



# Passenger Transportation Board

## Rates Rules Manual

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## **Passenger Transportation Board**

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## Introduction

The Passenger Transportation Board (Board) has created these Rates Rules pursuant to [section 7\(1\)\(g\) of the \*Passenger Transportation Act\*](#) (Act).

The Board has exclusive jurisdiction to make Rates Rules under the Act and can make new rules or amended Rules on its own initiative. The Board can make Rates Rules that are applicable to the whole passenger transportation industry, or classes of licences, including a particular sector type or a sub-group of licensees. When the Board makes a Rates Rule, it is applicable to all the licensees subject to the Rule.

Rates Rules are a type of Regulation and carry with them the same binding (enforceable) qualities. Failure to comply with applicable rates rules may result in compliance or enforcement actions by the [Registrar of Passenger Transportation](#) or [fitness reviews by the Board](#).

The Board will post all current Rates Rules on its website so that the public, enforcement officers, and licensees can know the applicable Rules.

In addition these Rates Rules, the Board has prepared comprehensive [Rules of Practice and Procedure](#) which describe the general practices and processes of the Board. The Board has also created a [Policy Manual](#) which establishes guidelines for applicants/licensees and explains policy approaches and factors the Board may consider in its decision-making.

## Legislation

- 7 (1) Without limiting section 6(4), the board may 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 that includes a passenger directed vehicle authorization or transportation network services authorization, or under a temporary operating permit that includes a passenger directed vehicle authorization, 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;

Rates include discount fares, deadhead charges, round-trip fares, point-to-point fares, minimum charges, and any other fees or charges, including credit card surcharges.

- 23 (2) Without limiting subsection (1), a person must not
- (a) operate a motor vehicle equipped with a meter, or
  - (b) operate a motor vehicle equipped with a top light,
- unless the licence under which the motor vehicle is operated expressly authorizes that operation and the motor vehicle is a passenger directed vehicle.

## Definitions

Important definitions for this Rates Rules Manual include:

**“Act”** means the Passenger Transportation Act;

**“accessible passenger directed vehicle”** means a passenger directed vehicle designed and manufactured, or converted, for the purpose of transporting persons who use mobility aids;

**“agreement”** means an arrangement between a customer and a licensee for the provision of a limousine service to a passenger or group of passengers at set rates;

**“applicant”** means a person who has made application to the Registrar for:

- a. a licence, a transfer of a licence, additional vehicles or an amendment to a licence;
- b. a change of rates; or
- c. a temporary operating permit;

who seeks, or has, a special authorization to operate passenger directed vehicles, inter-city buses or transportation network services;

**“application”** refers to a written request to the Board to approve or amend a Special Authorization, which can be made by an existing licensee or an applicant;

**“Board”** means the Passenger Transportation Board;

**“commercial passenger vehicle”** means a motor vehicle operated on a highway by or on behalf of a person who charges or collects compensation for the transportation of passengers in that motor vehicle;

**“customer”** means the person who, on behalf of a passenger or group of passengers, enters an agreement with the licensee for the provision of limousine service to a passenger or group of passengers;

**“fare”** means the total transportation charges and taxes for a trip, including variable-pricing adjustment and excluding any gratuities;

**“flat Rates”** means a charter rate charged on a per-trip or point-to-point basis;

**“industry”** refers to the passenger transportation industry within the Board’s jurisdiction;

**“licence”** is a document showing the legal permission granted under the Act to operate a commercial passenger vehicle in British Columbia;

**“licensee”** means a holder of a valid passenger transportation licence, or a person formally designated by the holder of a valid passenger transportation licence to enter agreements on the licensee’s behalf;

**“mobility aid”** means (a) a wheelchair, scooter or other device used to facilitate the transport, in a normally seated position, of a person with a disability, or (b) a prescribed device used to facilitate the transport of a person with a disability;

**“package rate”** means a charter rate fixed in advance and charged on an hourly basis.

**“passenger directed vehicle”** means the following: (a) a commercial passenger vehicle, when the vehicle is operated to or from locations determined by or on behalf of the passengers, but does not include (i) a commercial passenger vehicle that can accommodate more than the prescribed number of persons, or (ii) a commercial passenger vehicle excluded by regulation; (b) a prescribed commercial vehicle;

**“passenger directed vehicle authorization (PDVA)”** means an authorization that, if included in a licence, authorizes one or more motor vehicles to be operated as passenger directed vehicles, but only if those motor vehicles are hailed other than through the use of transportation network services;

**“point-to-point rate”** means a charter rate fixed in advance and charged for transportation between two points and may include deadhead travel.

