

QUESTIONS FROM APRIL 25, 2023 WEBINAR

Technical Difficulties Joining Webinar

While we had an unexpected technical glitch, within 6 minutes of the webinar starting. All registrants who reached out to us were able to access the webinar. The technical glitch was unexpected and has not happened in the past. We realized the issue before the webinar started and every participant was e-mailed the proper link. At the end of the webinar, the slide deck was emailed to every registered participant that signed-up. The webinar recording is now available on the [vending website](#).

Connecting with the Vending Program

10 day response time - 3 days response time requested.

Depending on the reason or type of inquiry, the response can take up to 10 business days. Generally, response times run 3-5 business days, with some responses replied to on the same day. It all depends on the inquiry and if there has been on-going communication - such as answering basic questions vs doing a vending unit review.

Can we get a phone number provided for the Vending Program, as it is not very easy to get a response on time sensitive matters.

Email ensures that our vending staff can share the resources, lists and written explanation that you can refer to, as well as retaining a record of the communications between the program and vendors. In addition, email allows vending staff to help one another with volume or escalations.

Vending Unit Approvals & Associated Requirements Become an Approved Food Vendor

I am looking for the information for a new vendor to become an approved vendor?

Further information on how to become an approved vendor, as well as the application process, will be online soon! If you are interested in becoming an approved vendor, please reach out to us at streetvending@edmonton.ca and we will be happy to work with you.

Is there a checklist to make sure the submission is correct the first time to ensure the quickest approval time?

An approval guideline and application form to become an approved vendor will be added to the website within the next week or so.

Do the safety declarations 'carry over' when you purchase a used food truck?

When you purchase a food truck, none of the existing required documentation is transferable. The new vendor must submit the complete application for their food truck to be approved - the vending unit approval is tied to the vending unit and to the vendor.

Are safety declarations from Calgary valid in Edmonton?

No, only City of Edmonton Declaration forms will be accepted.

Why won't the City provide an Inspections Round Up, similar to Leduc, Strathcona County, St. Albert & Beaumont? We are stuck with only ONE company in the City that provides this service.

The City does not inspect vending units. This decision was not made by the Vending Program, but by the Safety/Fire Prevention areas. We will accept the City of Edmonton declaration forms as completed by safety/fire code experts within Edmonton (third party agencies) and we will accept them from the immediately surrounding municipalities such as Leduc County, Strathcona County, etc. Please note, the City of Edmonton forms must be used as reports from surrounding municipalities or third party inspection agencies will not be accepted. Declaration forms are required, as these do not require review and acceptance by Safety Code or Fire Prevention Officers.

I have had a bylaw ask me for a permit while I have a large line, this is not an appropriate time to be checking for permits.

Park Rangers, City Staff, Bylaw Officers, Traffic Enforcement, Police, etc. are all permitted to request to see proof of your vending permit at any time. Permits are required either to be posted publicly so they can be easily seen without having to request them. If that doesn't work for the location/unit, they must be provided upon request.

How do we avoid being taken off the approved list unexpectedly?

In the Approved Vendor List, next to each vendor name, is the listed expiry date for when this vendor has a document that is set to expire. There should be no surprise to vendors if they are removed from the vendor list, removal occurs once one of the required documents expires, as all documents must be valid to be on the Approved Vendor List. Vendors are responsible for managing their vending documents and ensuring they know their various expiry dates. To avoid removal from the approved vendor list, vendors must stay on top of submitting documents before they expire.

Can we not apply for parks etc while we are getting our permits in place?

Vending permit requests will not be reviewed until a vendor is already on the approved vendor list.

How can we get action on unapproved vendors appropriately timed?

If you are at a park site, and someone is there vending and not listed on the website as part of the Park Pilot, or does not hold a valid vending permit if unassociated with mobile food vending, you can report this directly to 311 and someone from the Park Rangers will follow up. Vending without a permit is not permitted and enforcement may include immediate ticketing for failure to comply with City bylaws.

Is it ok to park the food truck on the home driveway when not in use?

No. When not in operation, vending unit must be stored at the location listed on the home occupation permit or business licence permit. Vending units found stored in residential areas are subject to enforcement and fines.

I have a business license and would like to become a preferred vendor.

We do not have a preferred vendor list, we only have an approved vendor list. This list reflects those vendors that have submitted a complete application to become an approved vendor.

Park Pilots

Can we get specific information about the park pilots please.

Information is now available on the [vending website](#) about the park pilots. For any questions, please contact streetvending@edmonton.ca.

Since parks are one week now, can we get a street permit and park permit at the same time?

No, not for the same week. If you apply and are successful in obtaining a week permit as part of the Assigned Vendor Location (AVL) permit option, you will not be eligible for a roaming permit that same week. The other weeks that you do not have a park permit, you can obtain street roaming permits.

