## **Fitness reviews**

Taxi, ride-hail, limousine, shuttlebus and inter-city bus operators must be:

- a fit and proper person to provide the proposed service; and
- capable of providing the service

The Passenger Transportation Board (Board) may review licensee fitness at any time to make sure they meet these standards.

## When does the Board review fitness?

The Board may review operator fitness if it gets information that a licensee:

- Is involved in illegal activities
- Provided false information to the Board
- Has a serious criminal charge or conviction that could relate to the operation or management of a transportation service
- Has continually disregarded its terms and conditions of licence or other obligations under the Passenger Transportation Act and Passenger Transportation Regulation

Has transferred its licence without Board approval
Is not in care and control of its business
Is providing exceptionally poor service to the public
The Board may investigate a licensee if it receives information from a credible source such as the Registrar of Passenger Transportation, a municipality, the police or another licensee. The Board does not usually act on anonymous communications.
What does the Board review?
During a fitness review, the Board may review a licensee's:
Operation and management of its service
Approach to legal obligations and responsibilities
Financial stability
Failure to provide truthful information to the Board or Registrar
<ul> <li>Criminal charges or convictions, especially those related to motor vehicle offences, fraud, threats or violence</li> </ul>
The Board may:

Direct the Registrar to conduct an investigation
Hold an oral hearing
As a result of a fitness review the Board may:
Find that the licensee is fit, proper and capable of providing the service
Suspend one or more vehicles from operating
Suspend all vehicles from operating
Cancel a licence
Related topics:
Fitness Disclosure of Unlawful Activity and Bankruptcy (FORM 5) Passenger Transportation Board Policy Manual

• Conduct a written investigation and invite comments