**“public transportation”** means passenger transportation services run by governments, including public buses, SkyTrain, HandyDart, and others, and may also be called “public transit”;

**“rates”**, 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;

**“ride-hailing”** refers to passenger transportation services offered through a platform under a “transportation network services authorization” (TNSA);

**“Sea-to-Sky Highway”** means the section of Highway 99 from Horseshoe Bay to Pemberton.

**“sector types”** refers to different classes of licence determined by the Board based on type of Special Authorization and service, such as (PDVA) Taxis, (PDVA) Limousines or (TNSA) Ride-Hailing.

**“special authorization”** means any of the following: (a) an inter-city bus authorization; (b) a passenger directed vehicle authorization (c) a transportation network services authorization.

**“standby rates”** apply to non-driving time when a limousine and driver are waiting to provide transportation when needed by the passenger.

**“submitter”** means a person, other than the applicant, permitted by the Board, pursuant to section 27(2) and (4) of the Act, to make submissions on an application.

**“systemic decisions”** refers to system-wide decisions that the Board may make to regulate the passenger transportation industry within the Board’s jurisdiction, and can be applicable to the whole industry, certain Sector Types, or otherwise.

**“taxi analogue meter”** is a mechanical taxi meter that functions independently from a dispatch system and lacks electronic capabilities.

**“taxi meter”** is any device that calculates taxi fares based on distance rates or time rates, or both.

**“taxi smart meter”** is a digital-electronic meter that has many programmable options and can connect with dispatch and other technologies via Bluetooth, USB, etc.

**“taxi soft meter”** is: (a) Any device used as a taxi meter that calculates distance travelled based on Global Positioning System (GPS) technology and/or onboard diagnostics (OBD), or (b) Any smartphone or tablet (or a similar mobile device such as an Android or Apple iOS product) that is loaded with application software to be used as a taxi meter.

**“traditional taxi meter”** refers to either an analogue or smart taxi meter, which are hardware-based.



**“transportation network services”** means either of the following: (a) services, other than services excluded by regulation, respecting the connection of drivers of passenger directed vehicles with passengers who hail and pay for the services through the use of an online platform; (b) prescribed services.

**“transportation network services authorization (TNSA)”** means an authorization that, if included in a licence,

(a) authorizes the licensee to provide transportation network services, and

(b) authorizes one or more motor vehicles to be operated as passenger directed vehicles, but only if those motor vehicles are hailed through the use of the transportation network services;

**“TNS operating region”** means the originating area set out in the terms and conditions of licence of the licensee’s passenger transportation licence.

**“wheelchair accessible vehicle (WAV)”** is an “accessible passenger directed vehicle” in section 1 of the Act, which means a vehicle designed and manufactured, or converted, to transport persons who use a wheelchair, scooter, or similar device to transport persons with disabilities in a seated position.

## Rates Rule - Limousine Rates Rule

### Purpose

To establish standard rules and rates for limousines operating in British Columbia.

### Applicability

This Rule applies to licensees that provide a limousine service.

For the purpose of this Rule, subject to section III.3 below, licensees provide a limousine service if their passenger transportation licence has:

- Special Authorization: Passenger Directed Vehicles
- Terms and conditions of licence that
  - Permit the operation of sedan limousine vehicles, classic vehicles or vehicles that can accommodate 6 or more passengers (excluding driver) and does not include:
    - express authorization to use a taxi meter or top light or hail or flag passengers from the street, and
    - a service limitation respecting which passengers may use the service (e.g., work crews, tourists who reside outside British Columbia, seniors, English-as-Second Language students).

The Board may determine that a licensee approved to charge individual, per-person or zone fares is not subject to this Rule.

### Rule

#### I. Hourly Rates

- (1) Unless otherwise specified by the Board, and subject to II.2 and section III, licensees providing a **limousine service may only charge rates that are within the minimum and maximum hourly rates set out in Table I.**
- (2) Goods and Services Tax (GST) is **not** included in the rates.
- (3) Subject to Section II below, other point-to-point rates approved by the Board prior to the date of this Rule remain in effect and the licensee must charge

the approved point-to-point rates unless a calculation of fares based on an hourly rate would be less.

