

# 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 that they are:

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

Operators must demonstrate that:

- there is a public need for that proposed service; and
- that the application, if granted, promotes sound economic conditions in the passenger transportation industry in British Columbia.

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](mailto:CPV@gov.bc.ca).

## Change a taxi licence

Passenger transportation operators applying to change a licence must show the Board that they are:

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

Operators must demonstrate that:

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

- that the application, if granted, promotes [sound economic conditions in the passenger transportation industry in British Columbia](#).

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 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**

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 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. [Passenger Transportation Accessibility Program \(PTAP\)](#) intake is now closed for 2023.

## **Data requirements**

Passenger directed vehicle and ride-hail (TNS) licensees must adhere to the terms and conditions in their licence regarding data requirements and [submit 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.

An extra 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 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](#)