

# Course 4: Navigating Vehicle for Hire

*Vehicle for Hire*



# Overview

## Course Description

This course is designed to equip Edmonton's vehicle-for-hire (VFH) drivers with the knowledge and skills required for compliance with VFH regulations. It includes focused content, scenarios, case studies, and practical guidance on bylaws, licensing, and enforcement procedures. Drivers will leave this course better prepared to contribute to a safer, more compliant VFH environment in Edmonton.

## Learning Objectives

After completing this course, you will be able to:

- Properly adhere to VFH bylaws and regulations
- Fulfill VFH licensing requirements
- Respond appropriately to enforcement action

# Module 1: Introduction to VFH Regulations

## Introduction

As you work through this module, you will learn to:

- Identify key VFH regulations pertinent to operating within Edmonton

## Why is adherence important?

Understanding and adhering to Edmonton's VFH regulations is crucial for several reasons. Doing so assists you to:

### Stay Safe

VFH regulations are designed to protect you, your passengers, and the public on Edmonton's roads.

### Avoid Fines

Being well-informed about the rules can protect you from tickets and other enforcement actions.

### Provide the Best Service

Following the regulations ensures you can provide a smooth and professional service for your passengers.



# Essential VFH Regulations

## Key Regulations



### VFH Bylaw

<https://www.edmonton.ca/sites/default/files/public-files/assets/Bylaws/C17400.pdf?cb=1715017415>

This is a full version of the City of Edmonton Bylaw 17400: Vehicle for Hire.

## Operations Regulations



- Designated pick-up and drop-off locations.
- Procedures for accepting and managing ride requests.
- Required vehicle signage and driver identification.

## Safety Regulations



- Traffic laws including U-turns, parking, and seatbelt compliance.
- Vehicle inspection and maintenance requirements.

## Service Regulations



- Professional handling of complaints.
- Assistance for passengers with disabilities.
- Prohibitions on discrimination, overcharging, and service refusal.

You learned details about each of the above key regulations in Courses 1-3 of this training program. Adherence to these regulations is critical for legal compliance, passenger safety, and service excellence.

# Key Regulations Checklist

This checklist will help you to navigate the key VFH regulations.

## Operational Standards

- Use designated pick-up and drop-off zones at specific locations (i.e., airports, hospitals).
- Understand the procedures for accepting or declining ride requests, and handling cancellations without penalty.
- Display your VFH license, company logo, and any other mandated identification prominently.

## Safety Regulations

- Be aware of specific restrictions on making U-turns.
- Know the legal stopping and parking zones, especially in busy areas.
- Adhere to seatbelt requirements for both drivers and passengers.
- Follow the required vehicle inspections, maintain standards, and adhere to vehicle age limits.

## Passenger Service

- Know how to handle customer complaints properly.
  - Stay calm and listen attentively.
  - Apologize for any inconvenience.
  - Seek to understand the issue and, if possible, offer solutions.
  - Record the details of the complaint and follow your company's reporting procedures.
- Assist passengers with disabilities, including accommodating wheelchairs and service animals.
- Enforce strict policies against discrimination, overcharging, or refusing service based on protected grounds.

*Remember:* Following the VFH regulations is not just about adhering to the law; it's about providing responsible, professional service.



