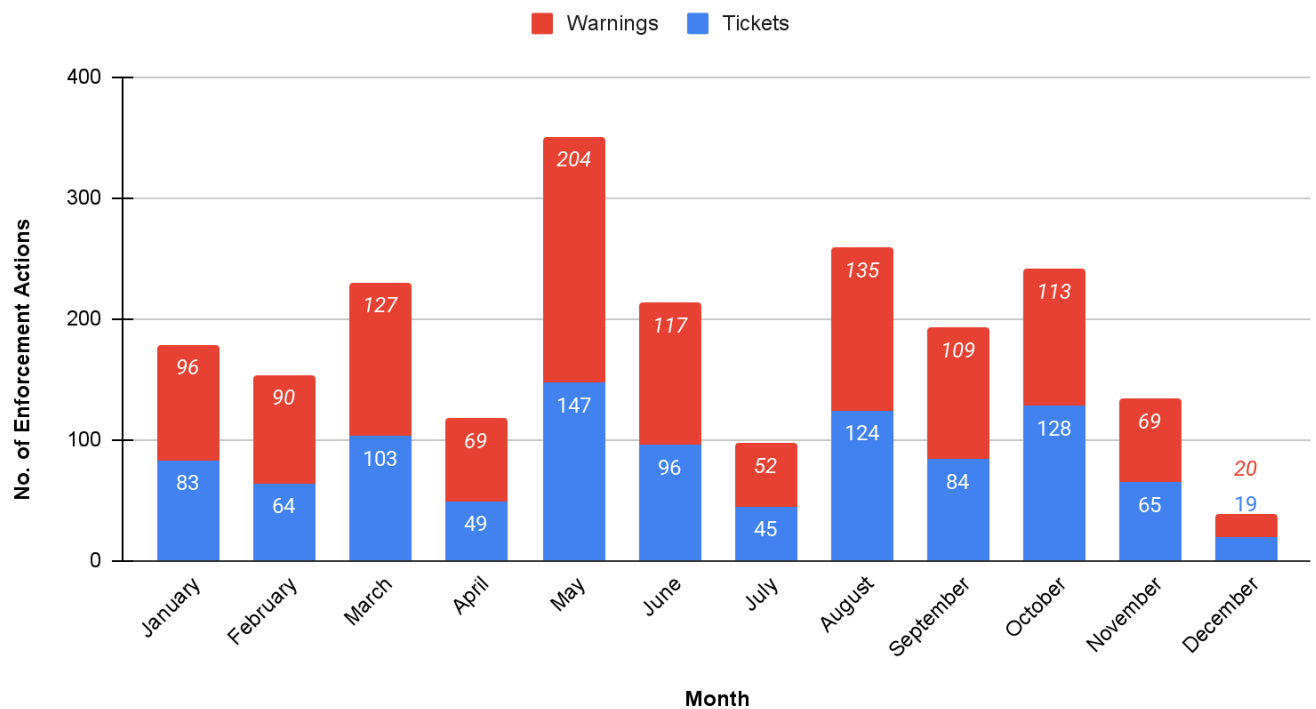
The following charts summarize the number of warnings vs violation tickets issued by enforcement officers from January 2024 to December 2024, and January 2025 to December 9, 2025. There has been a 28% increase in tickets from 2024 to 2025 and a 9% increase in warnings from 2024 to 2025.

