Passenger Transportation Board
MOVING FORWARD, TOGETHER

Metered taxi rate posting requirements

Context

The Board both approves taxi rates and makes rules respecting rates. Rate bands allow licensees to make flexible changes to their rates as frequently as once every six months. Rate changes that comply with Rule 3 - Rate Bands are not individually published in Board decisions.

To ensure passengers have access to current rates and are able to easily identify when changes have been made, the Board requires that current metered rates be posted on taxi licensee websites, apps, and in vehicles (Rule 2 (7)).

Applicability

This policy applies to all taxi licensees with a passenger directed vehicle authorization (PDVA) charging metered rates.

Policy

- Posting of metered rates should include the flag, distance and time rate, inclusive of GST.
- To ensure passengers can make informed choices, if licensees have a website or app, they must post their current metered rates. Rates should be posted in a location that can be easily navigated to from the homepage.
- Licensees must post metered rates in all vehicles in a place that is clearly visible for passengers. Licensees may choose to post rates on any windows or inside the rear of the

vehicle.

- To promote identification and readability for passengers, rates posted in vehicles should adhere to the following standards:

    - Flag rate, distance rate, and time rate listed on separate lines
    - Minimum total dimensions of 10cm by 6cm
    - Clear, standard, sans serif font in a minimum point size of 14
    - High contrast ratio between background and font colour (e.g. white background with black font)
    - Adequate space between lines of text

- All posted rates, online or in vehicles, must include the effective date of those rates to ensure passengers can identify if recent changes have occurred.
- Licensees may choose to display the previous rates to illustrate the change provided it is clear they are no longer in effect. For example, to show that rates have been decreased.

Legislation

7 (1) Without limiting section 6(4), the Board my do any or all of the following:

(f) approve, or set, for the purpose of establishing just and uniform charges, rates to be charged by a licensee in respect of passenger directed vehicles operated under a licence… and approve any rule, practice or tariff of the licensee relating to those rates.

(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

Related topics:

- Rule 2 – Standard rules for taxi rates
- Rule 3 - Rate bands