If you are selected for the new parks program, if you cannot be in your spot each day can you give your spot for the day to another vendor that is on the approved list?

Vending permits are non-transferable. You cannot give your vending permit or assigned location to another vendor.

Can we see where every food truck is on a map for where they are approved? We all want to know where our friends are.

We will be updating the vending website monthly to show which vendors obtained permits for the First Come, First Serve (FCFS) and Assigned Vendor Location (AVL) park pilots.

I have seen vendors get a one month park permit and because their sales were not good they didn't show up regularly.

This is part of the reason we've selected limited duration (one week) AVL park pilots, to see how a one week assignment goes. This is also why we provided the FCFS Park Roaming Permit to allow selected approved vendors to roam throughout 21 different vending site locations.

Will the computer program make sure that the same vendors don't get the same parks in a row?

The park locations for the AVL permit type will be done in six one week increments to ensure that multiple vendors can participate. The total number of approved vendors (one vending unit only per vendor to this program) that apply will be run through a random selection draw similar to a lottery. This process will remove selection by the vending program of who goes where, and the algorithm will be constrained to ensure that duplicates do not occur.

How much are these weekly permits going to cost?

The weekly permit will be \$44.79 + GST for the AVL weekly pilot program.

The monthly FCFS permit will be \$134.37 + GST.

Can we apply for both park pilots?

There are two park pilots. If you have one vending unit you will be required to pick which park pilot you would like to apply for.

Vendor conduct: being placed into a park with the same type of vendor (eg. two ice cream trucks in one spot). This creates division between trucks and vendors when not needed if the picking process was more transparent.

The park pilots will address this concern as the algorithm will be restricted to selecting vendors for the same park that do not have matching menu items. This is why the AVL application requests the menu type to be listed. Comparable menus will be best addressed if the volume of applicants is high, lower volume applications could result in similar menu items within parks.

Exactly how are trucks selected for the park pilots?

Through a random selection draw process. For the AVL pilot permit, this random selection draw will occur regardless of the number of applicants. For the FCFS Park Roaming permit, this will be a random selection process if the number of applicants exceeds 21, as there is a limit of 21 park sites for this permit type.

What are the park pilot permit deadlines?

The FCFS deadline to apply for June Park Roaming FCFS permits is May 15, 2023.

The AVL deadline is May 23, 2023.

Timelines for applications for July FCFS and Second Round AVL (July 13 - August 23) will go up as soon as the June and first round AVL applications are closed.

How many vendors are allowed in each park?

There are between one to three assigned vendor sites at the park sites that have been approved for vending. In the park pilot applications, the listed park sites and number of vendors at each site are listed.

How can you have stationary and roaming vendors in the same park?

The vending locations in each park will have signs that indicate park pilot vending. The specific type of park pilot will be listed on the sign location associated with the spot that has been selected and approved by the parks operations teams.

I feel like these restrictions are just pushing the trucks to operate outside of Edmonton where it is easier to set up.

The pilots are intended to provide as many approved vendors as possible the opportunity to vend in our desirable city parks. With hundreds of vendors and only 34 parks sites approved for individual vendor park permits, the two pilot options are intended to address this limitation. We want to be able to welcome both new and existing vendors to vend in city parks.

Does the FCFS permit apply to those of us who get hired privately for corporate or private events at designated park sites?

No, FCFS park roaming permits allow approved vendors who obtain this permit type to roam between 21 different park sites. Private event park use will be considered on a case-by-case basis in evaluating the events occurring at the park in relation to the other activities and permission also occurring. Vendors are not permitted in parks without first obtaining vending permits.

Will the City allow flexibility with parkland parking to make trucks more visible to customers?

Vending units must be located within the designated vending locations in each park site. These designated locations are marked with park pilot signs starting June 1.

I'm a bit confused on the 2 new park permits - particularly on the FCFS option. Does that mean 21 trucks can roam between the 21 parks and whoever gets to the park first each day gets the spot?

Yes, if a vendor obtains a permit for the FCFS park roaming permit type, they will be permitted to vend within the 21 park site locations that list in their park vending signage the location of the FCFS vendor spot. If you show up to a park and it is already taken by another vendor that holds the FCFS park permit, then you would be required to move on to the next park site.

Will there be a way for us to check which parks are already claimed for the day?

We will not be tracking attendance per day on who is attending the FCFS sites. Vendors will need to coordinate amongst themselves. The list of vendors who obtain the 21 park site locations will be posted online once permits for the FCFS month are issued.

Suggestions from Vendors

Can we have access to our own profiles for uploading the required documents, and being able to maintain them to check on expiries?

We are going to be exploring the options that may enable uploading documents into your vendor file and obtaining an assigned vendor number. It is something that was flagged as a key improvement area.

