



I want to change my taxi rates or rules

Do I need Board approval to change my taxi rates?

Yes. You may only charge the rates that have been approved by the Passenger Transportation Board (Board).

Rates for crew transportation do not need Board approval if you have a crew transportation service limitation on your licence.

The Board has set [Standard Board Rules for Charging Taxicab Rates](#). These Standard Board Rules apply to all taxi companies in British Columbia. If you want to add or delete a company-specific rule you must apply for Board approval.

Note *Each year the Board uses a **Taxi & Limousine Cost Index (TLCI)** to assess taxi rates. The TLCI is based the Consumer Price Index for British Columbia. If the TLCI indicates that a rate increase is justified, then taxi companies submit a TLCI request directly to the Board. Companies do not need to submit a Change of Rates application. TLCI information is put on the Board's website each year. More information is available at [Passenger Transportation Board - Rates](#)*

How do I put together an Application Package?

You start by collecting information to put in your application package. An application package must be complete. Incomplete application packages delay the processing of your application. Both the Passenger Transportation Branch (Branch) and Board have application requirements.

Send your application to:

Passenger Transportation Branch
Ministry of Transportation and Infrastructure
313 – 1500 Woolridge Street, Coquitlam BC V3K 0B8
Phone: 604-527-2198
Fax: 604-527-2205
Toll Free: Call the Enquiry BC number at 1-800-663-7867
Email: passengertransportationbr@gov.bc.ca

The Branch reviews your application to confirm it is complete. If your application is complete, the Branch sends it to the Board. If your application is incomplete, the Branch will ask to you to supply missing documents. Once you have supplied these, the Branch will send your application to the Board. If you do not supply the missing documents in the time set by the Branch, it will send your incomplete application to the Board. The Board may, after giving you notice, dismiss your application if you do not provide the required documents.

The Board's website has a [list of taxicab rates](#) approved in the Province as well as metered rate norms.

What do I need to put in an application package?

Use this checklist to make sure your application package is complete.

1. Required Forms

- Special Authorization Application to Change Rates & Rules for PDVs**
[Branch Form PTR 5026](#)
- Proposed taxi rates** [Optional Forms Package](#)
- Proposed company-specific rules** *if applicable* [Optional Forms Package](#)

2. Required Materials

- Rationale for Proposed Changes**
- Financial Information** Reference [Sheet 4](#)
- Written Notice to Each Affected Local Government**

If you want to use “taxi soft meters” to calculate rates, you **must** submit the following:

Taxi Soft Meter [Declaration of Compliance](#) (Form 20)

Note *If you are operating in an area with common taxi rates, then 51% of the licensees in the area need to make a rate change application before the Board will consider changing the rates.*

Note *Do not include rates for services that you are not licensed or applying to provide.*

Is my information kept confidential?

Your application is public. The Board is required to publish notice of applications. The Board publishes application summaries every Wednesday in its “[Weekly Bulletin](#)”. This Bulletin is posted on the Board’s website and is available to the public. People may make submissions on your applications. (See [Reference Sheet 8](#))

The Board keeps the following types of information confidential:

- private financial information (e.g. personal net worth statements)
- private business details (e.g. customer account information)

The Board considers contracts, including contract rates, as “confidential information”. The Board will not publish or disclose them unless the Board is required to do by legislation.

Other information submitted with an application may be made public. Board decisions are public. If your application goes to a public hearing, most exhibits entered at the hearing are public documents.

The *Freedom of Information and Protection of Privacy Act* may apply to information in your application package. See [Operational Policy II.7](#) for information on requests made under FIPPA.

Do I need to have my rates and rules approved?

Yes. You may only charge passengers the rates that have been approved by the Board. All rules relating to rates must be approved by the Board.



Rates are what you may charge passengers for a trip. In British Columbia most taxi rates are calculated on a meter that may be calibrated and tested. Taximeter rates are based on the flag drop rate, the distance rate and the time rate. The flag rate is the rate at the start of the trip – it appears when the meter is turned on. The distance rate is a per kilometer rate. The time rate is estimated in seconds or minutes. If a taxi speed falls below a “crossover” rate, then the meter applies the time rate rather than the distance rate.