**Table I: Minimum and Maximum Hourly Limousine Rates in BC (before allowable discounts)**

	Minimum & Maximum Rates				
	Sedan Limousines	Mid-Size Limousines	Stretch Cars	Stretch SUVs	Limo Buses
Seats (excluding driver)	3 - 5	Variable*	8 - 11	8 - 16	17 or more
<b>Minimum Hourly Rate</b>	\$75	\$90	\$110	\$150	\$175
<b>Maximum Hourly Rate</b>	\$150	\$160	\$175	\$240	n/a

\* Mid-size limousines include SUVs and other body styles (6-7 pax.), vans (6-11 pax.) and antique sedans (3-5 pax.)

## II. Minimum Fares on the Sea-to-Sky Corridor

- (1) This section only applies to licensees with authority to transport passengers on trips on the Sea-to-Sky Highway including trips on this highway that originate or terminate at the Vancouver International Airport (YVR).
- (2) Table II sets out minimum fares that must be charged for specified one-way trips on the Sea-to-Sky Corridor.
- (3) Goods and Services Tax (GST) is **not** included in the fares.
- (4) Trips identified in Table II are based on municipal boundaries except for the Vancouver International Airport (YVR) where the Main and South terminals are located.
- (5) Minimum and maximum hourly rates apply to all trips on the Sea-to-Sky corridor that are not identified in Table II.
- (6) Before the start of the trip, licensees must inform customers of applicable rates and minimum fares for the Sea-to-Sky corridor.

- (7) If a licensee is charging point-to-point rates and a passenger requests a stop or alternate route that extends the trip by more than 15 minutes, licensees may apply an additional charge as long as they notify customers of the additional charges in advance and in writing.
- (8) For trips identified in Table II, the applicable minimum fares replace any company-specific point-to-point or 'flat' rates the Board may have approved previously.

**Table II: Minimum Rates for Specified One-Way Trips on the Sea-to-Sky Corridor**  
(before allowable discounts)

Trips (either direction)	Minimum Rates				
	Sedan Limousines	Mid-Size Limousines	Stretch Cars	Stretch SUVs	Limo Buses
Seats (excluding driver)	3 - 5	Variable*	8 - 11	8 - 16	17 or more
<b>YVR-Whistler</b>	\$300	\$360	\$440	\$570	\$665
<b>YVR-Squamish**</b>	\$195	\$235	\$290	\$375	\$435
<b>YVR-Pemberton</b>	\$375	\$445	\$545	\$710	\$825
<b>Vancouver-Squamish**</b>	\$145	\$175	\$215	\$275	\$325
<b>Vancouver-Whistler</b>	\$245	\$295	\$360	\$470	\$545
<b>Vancouver-Pemberton</b>	\$320	\$385	\$470	\$605	\$710
<b>Squamish-Whistler**</b>	\$105	\$130	\$155	\$200	\$235
<b>Squamish-Pemberton**</b>	\$180	\$215	\$265	\$340	\$400
<b>Whistler-Pemberton</b>	\$80	\$95	\$115	\$150	\$175

\* Mid-size limousines include SUVs and other body styles (6-7 pax.), vans (6-11 pax.) and antique sedans (3-5 pax.)

\*\* Sea-to-Sky Gondola is located in the District of Squamish.

### III. Standard Rules Governing the Rates

#### (1) Minimum Time

- (a) Subject to II.2, the minimum time charge for any limousine service trip is one hour.
- (b) A licensee may set a minimum time charge that exceeds one hour if the customer is informed at the time of the agreement.

## *(2) Start and End of Hourly Charges*

- (a) If the licensee calculates the hourly rate from or to a location other than where passengers are picked up or dropped off, the licensee must inform the customer at the time of the agreement of:
  - (i) the location from or to which the hourly rate is calculated; and,
  - (ii) an estimated amount of time that will be added to the trip because of this policy.

## *(3) Tolls, Public Fees, and Other Service Charges*

- (a) If a licensee informs a customer at the time of the agreement, a licensee may require the customer to pay the following:
  - (i) all ferry, bridge, and tunnel tolls and other public fees such as parking and park entrance fees that apply to the limousine or its occupants (including the driver) and tolls for return trips;
  - (ii) a meet and greet fee;
  - (iii) vehicle decoration or preparation fee;
  - (iv) meals or accommodation costs for drivers;
  - (v) vehicle clean up fees;
  - (vi) standby rates; or,
  - (vii) a per kilometer rate from the company's home base to or from the passenger pickup or drop off location.