- Most warnings were given for marking requirements (section 11.2 a). **Transportation Network Vehicles are required to have their company's decal in the front and back window of their vehicle.** This decal must be City approved and provided by their company. Handmade decals or decals purchased on the internet are not permitted. Please ensure that your drivers are using the approved decals.
- **Most tickets were issued for making an illegal U-turn at an intersection controlled by a traffic signal** (section 30(b)(ii)). This [video](#) by the Edmonton Police lays out where a u-turn is permitted and where it is not permitted. We encourage you to share this video with your drivers. Below is the summary of when u-turns are permitted and not permitted.
 - *Where are U-turns NOT permitted?*
 - At any intersection that is controlled with three phase traffic control lights (red, yellow, green)
 - Any urban roadway between intersections (urban road way is defined as not a country road)
 - Crosswalks
 - Where prohibited by a sign
 - A roadway with access to a commercial driveway
 - A roadway with access to an alleyway
 - Within 150 meters of the top/crest of a hill
 - *Where are U-turns permitted?*
 - Any intersections not controlled by three phase traffic control lights
 - An intersection marked as a four-way stop
 - An intersection marked as a two-way stop
 - At a T intersection

Enforcement Actions Taken by Month, 2024



Enforcement Actions Taken by Month, 2025



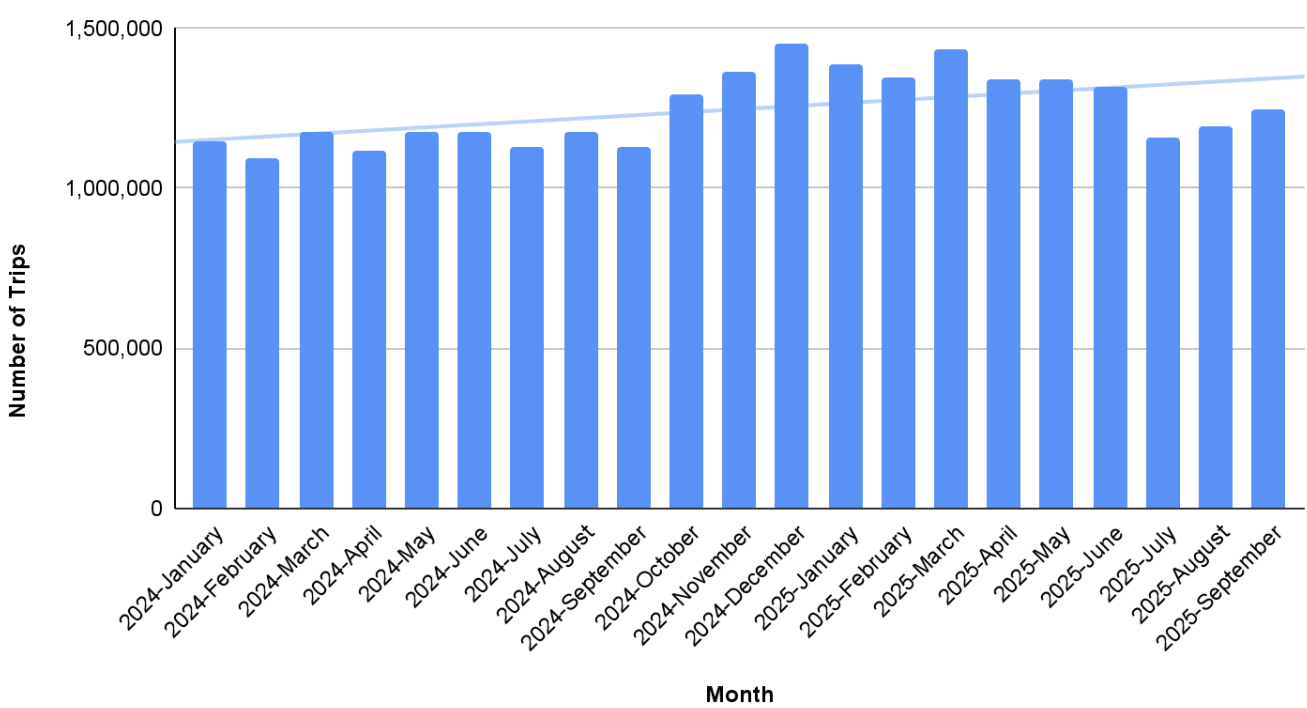
Note: the end date of data collection is December 9, 2025