## TIPS

### **Adhering to Regulations**

**Keep regulations handy.** Always have a printed or digital copy of the regulations with you while driving.

**Updates happen.** Regularly check for changes to the regulations.

**Not sure? Ask!** If you ever have questions about a rule, contact your company for clarification.

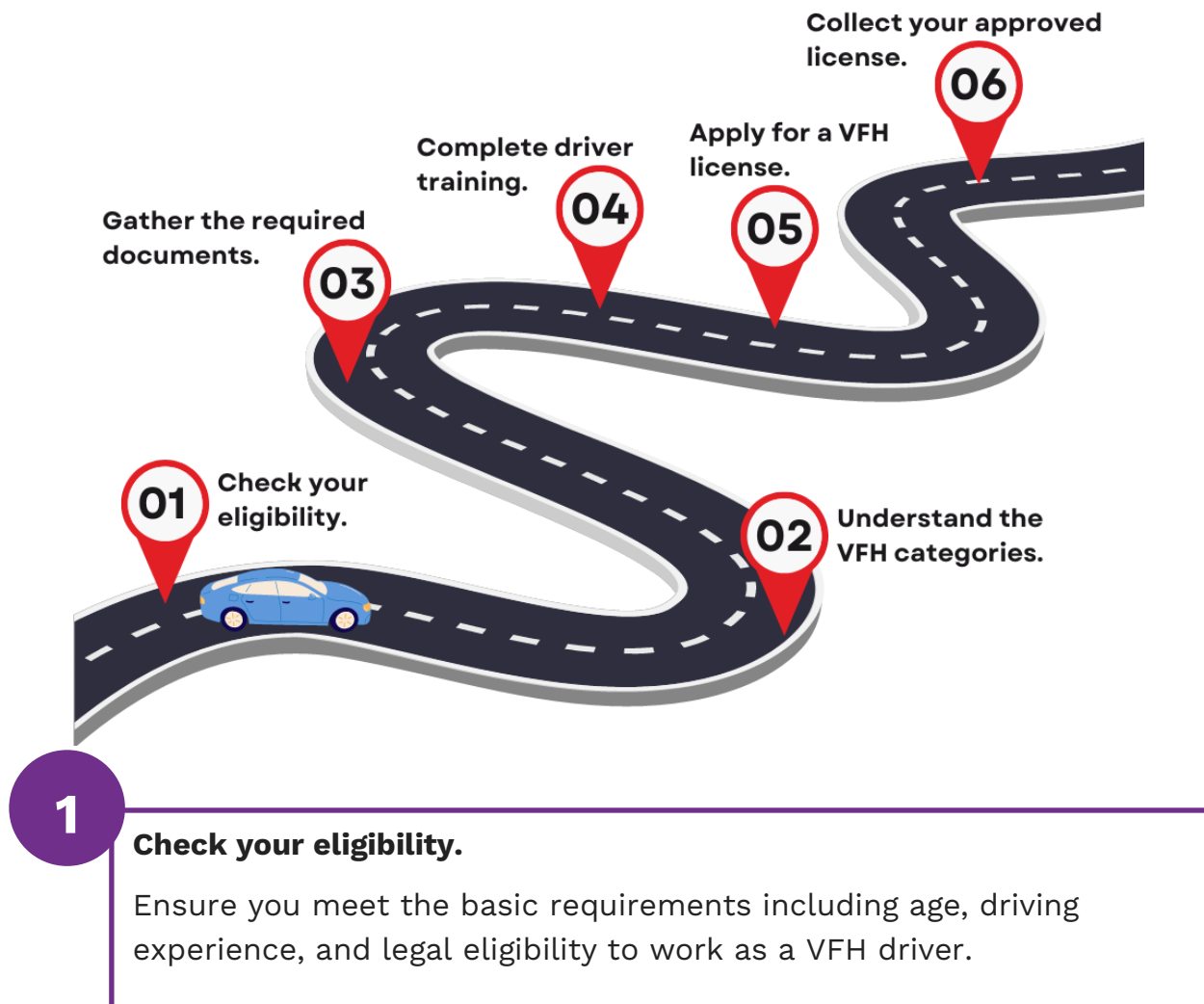
# Module 2: Licensing and Documentation Essentials

## Introduction

As you work through this module, you will learn to:

- Accurately navigate the VFH licensing process

## Steps to VFH Driver's Licensing/Renewal



**2**

**Understand the VFH categories.**

Familiarise yourself with different VFH categories (i.e., taxis, limousines, rideshare). Different categories may have different licensing requirements.

**3**

**Gather the required documents.**

- Driver's license (Class 1, 2, or 4 Alberta Operator's License)
- Police information check
- Colour passport-style photo
- VFH driver training completion certificate

**4**

**Complete driver training.**

Enroll in the approved VFH driver training program. In this program, you will learn about safety, navigation, and customer service excellence.

**5**

**Apply for a VFH driver's license.**

Submit your application through the designated platform. Be sure to attach all required documents, including your VFH driver training completion certificate.

**6**

**Collect your approved license.**

Once your application has been reviewed and approved, you will receive a notification to collect your VFH driver's license. This makes you eligible to operate.



## Required Documents for VFH Driver's License Application/Renewal



### **Driver's License** (Class 1, 2, or 4 Alberta Operator's License)

*Purpose:* This is essential for ensuring that drivers have the specialized skills required for operating larger vehicles or those that carry multiple passengers.



### **Police Information Check (<90 days old)**

*Purpose:* Any applicant who has been convicted of any of the following offences under the *Criminal Code of Canada*, the *Controlled Drugs and Substances Act (Canada)*, or the *Cannabis Act (Canada)* during the past 10 years will not be issued a license to operate a vehicle for hire:

- Any offence of a violent nature, including firearms and weapons offences
- Any offence involving sexual assault, sexual exploitation, sexual interferences, procuring or invitation to sexual touching
- Trafficking
- Any offence involving fraud or fraudulent interactions, conspiracy to defraud, the use of pretenses, bribery, extortion, or theft
- Any offence relating to the unlawful operation of a motor vehicle

If the applicant's police information check reveals a pending charge for any of the offences listed above, a license may be issued with the following conditions:

- The licensee must provide an updated police information check or other documentation confirming the status of the charge at regular intervals to the City until the charge is resolved, and

- If the licensee is convicted of the charge, the license will automatically be cancelled without prior notice to the licensee



### **Colour, Passport-Style Photo**

*Purpose:* This must have a plain background and you must submit a digital copy. This will go on your VFH license.



