

# Taxi

Taxi operators must have a passenger transportation licence, with Special Authorization, to operate a taxi service.

## Start a taxi service

Passenger transportation operators applying for a new licence must show the Board:

- They are [fit, proper and capable](#) of operating a passenger transportation service
- There is a [public need for the proposed service and that it promotes sound economic conditions](#)

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)
- [Taxi soft meter declaration of compliance](#)(306 KB)

## Attachments

- [Business plan](#)

- [Financial information](#)
  - All Applicants: Cash flow projections (36 months) and income statements
  - Established 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](mailto:CPV@gov.bc.ca).

## Change a taxi licence

Passenger transportation operators applying to make changes to a licence must show the Board:

- They are [fit, proper and capable](#) of operating a passenger transportation service

- There is a [public need for the proposed change and that it promotes sound economic conditions](#)

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**

Taxi, ride-hail, inter-city bus, limo, shuttle and other passenger directed vehicle operators (transferors) can [apply to transfer their passenger transportation licence to another business entity](#).

## **Amend a taxi licence**

Taxi operators must apply to the Board to amend or change their terms and conditions of licence. They cannot apply to amend terms and conditions labelled “legislative requirements”. [Apply to amend a taxi licence](#).

## **Change rates or rules**

Taxi, limo, shuttle and other passenger directed vehicle operators must apply to the Board to [change rates or rules about rates](#).

## **Operating a taxi service**

### **Taxi cameras**

[Cameras in taxis](#) make passenger transportation safer for operators and passengers. The Board sets the rules for taxi camera use.

## **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**

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.

## **Accessibility**

Operators can use wheelchair accessible taxis 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. [Passenger Transportation Accessibility Program \(PTAP\)](#) intake is now closed for 2023.

## 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.

## Temporary operating permits

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. 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 like 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 they 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](#)