TRIP RECORDS

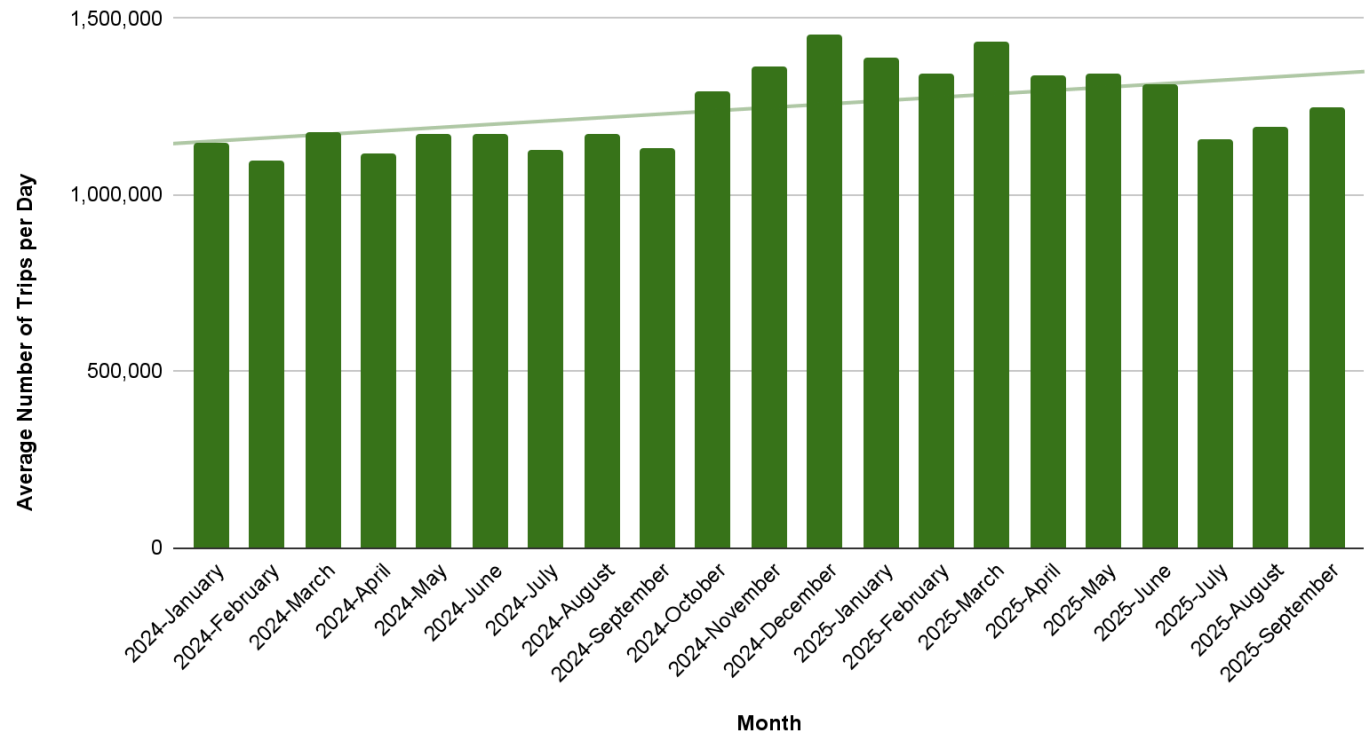
A big thank you to all dispatchers for their cooperation and diligence in providing the trip records. Below are some high level insights on trip record trends for the last year.

The following two charts show the aggregated number of trips from January 2024 to September 2024. 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 since the summer of 2023. Trips tend to peak in cold months and dip in warm months.

