

Rates Rule - Standard Rule for Taxi Rates

Purpose

To establish a core set of rules governing taxi rates.

Legislation

Section 7(1) of the *Passenger Transportation Act* (Act) states the Passenger Transportation Board (Board) has authority to:

(g) make rules respecting

- (i) rates that are or may be charged by a licensee,
- (ii) any rules or practices of a licensee relating to those rates, and
- (iii) any tariff of those rates.

Section 1 of the Act includes the following relevant definitions:

“passenger directed vehicle authorization” means an authorization that, if included in a licence, authorizes one or more motor vehicles to be operated as passenger directed vehicles, but only if those motor vehicles are hailed other than through the use of transportation network services.

“rates”, in relation to compensation that may be charged or collected for the transportation of passengers in commercial passenger vehicles, includes the following:

- (a) discount fares;
- (b) round-trip fares;
- (c) point-to-point fares;
- (d) deadhead charges;
- (e) minimum and maximum charges;
- (f) any other fares, fees or charges.

“transportation network services” means either of the following:

- (a) services, other than services excluded by regulation, respecting the connection of drivers of passenger directed vehicles with passengers who hail and pay for the services through the use of an online platform;
- (b) prescribed services.

Rule

Board Approved Rates

1. Companies may only charge rates that are approved in writing by the Board.

Metered Taxi Rates

2. Board requirements regarding the use, adjustment, and testing of taxi meters are prescribed in the Board's *Rates Rule – Taxi Meters Rule*.

Taxi Fare Estimates

3. If a dispatcher or driver estimates a trip fare in advance, passengers pay the actual fare that is posted on the meter.

Trip Changes by Passengers

4. If a passenger changes a trip that increases the distance or time, the meter calculates the charges for the extra distance or time, and the passenger must pay the metered fare at the end of the trip.

Trip Delays or Detours

5. When road construction, detours, heavy traffic, ferry waits, or other delays outside of the control of the driver happen, the meter calculates the charges for the extra distance or time, and the passenger must pay the metered fare at the end of the trip.

Non-metered Taxi Rates

6. Non-metered rates may only be charged when they have been approved by the Board.

Deadhead Rates

7. Deadhead rates must not be charged unless approved by the Board.

GST

8. Goods and Services Tax (GST) is included in the fares displayed on all taxi meters.

9. Unless otherwise approved by the Board, GST is included in all other taxi rate calculations.

Gratuities and Tips

10. Payment of gratuities and tips is at the discretion of a customer.

Extra Charges

Tolls and other Public Fees

11. In addition to approved metered or non-metered rates, passengers pay for:
 - (a) All ferry, bridge, tunnel tolls, and other fees (such as park entrance fees) that apply to the taxi or its occupants (including the driver), and tolls for return trips even if the passenger is not returning with the taxi; and,
 - (b) A driver's overnight lodging and breakfast, if the passenger extends a charter trip overnight and it is not feasible for the driver to return to their originating area.

Transaction Fees

12. Licensees may not charge or collect compensation from passengers, in addition to their advertised rates, in order to recover/offset transaction fees or any other fees or charges:
 - (a) Imposed on licensees by credit or financial companies (i.e., credit card surcharges); or,
 - (b) For booking a fare through a mobile app.

Soiling a Vehicle

13. Passengers who soil or damage the interior of a vehicle with bodily fluids or solids may be required by a driver or taxi company to pay a clean-up fee of \$75 in addition to the meter rate or any other rate.

Personal Baggage and Freight

14. No extra fees may be charged for the transportation of personal baggage, mobility aids, or assistance dogs.
 - (a) Personal baggage items include items such as luggage, parcels, and equipment that would fit in the trunk of a mid-sized, sedan-style taxi.

- (b) In circumstances where it is difficult to determine whether an item is personal baggage or freight, the item is presumed to be personal baggage. Charges for freight do not require Board approval.
- (c) Domestic pets are considered personal baggage and are not subject to extra fees. Transportation of domestic pets, however, is at the discretion of taxi drivers or companies.

Taxi Dismissal Charges

15. If a person orders a taxi and changes their mind when the driver appears at the given address, a dismissal fee may be charged as follows:
- (a) The minimum dismissal fee is an amount equal to the approved flag rate on the meter.
 - (b) The maximum dismissal fee is the distance rate for driving from the taxi's base or point of dispatch to the point of dismissal.

Company-Specific Rules

16. The Board may approve a company-specific rule for an individual licensee.

Fares Related to Apps

17. For the purposes of this rule, apps are software applications that are used by passengers to book or hail a trip.
18. If the app estimates the fare, the app:
- (a) Must only calculate Board-approved rates in accordance with Board rules respecting rates and rules governing rates.
 - (b) Must not add a mandatory tip to the fare estimate.
 - (c) Must not accept payment of fares.

Taxi Service Discounts Rules

19. For trips booked through an app at off-peak times, when the Board-authorized off-peak discount is applicable, the discounted rate information may be communicated to the passenger through the app or by any other means if, by the end of the trip:
- (a) The receipt that is transmitted or printed by the app or dispatch system includes the discount amount or percentage as a line item on the receipt.

- (b) The passenger is given or offered a hand-written receipt with the discount percentage or amount noted on the receipt.

Additional Resources:

- (1) *Rates Rule - Taxi Meters Rule*
- (2) Taxi Meters Information
- (3) Rates Webpage