

# Operating with a licence

[Taxi](#)

[Ride-hail \(TNS\)](#)

[Inter-city bus](#)

[Limo and shuttle](#)

Taxi, ride-hail, limo, shuttle and inter-city bus operators must meet the terms and conditions of their licences once the application is approved by the Passenger Transportation Board (Board).

## Accessibility

The Ministry of Transportation & Infrastructure is responsible for the [Passenger Transportation Accessibility Program \(PTAP\)](#). Funding and training is available to the taxi industry to improve services and experiences for the accessibility community. Ride-hail (TNS) services must pay a \$0.90 fee for each trip provided in a non-wheelchair accessible vehicle. This fee is collected to support accessibility in the passenger-directed vehicle industry

## Booking apps

Passengers can book taxis and limousines, and other passenger directed vehicles using a [booking app on their smartphone](#). Smartphone applications (apps) connect customers to transportation services while also making booking and dispatch an easy and efficient process for operators.

## Data requirements

Taxi operators, limousine operators, and ride-hailing (TNS) companies must adhere to their licence's [data requirements\(164 KB\)](#) and [submit trip data](#) to the Registrar of Passenger Transportation.

## Fitness reviews

The Board may [review licensee fitness](#) at any time to make sure they are fit, proper and capable operators.

## Rates, surcharges and tolls

Taxis, limousines and shuttles, and other passenger directed vehicle operators must charge rates that are approved by the Passenger Transportation Board. Rules about rates ensure passengers are charged reasonable and predictable prices for transportation services.

- [Find approved rates for individual taxi licensees](#)

Inter-city bus and ride-hail passengers agree to the cost of the trip prior to accepting the ride. Inter-city bus and ride-hailing rates are not set or controlled by the Board. If the passenger does not agree to pay the price set by the operator, they can decline or choose not to use the inter-city bus or ride-hail service.

# Temporary Operating Permits (TOPs)

Operators can apply to the Board for a [temporary operating permit](#) to increase the number of vehicles in their fleet for a period of time, up to 92 days. The 92 days do not need to be consecutive.

Seasonally, the demand for taxis often increases between December and mid-January. Taxi operators can apply to the Board for a festive season temporary operating permit to increase their fleet by a percentage of their fleet maximum for up to 30 days during this time period.

## Terms and conditions

The Board sets terms and conditions of passenger transportation licences when an application is approved. Terms and conditions are in standard formats. They often have common clauses and wording.

Examples of the more common terms that the Board uses on licences are in this [sample terms and conditions\(385 KB\)](#). The Board may set other terms and conditions depending on the circumstances of an application.

## Lists of approved licensees

Lists of approved licensees are available below, organized by vehicle type:

- [Inter-city bus licensee list](#)
- [Limousine licensee list](#)

- [Other passenger directed vehicle licensee list](#)
- [Ride-hail \(TNS\) licensee list](#)
- [Taxi licensee list](#)

The Registrar also posts a [list of current passenger transportation licensees](#) that is updated weekly.

## **Related topics:**

[Fitness reviews](#) [Industry accessibility](#) [Temporary operating permit \(TOP\)](#) [Vehicle booking apps](#)