Total Trips by January 2024 to September 2025

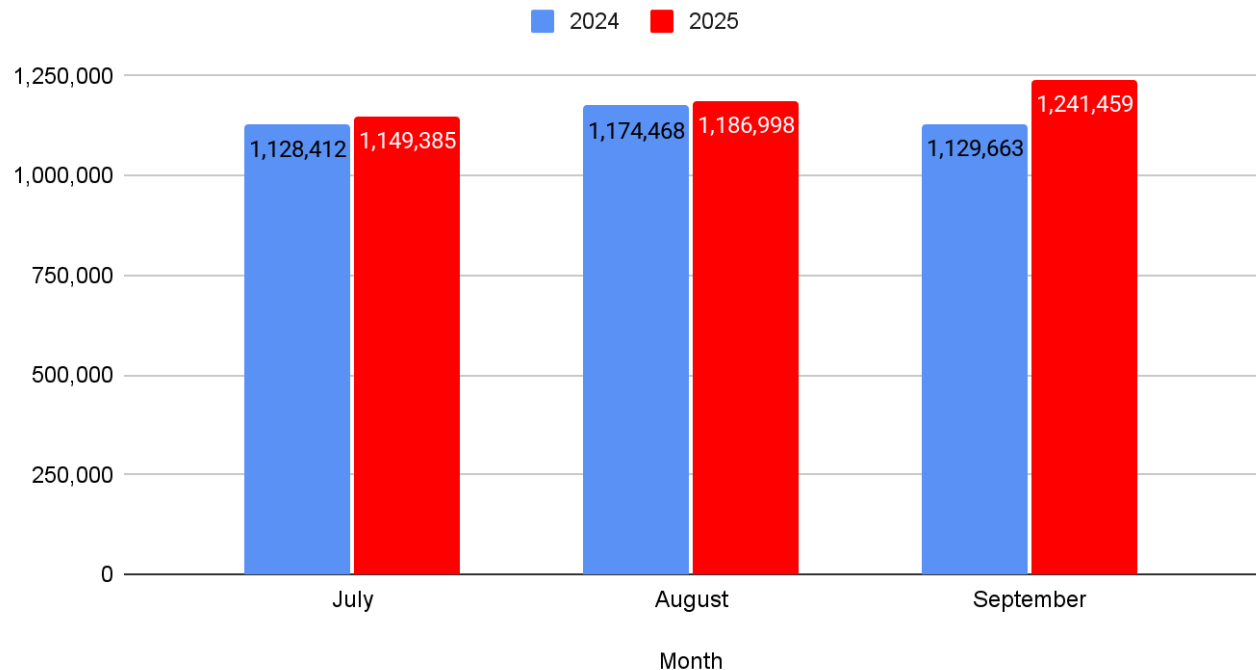


Average Daily Number of VFH Trips, January 2024 to September 2025



The next chart compares the total number of trips per month in Q3 of 2024 and 2025. This chart shows an increase in the number of trips in 2025