### **VFH Driver Training Completion Certificate**

*Purpose:* This proves that you have completed Edmonton's VFH driver training.

## **Required Documents for VFH Vehicle License Application/Renewal**

The following documents, while not required to apply for a VFH driver's license, are additionally required to apply for a VFH **vehicle license**.

- Valid provincial vehicle registration
- Valid insurance policy
- Proof of a valid agreement with a dispatch licensee OR declaration that the vehicle will be dispatched and driven by the license applicant only
- *If operating an accessible taxi*, proof that the vehicle is so equipped



### **TIPS**

#### **Licensing**

**Know the licensing requirements.** Pay close attention to the specific documents needed. Ensure that they are up to date to avoid delays.

**Use the online resources.** Utilise the VFH website for detailed guides, application forms, and additional support.

# Module 3: Interacting with Enforcement and Understanding Compliance

## Introduction

As you work through this module, you will learn to:

- Describe the documentation required for presentation during compliance checks
- Effectively communicate with enforcement officers during compliance checks
- Explain the steps to take in response to tickets, complaints, and appeals to maintain or regain compliance

## Enforcement Scenarios

Three common scenarios where VFH drivers might interact with enforcement officers are:

### Routine Traffic Stop for Documentation Check

Enforcement officers may perform routine stops to ensure that VFH drivers are following bylaws and traffic regulations. During these stops, drivers are typically asked to show:

- Driver's license
- VFH license
- Vehicle registration
- Proof of valid insurance
- Valid mechanical inspection certificate



- Driver training program certificate

This check ensures that all necessary licenses and documents are up to date and that the vehicle is legally operating as a VFH.

## Incident Response

If a VFH driver is involved in a traffic accident, enforcement officers will respond to manage the scene, gather information, and ensure public safety.

Officers will:

- Check for any injuries and call for medical assistance if necessary.
- Take statements from all parties involved and any witnesses.
- Check the driver's documentation and vehicle's compliance with safety standards.
- Possibly direct traffic around the accident scene.



This interaction not only addresses immediate safety concerns but also contributes to accident reports that may impact insurance claims and future licensing.

## Compliance with Specific Bylaw Requirements

VFH drivers may be stopped to check compliance with specific bylaw requirements, such as proper display of required information inside the vehicle, adherence to pre-arranged service rules, and correct vehicle marking for different types of services (like taxis, limousines, or private transportation providers).

Officers will:

- Inspect the interior and exterior of the vehicle for compliance with signage and marking regulations.
- Verify that the vehicle is not engaging in unauthorized activities such as street hailing if it is designated as a pre-arranged service vehicle.
- Ensure that the vehicle and driver match the details registered with the dispatch service.



## Documents Required During Enforcement Checks

When you are interacting with an enforcement officer, the following documents may be required:

### **Driver's License** (Class 1, 2, or 4 Alberta Operator's License)

*Purpose:* This confirms that you hold the higher classification of driver's license appropriate for different types of larger or passenger-carrying vehicles. This is essential for ensuring that drivers have the specialized skills required for operating larger vehicles or those that carry multiple passengers.

### **VFH Driver's License**

*Purpose:* This demonstrates that you are authorised to operate a vehicle for hire under the City of Edmonton's regulations. This license indicates that you have met specific requirements set forth by the City of Edmonton to provide transportation services.

### **Vehicle Registration**

*Purpose:* This confirms that the vehicle you are driving is legally registered to operate on public roads as a vehicle for hire. This registration helps link the

vehicle to its owner, ensuring accountability and that the vehicle has passed necessary inspections for safety and compliance.

### **Proof of Valid Insurance**

*Purpose:* This verifies that the vehicle and its operations are covered by insurance, which protects both you (the driver) and passengers in case of accidents. Insurance coverage is crucial for financial security against damages and liabilities arising from vehicular operations.



### **Mechanical Inspection Certificate**

*Purpose:* A mechanical inspection certificate ensures that the vehicle is in good working condition and safe to operate. This document is typically required to be dated within one year before the date of the request from the enforcement officer.

### **Driver Training Program Certificate**

*Purpose:* This confirms that you have successfully completed training that assists in preparing you for your role. It contributes to a safer, more compliant, and customer-friendly VFH environment in Edmonton.

### **Provincial Class 1-55 Registration Certificate** (if applicable)

*Purpose:* This is specific to certain types of vehicles. This document ensures that the vehicle meets particular provincial standards for such operations.