## *(4) Fuel Surcharges*

Fuel surcharges may only be charged when a Board-approved fuel surcharge is in effect.

## *(5) Substitute Vehicles*

- (a) Subject to (b) below, if a licensee is unable to provide a vehicle with the requested seating capacity, the rates charged must fall into the lower of one of the following rate categories:
  - (i) Rate category of the requested vehicle; or,
  - (ii) The rate category for the limousine that was substituted.
- (b) If the number of passengers requiring transport exceeds the seating capacity of the vehicle, a licensee may charge the customer a higher rate to substitute a different limousine with a seating capacity to accommodate the number of passengers.

*(6) Discounts*

Licensees may offer a discount of no more than 15% on their rates.

*(7) Familiarization Trips*

A free “familiarization trip” may only be given to:

- (a) travel agents;
- (b) destination management companies;
- (c) commercial tour operators; and,
- (d) event planners;

in the interest of building current and future business relationships with the licensee.

*(8) Donated Services*

Board Policy OP V.5 “[Certificates, Cards, Coupons and Vouchers](#)” applies to limousines.

*(9) Gratuities*

Payment of a gratuity is at the discretion of a customer.

*(10) Deposits, Cancellations and Refunds*

Licensees may establish policies for deposits, cancellations, and refunds if the customer is informed of these policies **before** entering into an agreement.

*(11) Credit Card surcharges*

Licensees may not charge or collect compensation from passengers, in addition to their advertised rates, in order to recover/offset transaction fees or any other fees or charges imposed on licensees by credit or financial companies (i.e., credit card surcharges).

*(12) Fares in App*

- (a) For the purposes of this rule, apps are software applications that are used by passengers to book or hail a trip.
- (b) If the app estimates the fare, the app:
  - (i) must only calculate Board-approved rates in accordance with Board rules respecting rates and rules governing rates;
  - (ii) must not add a mandatory tip to the estimated fare;

(iii) must not accept payment of fares.

### Related Topics

- Web page: [Limousine Rates](#)

## Rates Rule - Other PDV Rates Rule

### Purpose

To establish standardized Rates Rules for other passenger directed vehicles authorization licensees, not covered under other Rates Rules (such as taxis or limousines).

### Applicability

This Rule applies to licensees that have been issued a passenger directed vehicle authorization that does not fit under other Sector Types (i.e., it is not a taxi or limousine licence).

### Rule

#### Credit Card Surcharges

1. Licensees may not charge or collect compensation from passengers, in addition to their advertised rates, in order to recover/offset transaction fees or any other fees or charges imposed on licensees by credit or financial companies (i.e., credit card surcharges).

#### Fares in App

2. For the purposes of this rule, apps are software applications that are used by passengers to book or hail a trip.
3. If the app estimates the fare, the app:
  - (a) must only calculate Board-approved rates in accordance with Board rules respecting rates and rules governing rates;
  - (b) must not add a mandatory tip to the estimated fare;
  - (c) must not accept payment of fares.



## Rates Rule - Standard Rule for Taxi Rates

### Purpose

To establish a core set of rules governing taxi rates.

### Rule

#### Board Approved Rates

1. Companies may only charge rates that are approved in writing by the Board.

#### Metered Taxi Rates

2. Board requirements regarding the use, adjustment, and testing of taxi meters are prescribed in the Board's *Rates Rule – Taxi Meters Rule*.

#### Taxi Fare Estimates

3. If a dispatcher or driver estimates a trip fare in advance, passengers pay the actual fare that is posted on the meter.

#### Trip Changes by Passengers

4. If a passenger changes a trip that increases the distance or time, the meter calculates the charges for the extra distance or time, and the passenger must pay the metered fare at the end of the trip.

#### Trip Delays or Detours

5. When road construction, detours, heavy traffic, ferry waits, or other delays outside of the control of the driver happen, the meter calculates the charges for the extra distance or time, and the passenger must pay the metered fare at the end of the trip.

