

## **I. Legislation**

Passenger Transportation Act section 7(1)(g):

*the board may...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*

## **II. Purpose**

To establish a core set of rules governing taxicab rates.

## **III. Standard Rules Governing Taxicab Rates**

The rules below apply to passenger transportation licensees that operate taxicabs in British Columbia.

### **A. Board-Approved Rates**

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

### **B. Metered Taxi Rates**

#### ***Use of Taxi Meters***

2. A taximeter in a taxicab must:
  - (a) be capable of calculating and displaying a fare based on time and distance; and
  - (b) have a fare display that a passenger with normal eyesight seated in the rear of the taxicab is able to read at all times.
3. A traditional (mechanical or electronic) taximeter must be produced by a recognized taximeter company.
4. A mobile app may only be used as a “taximeter” if it complies with the “BC Taxi Soft Meter Rule,” as amended from time to time.

## *Standard Rules for Taxicab Rates*

### ***Adjustment of Taximeters***

5. Taximeters must be adjusted to calculate accurately the current Board approved metered rate.

### ***Testing the Accuracy of Taximeters***

6. Licensees are responsible for ensuring that taximeters in their vehicles are tested and accurate at all times.
7. A taximeter in a vehicle is considered accurate if
  - (a) on a road test, the distance computed by the taximeter is within 2% of the actual distance travelled; and
  - (b) on a time test, the time computed by the taximeter is within 2% of the actual time.

### ***Taxi Fare Estimates***

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

### ***Trip Start***

9.
  - (a) Subject to (b) below, the meter may only be turned on after the vehicle starts moving.
  - (b) A meter may be turned on before the vehicle starts moving if the vehicle has arrived at the pick-up location and one of the following happens:
    - i. a passenger instructs the driver to start the meter,
    - ii. a passenger enters the taxicab and instructs the driver to wait for one or more passengers, or
    - iii. a driver informs a passenger of his or her arrival, and after waiting at least 4 minutes, the driver does not see the passenger on the way to getting in the taxi.

### ***Trip End***

10. The meter is turned off when the taxi arrives and stops at the passengers' final destination.

### ***Trip Changes by Passengers***

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

## *Standard Rules for Taxicab Rates*

### ***Trip Delays or Detours***

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

### **C. Non-metered Taxi Rates**

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

### **D. Deadhead Rates**

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

### **E. GST**

15. (a) Goods & Services Tax (GST) is included in the fares displayed on all taxi meters.  
  
(b) Unless otherwise approved by the Board, GST is included in all other taxi rate calculations.

### **F. Gratuities and Tips**

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

### **G. Extra Charges**

### ***Tolls and other Public Fees***

17. In addition to approved metered or non-metered rates, passengers pay for:
  - (a) all ferry, bridge, and tunnel tolls and other public 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.
  - (b) notwithstanding (a) above, charges for crossing the Golden Ears Bridge as set out in the [\*Board Rule Respecting Taxicab Toll Surcharges and the Golden Ears Bridge\*](#) .

## *Standard Rules for Taxicab Rates*

- (c) 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 his or her originating area.
18. Licensees may not charge or collect from passengers the following fees:
- (a) Credit card fees imposed by credit or financial companies on businesses
  - (b) Fees for booking a fare through a mobile app

### ***Soiling a vehicle***

19. 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***

20. (a) No extra fees are charged for the transportation of personal baggage, mobility aids or assistance dogs. Personal baggage includes items such as luggage, parcels and equipment that would fit in the trunk of a mid-sized, sedan-style taxicab.
- (b) In circumstances where it is difficult to determine whether an item is personal baggage or freight, the presumption is that it is personal baggage. Charges for freight do not require Board approval.

See the Board's [Operational Policy V.2: Transportation of Personal Baggage](#).

### ***Taxi Dismissal Charges***

21. If a person orders a taxi and changes his or her 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.

### ***Refusal of Service***

22. Sections 12 and 12.1 of the [Passenger Transportation Regulation](#) apply.

*Standard Rules for Taxicab Rates*

***Company Specific Rules***

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

**IV. Dates**

Approved: **March 23, 2011 (amended July 10, 2014 & December 2015; March 31, 2016; November 16, 2016)**

Effective: **November 16, 2016**