Passenger Transportation Board
MOVING FORWARD, TOGETHER

Frequently Asked Questions – Taxi Rates Structure (November 2025)

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For more than a year, the Passenger Transportation Board (Board) has been working closely with taxi operators to update the way taxi rates are set. The Board has held meetings, listened to industry feedback, and looked at ways to make rates fairer and more flexible.

The goal is to:

- Help taxi businesses stay competitive
- Simplify and streamline the process for taxi licensees to change rates, when needed
- Encourage rates that work for both passengers and taxi businesses

1. What are rate bands?

Rate bands are established by the Board for each passenger transportation region in B.C. and include a minimum and maximum fare that a taxi licensee can charge in a region.

Once a Board-approved rate band is established in a region, taxi licensees are required to charge rates that are within that band.

Taxi licensees can choose any rate within the band for their region: they simply need to notify the Board of the rate they choose. Licensees must keep that rate for at least six months.

2. How is my rate band determined?

The Board calculates the minimum and maximum rate for each region's rate band based on cost data and trip data reported by taxi businesses.

In calculating the minimum and maximum rates, the Board gives consideration to business sustainability and customer affordability.

The Board will review rates annually to ensure rate bands are set to align with these priorities. Ongoing cost-of-living adjustments will be aligned with rate bands but applied annually using the Taxi Cost Index (TCI).

3. How does a rate band help taxi companies?

Rate bands provide a flexible range within which taxi licensees can set rates that they want for their business.

Rate bands give licensees flexibility to adjust their rates within the Board-approved band every six months. Any changes that qualify within the band can be submitted through a simple notification process and do not require a rate change application.

Rate bands are intended to give taxi licensees the flexibility to choose rates that they feel will help them to remain competitive and sustainable as a business.

In sum, rate bands provide:

- Flexibility – Taxi licensees can easily change their rates every six months, as needed.
- Responsiveness – Taxi companies can make reasonable adjustments to rates to address evolving business needs and changing market conditions.
- Fairness – The Board sets minimum and maximum rates across each region with consideration given to business sustainability and passenger affordability.

4. Do I have to change my taxi rate?

You only need to change your rate if it’s outside your region’s rate band. If your current rate is within the band, you can keep it. Or you can choose a new one—as long as it stays within the band.

The Board is committed to working with licensees to make this process as easy as possible.

5. What happens if my current rates are outside the rate band?

All licensees must charge rates within the Board-approved band for their region, once the rate band is implemented.

The Board acknowledges it may be challenging for some licensees to immediately change rates to within the Board-approved band. To help support compliance, the Board permits the following:

- If your rate is above the new maximum, you have two years to bring it within the approved range.
- If your rate is below the new minimum, you have three years to bring it within the approved range.
- You can make gradual adjustments during these periods to ensure a smooth transition.

Notwithstanding these allowances, the Board expects taxi licensees to be compliant with the new rate bands rule. Licensees should adjust their rates accordingly as soon as possible following the implementation date for their region.

6. Do these changes apply to all taxi licensees?

New taxi rates structures apply to all taxi licensees approved to operate by the Board. Rate bands and Board standardized rates are being implemented on a region-by-region basis, beginning with Region 5.

The initial rollout on January 1, 2026, applies to Passenger Transportation Region 5. Licensees in other regions will be notified in advance regarding implementation in their region and can also check the Board website for updates.

Licensees in regions with common rates rules will follow the standard rates set by the Board. Click here for information on your region.

7. How often can I adjust my rates?

Licensees can change rates every six months, provided the new rate is within the approved range. All you need to do is submit a Rate Band Notification Form to the Board.

8. How can I share my feedback?

The Board welcomes feedback on the new rate bands. Taxi licensees, drivers, and passengers can share their input by emailing the Board at ptboard@gov.bc.ca

9. Where can I find more details?

For the latest updates, visit the Board website.

FAQ quick reference chart

Question	Answer
Will taxi rates increase under the new system?	Some may go up, others down, or stay the same. Licensees choose a rate that fits their business within the band.
Can taxi licensees choose their own rates?	Yes, within the rate band for their area.
Are rates outside the band allowed?	Only if a custom rate is approved by the Board.
Can licensees apply for custom rates?	Yes. Licensees must provide compelling data and evidence to justify a rate outside the band.

Is there a transition period?	Yes—up to two years if above the band, three years if below.
Who can I contact with questions?	Contact the Board by emailing ptboard@gov.bc.ca