Total Number of Trips Per Month Q3 2024 vs Q3 2025

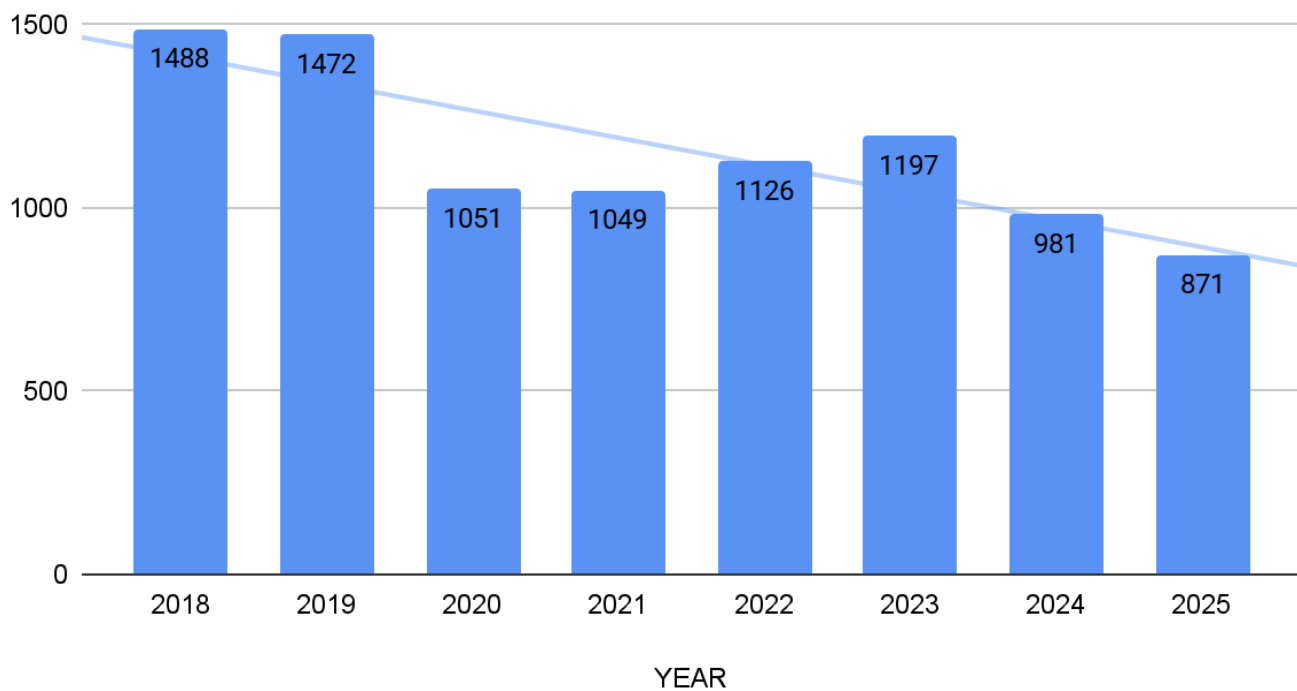


LICENSING DATA

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 December 9, 2025. A Vehicle for Hire Drivers Licences are required for anyone driving a Taxi, Accessible Taxi, Limousine, PTP, or Shuttle. There is an overall trend of the number of licensed drivers decreasing.

