

# Fitness reviews

Taxi, ride-hail, limousine, shuttlebus and inter-city bus operators must be:

- [a fit and proper person to provide the proposed service](#); and
- [capable of providing the service](#)

The Passenger Transportation Board (Board) may review licensee fitness at any time to make sure they meet these standards.

## When does the Board review fitness?

The Board may review operator fitness if it gets information that a licensee:

- Is involved in illegal activities
- Provided false information to the Board
- Has a serious criminal charge or conviction that could relate to the operation or management of a transportation service
- Has continually disregarded its terms and conditions of licence or other obligations under the Passenger Transportation Act and Passenger Transportation Regulation
- Has transferred its licence without Board approval
- Is not in care and control of its business

- Is providing exceptionally poor service to the public

The Board may investigate a licensee if it receives information from a credible source such as the Registrar of Passenger Transportation, a municipality, the police or another licensee. The Board does not usually act on anonymous communications.

## **What does the Board review?**

During a fitness review, the Board may review a licensee's:

- Operation and management of its service
- Approach to legal obligations and responsibilities
- Financial stability
- Failure to provide truthful information to the Board or Registrar
- Criminal charges or convictions, especially those related to motor vehicle offences, fraud, threats or violence

The Board may:

- Conduct a written investigation and invite comments
- Direct the Registrar to conduct an investigation
- Hold an oral hearing

As a result of a fitness review the Board may:

- Find that the licensee is fit, proper and capable of providing the service
- Suspend one or more vehicles from operating
- Suspend all vehicles from operating
- Cancel a licence

## Related topics:

- [Fitness](#)
- [Disclosure of Unlawful Activity and Bankruptcy \(FORM 5\)](#)
- [Passenger Transportation Board Policy Manual](#)