

# Taxi rates policy

## Context

As per the Board's Rates Rules, taxi licensees may only charge rates that are approved in writing by the Board. These rates may include metered rates, hourly rates, point-to-point rates, or individual fares. This policy clarifies the interpretation of this rule.

## Applicability

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

## Policy

### Taxi fare estimates

- If a dispatcher or driver provides a fare estimate before a trip, the final fare charged must be the amount displayed on the taxi meter at the end of the trip.
- Estimates are for reference only and are not to be treated as fixed fares.

### Passenger-initiated trip changes

- If a passenger changes the route, destination, or otherwise extends the trip in a way that increases time or distance:

- The meter must remain active and record the adjusted trip fare.
- The passenger must be charged the full metered fare for the revised trip.

## **Trip delays or detours**

- When delays occur due to factors outside the driver's control (e.g., road construction, detours, ferry waits, or heavy traffic):
  - The meter calculates the extra time and/or distance.
  - The passenger is responsible for the full metered fare, including any additional amount calculated by the meter resulting from these delays.

## **Non-metered rates**

- Non-metered rates (e.g., flat rates) may only be charged when they have been explicitly approved in writing by the Board.
- Charging non-metered rates without Board approval is a violation of Rule 2(2).

## **Deadhead charges**

- A taxi licensee may not charge a “deadhead” fee (i.e., the cost of traveling to or from a pickup location without a passenger) unless this charge has been expressly approved in writing by the Board.

# Legislation

In Part 1 of the Act, “rates” is defined as:

in relation to compensation that may be charged or collected for the transportation of passengers in commercial passenger vehicles, includes the following:

- (a) discount fares;
- (b) round-trip fares;
- (c) point-to-point fares;
- (d) deadhead charges;
- (e) minimum and maximum charges;
- (f) any other fares, fees or charges;

7 (1) Without limiting section 6(4), the Board may 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:

- [Discount certificates](#)
- [Board's rates rules](#)
- [Rates orders policy](#)
- [Rates rules policy](#)