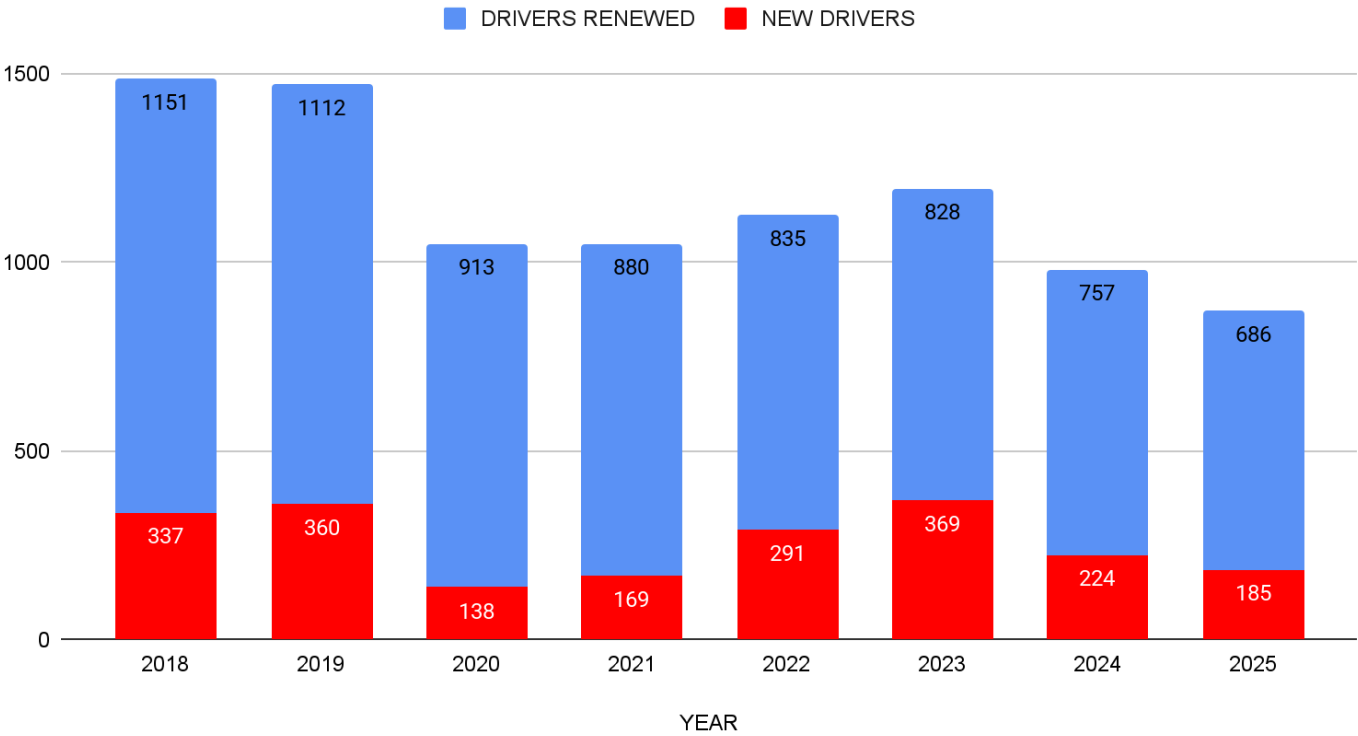
Driver Licences Issued by Year



Note: the end date of data collection is December 9, 2025

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.