## **Enforcement Interactions and Communication**

### **Initial Encounter**

**Pull the vehicle over.**

Upon being signaled by an enforcement officer (usually via lights or siren), safely pull over to the side of the road. Choose a safe location. A safe location is one where there is enough space for the officer to approach the vehicle on the driver's side without risking traffic hazards.

### **Remain inside.**

Stay inside the vehicle unless instructed otherwise by the officer. This helps avoid misunderstandings or safety concerns.

## **Preparation for Interaction**

### **Gather necessary documents.**

Before the officer approaches, collect all relevant documents: driver's license, VFH license, vehicle registration, and proof of insurance. These should be readily accessible to avoid fumbling when the officer arrives.



### **TIPS**

#### **Document Organisation**

**Prepare a dedicated folder.** Use a folder that can easily hold all your necessary documents such as your driver's license, VFH license, vehicle registration, and proof of insurance.

**Organise documents.** Arrange the documents within the folder in a way that makes each easily retrievable—perhaps labelled or in separate sleeves for quick access.

**Store properly.** Keep the folder in a consistent and easily accessible place within your vehicle, such as the glove compartment or a dedicated slot in the dashboard.

### **Hands in view.**

Keep your hands on the steering wheel and visible to the officer as they approach. This is a gesture of non-threat and compliance.

## During the Interaction

### Greeting.

Politely greet the officer. Listen carefully to the officer's questions and requests. Answer clearly and concisely. If you do not understand a question, politely ask for clarification.

### Provide documents.

Hand over the documents as requested. If you need to reach into a glove compartment or another area of the car to retrieve something, inform the officer of your actions beforehand to avoid any potential alarm.



## TIPS

### Inquiries and Responses

Some examples of common enforcement officer inquiries and suggested driver responses include:

**Q:** "Is this vehicle registered as a vehicle for hire?"

*Suggested Response:* "Yes, this vehicle is registered as a vehicle for hire. I can show you the registration if you'd like."

**Q:** "Do you have a valid mechanical inspection certificate for this vehicle?"

*Suggested Response:* "Yes, I have a valid mechanical inspection certificate right here. It is up to date and was inspected within the last year."

**Q:** "Are you aware of the bylaw regulations regarding vehicle markings and advertisements?"

*Suggested Response:* "Yes, I am aware. This vehicle complies with all signage and marking requirements as specified in the bylaw. There are no prohibited markings or advertisements on this vehicle."



## Compliance and Requests

### Follow instructions.

Comply with the officer's requests. This might include checking the vehicle's license plate, the condition, or other aspects relevant under the bylaw.

### Stay calm and professional.

Maintain professionalism throughout the interaction. If the stop results in a citation or warning, accept it calmly. You can always contest it later in court or through the appropriate channels.

## Conclusion of Interaction

### End of meeting.

Once the interaction is complete, the officer will usually inform you that you are free to go. Carefully merge back into traffic.



### TIPS

#### Respectful Communication

**Stay calm and polite.** Greet the officer respectfully and maintain a calm demeanour throughout the interaction.

**Listen carefully.** Pay close attention to the officer's questions and instructions.

**Speak clearly.** Respond clearly and concisely to the officer's queries.

**Provide necessary documents promptly.** Have your documents organised and ready to hand over when requested.

**Comply with requests.** Follow any lawful instructions given by the officer without argument.

**Thank officers for their time.** Regardless of whether the interaction ends with a warning or a ticket, thank the officer for ensuring safety.

# Post-Interaction Follow-up

## Documentation

It's advisable to note down details of the interaction including the time, date, officer's badge number, and the nature of the conversation. This can be useful if there are any follow-up actions or if you wish to contest a citation.



## Review Any Citations or Instructions

Carefully read through any citations or paperwork provided by the officer to understand any potential charges or required actions. Check deadlines for any payments or court appearances.

## Compliance

Follow through on any corrective actions required by the enforcement officer such as fixing a vehicle defect or addressing a license discrepancy. If a court appearance is required, mark the date clearly and prepare accordingly.

## Seek Further Clarification

If there are any uncertainties about the instructions or legal implications, contact the relevant city department for clarification.

## Resources for Legal Advice

- *Local Legal Aid*  
Contact legal aid services in Edmonton for assistance, especially if facing financial difficulties. They can provide free or low-cost legal advice.

- *Professional Associations*  
Reach out to associations like the Alberta Motor Transport Association or local VFH organizations that may offer resources or referrals for legal counsel experienced in transportation and bylaw issues.
- *Law Firms Specializing in Transportation Law*  
Consult law firms that specialize in transportation law. They will have a deeper understanding of the nuances involved in VFH regulations and bylaw compliance.
- *Community Legal Clinics*  
Use community legal clinics in Edmonton, which often provide free advice on a variety of topics including commercial and traffic laws.