Has anyone thought about a time share option for park vending?

We appreciate this feedback. We can add it to the review that is completed in the fall to see if there may be a solution that works for the overall program and number of vendors.

Why weren't any food truck owners/operators consulted for any of these pilot program ideas, and will any of us be part of the review process?

Vendor feedback provided to the program over the last few years, along with internal review regarding the issuance of park vending permits and pinch points were all taken into consideration for the development of the two pilots. Two pilots were selected based on the distinct options both would provide versus providing one pilot. These pilots will be evaluated in the fall of 2023.

In your investigation were any of the older or newer food trucks owners consulted for this pilot program?

We received feedback from both new and existing vendors with their concerns, complaints, recommendations, etc. over the last few years.

Can you show us a map on where we are allowed to sell food through food trucks?

No, we do not have this type of map available. This has been flagged in our program review as a common request and we will look into this further.

Maybe our trucks don't operate at the same time at the same park. Maybe you're a morning vendor and I'm an evening vendor.

This is something worth looking at and will be brought forward for further consideration upon wrap up of the 2023 pilot programs.

What about the new temporary Pop-up Dog Parks ?

Vending is not permitted at the temporary Pop-up Dog Parks.

Is there a contact at the city to gain advice on soliciting outside of the FCFS and AVL program?

Vending requests for parks that are not part of the FCFS or AVL pilot options may be considered on a case-by-case basis. This consideration may be strictly for adding sites that require review for potential inclusion in park permit locations for 2024.

Sidewalk Carts

I have had a sidewalk location downtown Edmonton approved in the past that I have been successful at. Are you saying we are not allowed in that area anymore?

If you have had a sidewalk location approved, you will be able to apply for a sidewalk permit at this location. All sidewalk locations adjacent to the street that have not been previously approved will require approval through our traffic operations group.

Street Roaming Permits

Why have a roaming permit if we aren't allowed to roam or park anywhere? So many restrictions.

The restrictions on where you cannot park your vending unit are related to the regulations within the Traffic Bylaw 5590 for motor vehicles.

Why do we have to pay for permits and we also have to pay for the parking stall we are vending at?

Permit fees are required in order to obtain permits. Paying your e-park fees is a requirement of the e-park traffic regulations, regardless of what motor vehicle is parked.

Question regarding the street roaming vending permit. Is it exclusively just for Edmonton, or can we also set up at a soccer field in St Albert or a dance competition in Ft Sask?

Vending permits issued by a municipality are specific to that municipality. So, if you have a street roaming permit issued by the City of Edmonton, it is only valid in Edmonton.

Can trucks have assigned parking so it's safer for the public in terms of parking in parks and streets so that we are not contending with other vehicles?

Street vending is strictly first come first serve. Vendors are not permitted to put up signs that indicate vendor parking and hooding of e-park meters is not permitted.

No parking by the government building this year?

There are some e-park locations near the Legislature (north side) that are first come first serve. Vending at the Legislature Grounds is not permitted or approved through this vending program, as these grounds are provincially owned and controlled.

Attending Neighbourhood Events or Civic Events & Festivals

What if at the last minute I am hired for an event and I'm not on the list?

Then you cannot attend an event on City of Edmonton property. If you would like to be eligible to be hired for events held on City of Edmonton property, you must be on the approved vendor list.

If we choose not to get a roaming permit or park permit, are we then only allowed to vend on private property?

Approved vendors that do not wish to obtain individual vending permits are permitted to attend festivals or neighbourhood events as invited by event organizers or vend strictly on private property.

Catering

Catering in parks with food trucks - is this permitted?

Caterers are not permitted to conduct on-site food preparation, cooking or use of mobile kitchen facilities while on City property. Caterers are allowed to deliver and serve pre-prepared meals to a predefined group of private attendees. Food trucks contain cooking facilities and when a food truck attends a park they are required to obtain vending permits and they cannot restrict access to the public that is attending the park.

Bicycle / Pushcart Vending

I did not understand the bicycle/push cart part. Is it just not possible to run this type of business this year, or is the application process just different and is done on a case by case basis?

We do not have a bicycle style/push cart permit option available to vendors. We will be looking into this type of permit option to see if this may be considered. This consideration is not confirmation that a permit option will be available next year, as we must do the review first to consider and evaluate this type of activity.

Private Property Vending

I would like to know if I can vending on private property without getting any roaming or park license with the permission of property owner permission ?

Our vending program is strictly for City-owned public property. This program does not manage any requests that come through for private property vending.

Vending on ETS property (LRT & Transit Stations)

Are there any vending permits that allow vendors to set up at transit centers or LRT stations ?

Vending on ETS Edmonton Transit System managed lands requires approval through the ETS group. Please contact 311 to inquire about vending at ETS stations.