Driver Licences: New vs Renewed

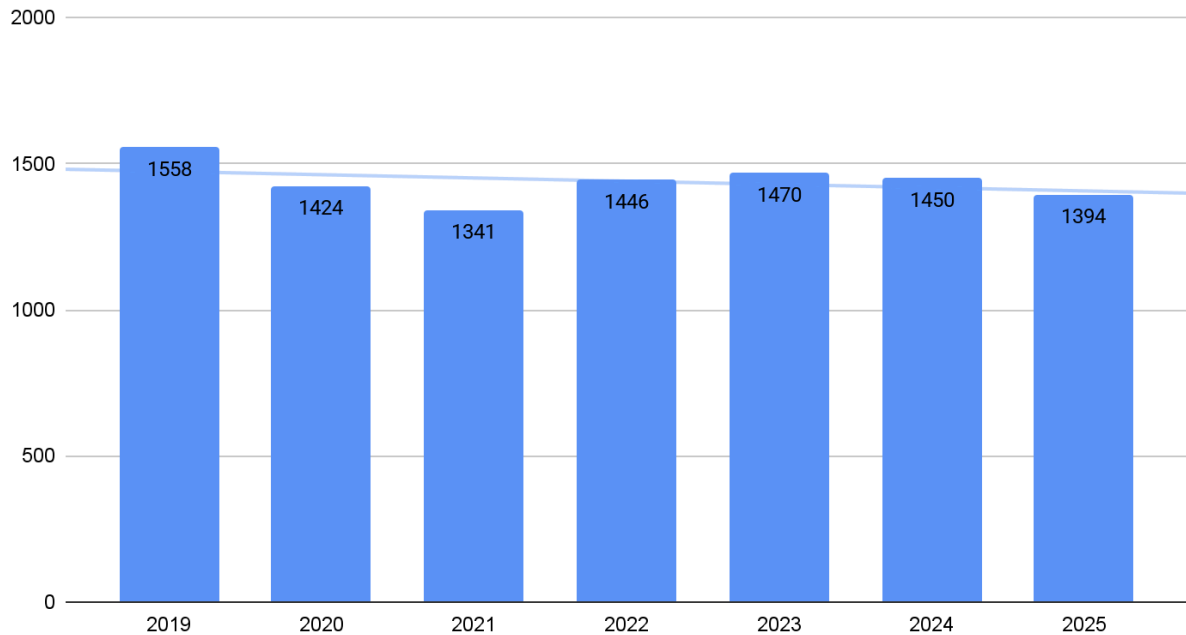


Note: the end date of data collection is December 9, 2025

Vehicle Licences

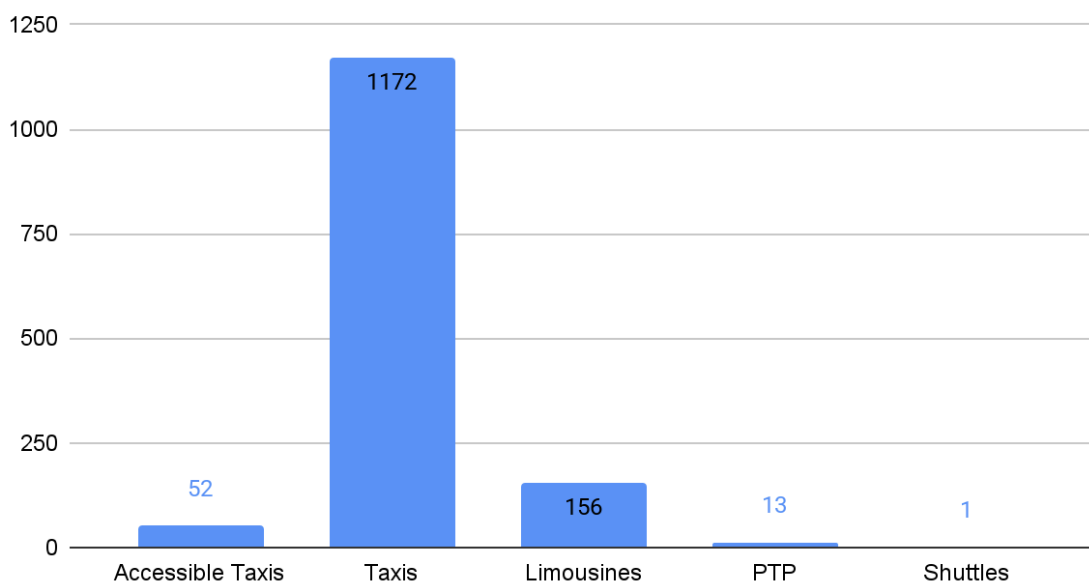
The following chart summarizes the total number of issued vehicle licences. A Vehicle for Hire Vehicle Licence is required for Taxis, Accessible Taxis, Limousine, PTP, and Shuttles. This shows that while there is a slight decrease in vehicle licences, there has been a post-pandemic recovery.