#### Non-metered Taxi Rates

6. Non-metered rates may only be charged when they have been approved by the Board.

### Deadhead Rates

7. Deadhead rates must not be charged unless approved by the Board.

### GST

8. Goods and Services Tax (GST) is included in the fares displayed on all taxi meters.
9. Unless otherwise approved by the Board, GST is included in all other taxi rate calculations.

### Gratuities and Tips

10. Payment of gratuities and tips is at the discretion of a customer.

### Extra Charges

#### *Tolls and other Public Fees*

11. In addition to approved metered or non-metered rates, passengers pay for:
  - (a) All ferry, bridge, tunnel tolls, and other fees (such as park entrance fees) that apply to the taxi or its occupants (including the driver), and tolls for return trips even if the passenger is not returning with the taxi; and,
  - (b) A driver's overnight lodging and breakfast, if the passenger extends a charter trip overnight and it is not feasible for the driver to return to their originating area.

#### *Transaction Fees*

12. Licensees may not charge or collect compensation from passengers, in addition to their advertised rates, in order to recover/offset transaction fees or any other fees or charges:
  - (a) Imposed on licensees by credit or financial companies (i.e., credit card surcharges); or,
  - (b) For booking a fare through a mobile app.

#### *Soiling a Vehicle*

13. Passengers who soil or damage the interior of a vehicle with bodily fluids or solids may be required by a driver or taxi company to pay a clean-up fee of \$75 in addition to the meter rate or any other rate.

### *Personal Baggage and Freight*

14. No extra fees may be charged for the transportation of personal baggage, mobility aids, or assistance dogs.
  - (a) Personal baggage items include items such as luggage, parcels, and equipment that would fit in the trunk of a mid-sized, sedan-style taxi.
  - (b) In circumstances where it is difficult to determine whether an item is personal baggage or freight, the item is presumed to be personal baggage. Charges for freight do not require Board approval.
  - (c) Domestic pets are considered personal baggage and are not subject to extra fees. Transportation of domestic pets, however, is at the discretion of taxi drivers or companies.

### *Taxi Dismissal Charges*

15. If a person orders a taxi and changes their mind when the driver appears at the given address, a dismissal fee may be charged as follows:
  - (a) The minimum dismissal fee is an amount equal to the approved flag rate on the meter.
  - (b) The maximum dismissal fee is the distance rate for driving from the taxi's base or point of dispatch to the point of dismissal.

### *Company-Specific Rules*

16. The Board may approve a company-specific rule for an individual licensee.

### *Fares Related to Apps*

17. For the purposes of this rule, apps are software applications that are used by passengers to book or hail a trip.
18. If the app estimates the fare, the app:
  - (a) Must only calculate Board-approved rates in accordance with Board rules respecting rates and rules governing rates.
  - (b) Must not add a mandatory tip to the fare estimate.
  - (c) Must not accept payment of fares.

### *Taxi Service Discounts Rules*

19. For trips booked through an app at off-peak times, when the Board-authorized off-peak discount is applicable, the discounted rate information may be communicated to the passenger through the app or by any other means if, by the end of the trip:
  - (a) The receipt that is transmitted or printed by the app or dispatch system includes the discount amount or percentage as a line item on the receipt.
  - (b) The passenger is given or offered a hand-written receipt with the discount percentage or amount noted on the receipt.

### **Related Topics**

- Webpage: [Taxi Rates](#)
- [Rates Rule - Taxi Meters Rule](#)
- Web page: [Taxi meters](#)

## Rates Rule - Taxi Meters Rule

### Purpose

To establish regulatory requirements for taxi meter usage in BC.

### Applicability

This Rule applies to licensed taxi operators in British Columbia that have:

- (a) Express authorization stating that vehicles may or must “be equipped with a meter that calculates fares on a time and distance basis,”; and,
- (b) Board-approved meter rates.

