

Public Service Announcement

Clarification on Taxi Voucher Use

September 19, 2025 - Iqaluit, Nunavut

The City of Iqaluit and Caribou Cabs would like to provide clarification to residents regarding the continued use of orange taxi vouchers purchased prior to the May 2025 fare adjustment. These vouchers were accepted for approximately four months following the fare increase and are to be accepted beyond that point.

On average, approximately 10,000 to 15,000 taxi vouchers are issued each month in Iqaluit. Over the past several years, Caribou Cabs has taken a proactive approach to support customers through transitions in the voucher system. This has included contacting vendors in advance to exchange vouchers for fair market value, as well as having drivers remind clients to use or exchange vouchers prior to fare changes. While we understand these measures may not fully resolve all concerns, they represent a step in the right direction toward improving communication and consistency for residents.

Residents are encouraged to exchange any remaining orange vouchers for current ones at fair market value. All exchanges must be completed at the Caribou Cabs office, located at 1087 Mivvik Street. The office can also be reached by phone at 867-979-6528. While orange vouchers do not display an expiry date, completing an exchange helps ensure alignment with the current fare structure. Please note that exchanges will be made for vouchers only; cash refunds are not available.

The City and Caribou Cabs continue to follow up on individual situations to ensure that this policy is upheld.

We thank residents for their understanding and cooperation, and we remain committed to supporting a reliable and community-focused taxi service.

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For additional information, please contact:

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