Number of Vehicle Licences Issued by Year



The following chart breaks down the issued Vehicle Licences by type in 2025

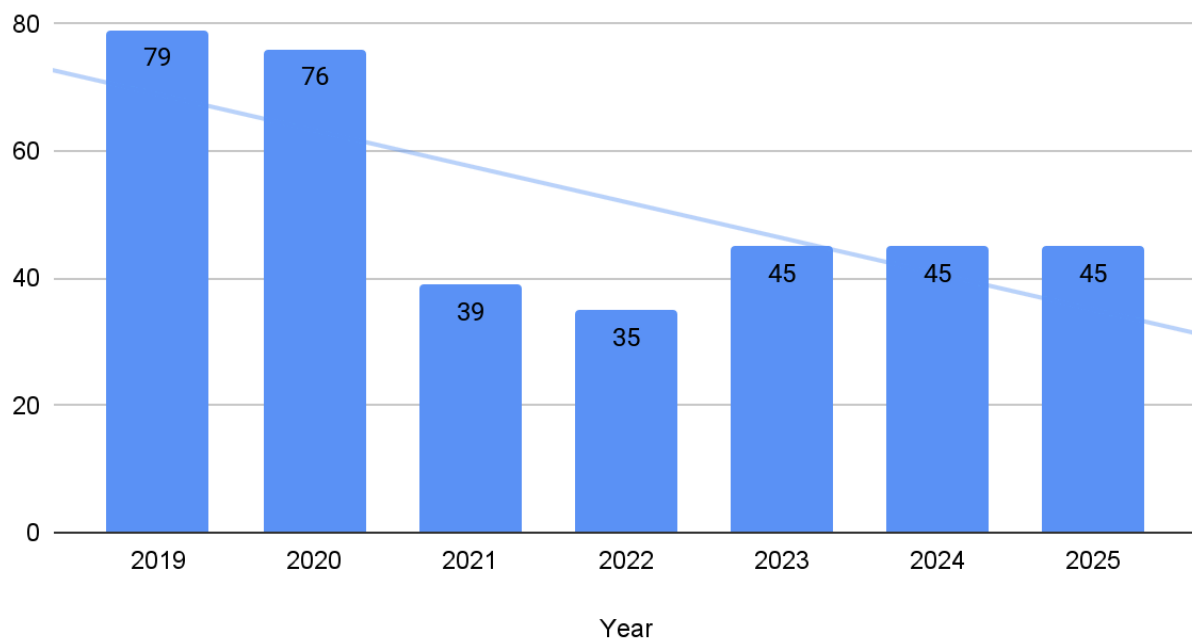
2025 Issued Vehicle Licences by Type



Dispatch Licences

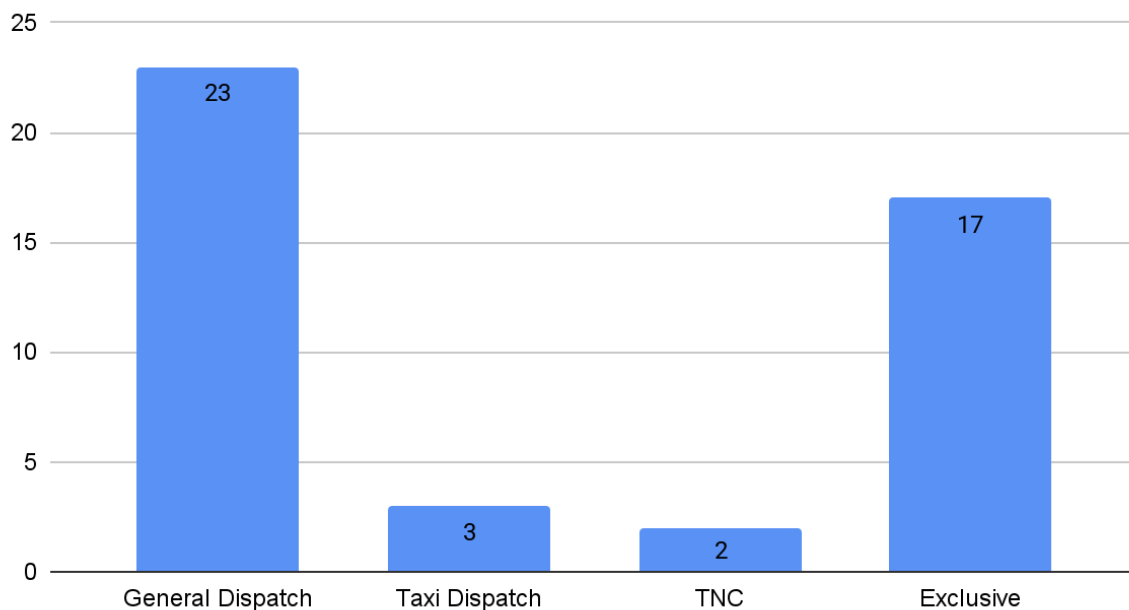
The following chart summarizes the total of issued dispatch licences. There has been a large decrease in the number of dispatchers since 2020. However, there has been a slight increase since the end of the pandemic and has remained steady since.

Number of Dispatch Licences Issued by Year



The following chart breaks down the total number of issued dispatch licences by type.

2025 Issued Dispatch Licences by Type



Invite others to receive this newsletter

Email vehicleforhire@edmonton.ca to join the email list.