Passenger Transportation Board
MOVING FORWARD, TOGETHER

Taxi

Taxi operators must have a passenger transportation licence, with special authorization (SA), to operate a taxi service.

Start a taxi service

If you are applying for a licence, you must show the Board that you are:

- a fit and proper person to provide the proposed service; and
- capable of providing the service

You must demonstrate that:

- there is a public need for your proposed service; and
- if you are granted a licence, your service will promote sound economic conditions in the B.C. passenger transportation industry.

Make sure you understand the application process. It explains how the Board uses the evidence you provide in your application to make a decision.

Checklist

New taxi licence

Before you apply

- ?Understand commercial vehicle and safety information about commercial passenger transportation vehicles
- ?Obtain a National Safety Code certificate (NSC)

Forms

- ?Special authorization licence application (Registrar form)
- ?Signing authority (Registrar form)
- ?Vehicle proposal (352 KB)
- ?Proposed terms and conditions of licence (257 KB)
- ?Municipal notice(575 KB)
- ?Public explanation of applications(300 KB)
- ?Disclosure of unlawful activity & bankruptcy(655 KB)
- ?Declarations & consent(573 KB)

Attachments

- ?Business plan
- ?Financial information

- ?All Applicants: Cash flow projections (36 months) and income statements
- ?Incorporated Companies: Balance sheet
- ?Sole Proprietors or Partnerships: Personal net worth statements

- ?Resumés, criminal record checks and business registration documents
- ?Public need indicators
- ?Accessible service plan
- ?Proposed rates

Final step

- ?Submit your completed application package to the Registrar's Office at CPV@gov.bc.ca.

Change a taxi licence

If you are applying to change a licence, you must show the Board that you are:

- a fit and proper person to provide the proposed service; and
- capable of providing the service

You must demonstrate that:

- there is a public need for your proposed service; and

- if the change is granted, it will promote sound economic conditions in the B.C. passenger transportation industry.

Make sure you understand the application process. It explains how the Board uses the evidence you provide in your application to make a decision.

Transfer a licence

If you hold a B.C. passenger transportation licence, you can apply to transfer your passenger transportation licence to another business entity.

Amend a taxi licence

If you want to amend or change the terms and conditions of your licence, you must apply to the Board. You cannot apply to amend terms and conditions labelled “legislative requirements”. Apply to amend a taxi licence.

Change rates or rules

Taxi licensees in regions where rate bands have been implemented may submit a notification form to adjust metered rates within approved rate bands. Other taxi licensees must apply to the Board to change rates or rules about rates.

Operating a taxi service

Taxi meters

Taxi meters calculate taxi rates based on time, distance, or both. Taxi companies are responsible for conducting tests and ensuring that meters meet standards and requirements.

Taxi rates

Taxi operators may only charge rates approved in writing by the Board. This ensures passengers are charged reasonable and predictable prices for transportation services.

Taxi bill of rights

The taxi bill of rights is a statement of principles, outlining expectations of both taxi drivers and passengers to improve taxi service in Metro Vancouver.

Voluntary taxi bill of rights

Taxi operators outside of Metro Vancouver, wishing to start a voluntary taxi bill of rights (VTBOR) program(520 KB) can adopt the Board's volunteer taxi bill of rights(473 KB). The Board's VTBOR outlines expectations of both taxi drivers and passengers to improve taxi services and help prevent and resolve conflicts.

Booking apps

Taxis and limousines, and other passenger directed vehicles, are permitted to take bookings from passengers who use 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.

Accessibility

Taxi operators can use wheelchair accessible taxies to serve any passenger. Priority must be given to people with wheelchairs or other mobility devices. To make wheelchair accessible vehicles more versatile and economic, especially for operators in rural communities, the vehicles may also have flip seats installed.

Funding and training is available to the taxi industry to improve services and experiences for the accessibility community through the Passenger Transportation Accessibility Program (PTAP).

Data requirements

Taxis and ride-hail (TNS) licensees must adhere to the terms and conditions in their licence regarding data requirements by submitting trip data to the Registrar of Passenger Transportation.

Temporary Operating Permit (TOP)

Taxi operators can apply to the Board for a regular Temporary Operating Permit (TOP) to increase the number of vehicles in their fleet for a period of up to 92 days anytime in the year.

Another TOP option is the Festive Season TOP. Public demand for taxis often increases between mid-November and mid-January during the "festive season." Taxi operators can apply for a Festive Season TOP to increase their fleet (by a percentage of their fleet maximum) for up to 60 days during this period.

Terms and conditions

The Board sets terms and conditions of passenger transportation licences when an application is approved. To continue operating a taxi, an operator must ensure they remain in compliance with their terms and conditions as well as the Act and the Regulations. Terms and conditions for taxi operators include things such as fleet size, operating areas, rates, and other requirements that must be followed.

Fitness reviews

The Board may review licensee fitness at any time to make sure licensees meet standards.

Related topics:

- Urgent public need
- Accessible service plans
- Add a taxi during festive season
- Application process

- Operating with a licence
- How the Board makes a decision
- Transfer a licence