Passenger Transportation Board
MOVING FORWARD, TOGETHER

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 my 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