Smartphones and tablets may now be used as “taxi soft meters” to calculate rates—instead of using traditional taximeters, as shown above. However, taxi companies must first meet requirements that are set out in the Board’s [BC Taxi Soft Meter Rule](#). The taxi company must send the Board a signed [Declaration of Compliance](#) that it will comply with the requirements of the Board’s rule. Local governments may also have bylaws respecting taxi meters with which taxi companies must also comply.

More information related to taxi soft meters and apps are posted on the Board’s [mobile apps webpage](#).

Some taxi companies have point-to-point rates. Some companies have both meter rates and point-to-point rates. A few companies have per person rates. These taxi companies usually operate in smaller communities.

In some areas, taxi companies have common rates (e.g. Lower Mainland). If you are applying to operate a taxi in an area with common rates, then your rates would be the same as the common rates.

The Board’s website has a list of all taxicab rates approved in the Province. It also has a table of metered rate norms in BC. The web link is: www.ptboard.bc.ca/taxi-rates.htm. The Board may use the table and current taxi rates as a guide when it considers the rates you submit with your application.

Rules govern how rates are applied. The Board has set [Standard Rules for Taxicab Rates](#). These Standard Rules apply to all taxi companies in British Columbia. You can apply for additional, company-specific rules. You should explain why each company-specific rule is needed.

You should submit a separate rates page in your application. Rates and rules must be clear and easily understood. If you want to apply for a rule that is not in the Standard Rules for Taxicab Rates, you must include this rule in your application.

The Board has sample forms that you can use to submit your rates. See the Board's ["Optional Forms Package"](#).

What does the Board consider when it reviews my application?

The Board considers the following questions when deciding whether to approve rates and company-specific rules:

- Are the rates and rules clear and complete?
- Are the rates easy to understand?
- Are the rates simple to measure?
- Are the rates within industry norms for taxis in the area or in a comparable area?

If you propose rates or types of rates that are not common for taxi companies, explain why.

Contract Rates

I. Crew Transportation Services

The Board does not require you to submit contract rates if:

- (a) You have a contract or agreement in principle to provide crew transportation services to a company or its agent; and
- (b) You are applying to have a crew transportation service limitation on your licence.

This applies to contracts with Canada Post, school boards, railway companies, etc.

For information about terms and conditions of licence (including service limitations), see [Reference Sheet 10](#).

II. Other Contracts

You must submit other contract rates that you have negotiated with companies. You must also provide proof that the company you are contracting with agrees to these rates.

Note *The Board considers contracts, including contract rates, as “confidential information”. The Board will not publish or disclose them unless the Board is required to do by legislation.*

How does the Board make decisions on applications?

Board members make decisions on applications. Members make their decisions based on the information that the Board received during the application process. This information may include:

- information you submit with your application
- written submissions from other people
- your replies to the submissions
- follow-up information that the Board gets from you, submitters or another person.
(You will be able to see information from submitters or another person, unless it is confidential business information. If it is confidential business information, you will receive a summary of the information)
- information already available to the public (e.g. information on your website, information on the Board website, etc.)
- information the Board receives from a town council, tourist board or other community organization
- compliance information received from the Registrar of Passenger Transportation
- investigation reports from the Registrar and any comments received from you
- information from a public hearing

Other Information Available to the Board

The Board also has “[Operational Policies](#)” and “[Rules of Practice & Procedure](#)”. These are posted on the Board’s website. A policy or rule may apply to your application.

Board decisions are posted on its website. The Board decides each case on its own merits. It is not required to follow its previous decisions. However, the Board seeks to have consistency in its decisions.

How are the Board's decisions issued?

The Board issues written decisions. The decisions include the reasons why the Board reached its decision. Decisions are sent to the applicant and the Registrar of Passenger Transportation. Decisions are published in the [Weekly Bulletin](#) and posted on the Board website. The Board process usually ends when the decision is made and published.

Can my decision be appealed?

There is no right of appeal of Board decisions. The Board may reconsider, vary or rescind a decision in two cases:

- (a) information has become available that was not available at the time the decision was made, or
- (b) there has been an error in procedure.

There must be a legal basis for reconsideration. Your decision cannot be reconsidered just because you disagree with it. For more information, see [Reference Sheet 14](#).