### Rule

#### Use of Taxi meters

1. A taxi meter in a taxi must:
  - (a) Be capable of calculating and displaying a fare based on time and distance; and,
  - (b) Have a fare display that a passenger with normal eyesight seated in the rear of the taxi is able to read at all times.
2. A taxi meter must be produced by a qualified taxi meter company.
3. A licensee may only use a taxi soft meter if the licensee:
  - (a) Only uses taxi soft meter models (including any software updates or hardware modifications) that meet the performance requirements set out in this Rule.
  - (b) Only installs and operates taxi soft meters that:
    - (i) are programmed with current Board-approved rates;
    - (ii) have hardware and software provisions that protect the rates from unauthorized changes as required in sections 13-14, below;
    - (iii) are affixed to the vehicle to the right of the driver and physically secured in the vehicle by hardware;
    - (iv) provide passengers with a printed or electronic receipt at the end of every trip which contains information as required in section 21.
4. The licensee may only use taxi soft meter models that:

- (a) Calculate flag rates, distance rates, and time rates at distinct periods of time without overlap;
  - (b) Have been evaluated and shown to meet the standards and perform within tolerances set out in section 5.54 of the NIST Handbook 44, including the following:
    - (i) section 5.54 (S.1.3) "Visibility of Indications"
    - (ii) section 5.54 (N.1) "Distance Tests"
    - (iii) section 5.54 (N.2) "Time Test"
    - (iv) section 5.54 (N.3) "Interference Test"; and,
    - (v) section 5.54 (T) "Tolerances"
  - (c) Are installed with a functioning fare announcer that:
    - (i) a driver can easily activate and silence at the request of a passenger,
    - (ii) announces the following in English:
      - *Upon meter activation.* The taxi company name, the unique taxi ID number for the vehicle, and the flag rate;
      - *During a trip.* The trip fare at regular intervals (e.g., every \$1 or \$2);
      - *When a trip concludes.* The total fare, the company name, and unique taxi ID for the vehicle; and,
      - *If turned off while a trip is in progress.* A verbal acknowledgement that the fare announcer has been turned off and that the meter is still running.
5. The taxi licensee using a soft meter with a fare announcer must provide training to all drivers on when and how to use the fare announcer.
  6. The taxi licensee using a soft meter with a fare announcer must comply with fare announcer requirements unless otherwise exempted, in writing, by the Board.
  7. If a taxi soft meter uses GPS technology to calculate distances and distance rates, the road tests and routes used to evaluate the meter's performance must show that it can operate within NIST Handbook section 44 tolerances despite the following technical challenges:
    - (a) Canyon effect (e.g., by routes on urban streets with tall buildings 20 stories high on both sides for 3 or more blocks);
    - (b) GPS signal loss (e.g., by routes with a tunnel at least 500 metres in length); and,

- (c) Variable driving conditions (e.g., by routes that include 90° turns, gradual curves, and changes in elevation of 100 metres or more).
8. Upon request, the licensee must provide documentation of the evaluation it undertook to ensure that the taxi soft meter model it selects meets the standards and performance requirements in this Rule.
  9. Documentation to meet the requirement in section 8 may include one or more of the following:
    - (a) Product specifications and performance test documentation that has been provided by the maker of the taxi soft meter;
    - (b) A report by an independent engineer who reviewed the product, conducted road tests, and evaluated its level of conformance with requirements in this Rule; or,
    - (c) A Certificate of Conformance issued by a laboratory that is authorized to conduct NTEP evaluations of taxi meters.

#### Adjustment of Taxi Meters

10. Taxi meters must be adjusted to calculate the current, Board-approved metered rate accurately.
11. Hardware changes or software upgrades must not affect the way rates are calculated. If the calculation of rates is affected, the licensee must evaluate the taxi meter in accordance with this Rule.
12. When flag, distance, and waiting time rates are adjusted on a taxi meter, only the change in flag rate is immediately apparent to passengers; therefore, any change to metered taxi rates must include a change to the flag rate.
13. Hardware and software provisions must be in place that prevent a vehicle operator from changing the rates or modifying how the taxi meter works in a taxi, except in circumstances described in section 14.
14. Rates programmed into a taxi meter may only be changed by an authorized representative of the licensee:

- (a) Who has permission to remove and replace physical taxi meter seals to adjust traditional taxi meters or central, password-protected access to program rates for all taxi soft meters in the fleet; and,
- (b) After the Board has approved a rate change or the Registrar has ordered changes to meet compliance requirements.

15. The licensee must have access to, and provide to the Board or Registrar upon request, a change log that provides a persistent audit trail of rates that are charged, historical rate changes that have been made, and the person(s) who made such changes.

#### Testing the Accuracy of Taxi Meters

16. Licensees must ensure that taxi meters in their vehicles are accurate at all times.

17. A taxi meter in a vehicle is considered accurate if,

- (a) On a road test, the distance computed by the taxi meter is within 2% of the actual distance travelled; and,
- (b) On a time test, the time computed by the taxi meter is within 2% of the actual time.

