Passenger Transportation Board
MOVING FORWARD, TOGETHER

Rule 2 — Standard rules for taxi rates

Application

1. This rule applies to licensees granted a special authorization with a designated PDVA: Taxi sector type.

Written Approval

2. Taxi licensees may only charge rates that are approved in writing by the Board.

Metered rates - Related licensees

3. All licensees must charge the same rates for all vehicles operating under the same trade name and/or with the same vehicle markings with overlapping originating.

4. All taxi licensees participating in a centralized dispatch with overlapping originating areas must charge the same meter rates.

GST

5. GST must be included in the fares displayed on all taxi meters.

6. Unless otherwise indicated in the Rules or approved by the Board, GST is included in all other taxi rate calculations.

Posting rates

7. Licensees must ensure that their rates, including their effective dates, are posted on their websites and apps, if any, as well as in a place in all vehicles that is clearly visible to passengers.

Tips and other gratuities

8. A licensee must not request or require, expressly or otherwise, the payment of tips or other gratuities.

Tolls and other public fees

9. In addition to approved or set rates, a licensee may charge a passenger for the following:

(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;

(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

10. A licensee may not charge or collect compensation from a passenger, in addition to their advertised rates, in order to recover or otherwise offset transaction fees or any other similar fees or charges, including fees or charges

(a) Imposed on licensees by credit or financial companies, such as credit card surcharges, or

(b) For booking a fare through a mobile app.

Fee for soiling a vehicle

11. A licensee may charge a passenger who soils or damages the interior of a vehicle with bodily fluids or solids an extra clean-up fee of $75.

Fee for personal baggage and freight

12. (1) In this section:

(a) Personal baggage includes items such as luggage, parcels, and other items that fit in the trunk of a mid-sized, sedan-style taxi.

(b) In circumstances when it is difficult to determine whether an item is personal baggage or freight, the item is deemed to be personal baggage.

(c) Domestic pets are deemed to be personal baggage.

(d) Animals that are not domestic pets are deemed to be freight.

(2) A licensee may not charge a passenger an extra fee for the transportation of personal baggage or mobility aids.

Taxi dismissal charges

13. If a person orders a taxi and changes their mind when the driver appears at the given address, a licensee may charge a dismissal fee 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 point of dispatch to the point of dismissal.

Fares related to apps

14. If an app estimates the fare, a licensee must ensure that the app calculates based on Board-approved rates.

15. For certainty, a licensee must not accept payment through an app.

Discount rates

16. For trips booked through an app at off-peak times as defined in a rates order, when the Board-authorized off-peak discount is applicable, a licensee may communicate the discounted rate

information 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.