#### Trip Start

18. Subject to section 20, the taxi meter may only be turned on after the vehicle starts moving.

19. A taxi meter may be turned on before the vehicle starts moving if the vehicle has arrived at the pick-up location and one of the following occurs:

- (a) A passenger instructs the driver to start the taximeter;
  - (b) A passenger enters the taxi and instructs the driver to wait for one or more passengers; or,
  - (c) A driver informs a passenger of their arrival, and after waiting at least 4 minutes, the driver does not see the passenger on the way to getting in the taxi.
- Note: Drivers of wheelchair accessible vehicles cannot charge for waiting time during loading or unloading of passengers.



### Trip End

20. The meter must be turned off when the taxi arrives and stops at the passengers' destination.
21. A taxi soft meter must generate a receipt in print or electronic form at the end of every trip that must be offered to the payer and that includes the following details:
- (a) Each charge or fee for the trip (including flag rate, total distance charges, total waiting time charges and other rates);
  - (b) The total amount paid;
  - (c) The date, start time, and end time of the trip;
  - (d) The total time for which "time rates" were charged and total distance travelled for which "distance rates" were charged;
  - (e) The initial pickup and final drop off locations;
  - (f) The company name and taxi number; and,
  - (g) The taxi company contact information (phone, URL, or email).

### Responsibility for Costs

22. Licensees are responsible for all costs associated with taxi meters including their evaluation, inspection, installation, use, maintenance, and removal.

### Compliance

23. Failure to comply with this Rule may result in compliance or enforcement actions by the Registrar of Passenger Transportation, or fitness reviews by the Board.

### **Related Topics**

- [Rates Rule - Standard Rule for Taxi Rates](#)
- Web page: [Taxi meters](#)
- Web page: [National Institute of Standards and Technology \(NIST\) Handbook 44, Section 5.54 "Taximeters"](#)
- Web page: [National Council on Weights and Measures \(NCWM\)- Certificate of Conformance search](#)
- [PT Board Form 10 \(Metered Rates\)](#)

# Rates Rule - TNS Rates Rule

## Purpose

To set minimum rates for Transportation Network Services (TNS) in British Columbia and outline Rates Rules applicable to TNS.

## Applicability

This rule applies to licensees with a Transportation Network Services Authorization.

## Rule

1. Unless specified otherwise by the Board, licensees providing transportation network services must charge rates for each ride that do not fall below the applicable TNS minimum rate in Table 1 below.
2. The use of any coupons or discounts that reduces a fare charged for a ride to an amount below the TNS minimum rate is prohibited.

**Table 1: TNS Minimum Rates by TNS Operating Region**

TNS Operating Region	Regional Districts	TNS Minimum Rates
Lower Mainland, Whistler	Metro Vancouver	\$3.35
	Fraser Valley	
	Squamish-Lillooet	
Capital Region	Capital Regional District	\$3.40
Vancouver Island excluding CRD	Cowichan Valley	\$3.40
	Nanaimo	
	Comox Valley	
	Alberni-Clayoquot	
	Strathcona	
	Mount Waddington Qathet (Powell River)	
Okanagan-Kootenays-Cariboo	Okanagan-Similkameen	\$3.50
	Central Okanagan	
	North Okanagan	
	Kootenay Boundary	
	Central Kootenay	

	East Kootenay Cariboo Thompson-Nicola Columbia Shuswap	
BC North Central & Other BC Regions	Fraser-Fort George Bulkley-Nechako Kitimat-Stikine Peace River Northern Rockies North Coast Central Coast Sunshine Coast Islands Trust	The TNS minimum rate will be set on a case-by-case basis after a review of the TNS application and taxi rates in an area.

TNS minimum rates in Table 1 include 5% GST.

3. TNSA licensees may not charge or collect compensation from passengers, in addition to their advertised rates, in order to recover/offset transaction fees or any other fees or charges imposed on licensees by credit or financial companies (i.e., credit card surcharges).

### Related Topics

- Web page: [Ride-hail \(TNS\) rates](#)

## Table of Changes

Amended Rule	Rationale	Amendment Date

**Note:** Words that have been added are underlined; words that have been removed are marked with ~~strikethrough~~.