



## Do I need Board approval to change my taxi rates?

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

Rates for crew transportation do not need Board approval if:

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

Crew transportation rates apply to contracts with Canada Post, school boards, railway companies, etc.

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## I. About Taxi Rates

**Metered Rates:** In British Columbia most taxi rates are calculated on a meter that may be calibrated and tested. Taxi meter 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.

**Other Taxi Rates:** Some taxi companies have point-to-point rates, or a combination of meter rates and point-to-point rates. A few companies charge individual fares. Taxis licensed to pick up passengers at the Vancouver International Airport (YVR) must charge zone rates for trips originating at YVR and going to Richmond or Vancouver. Metered rates apply for trips to YVR.

**Common Rates** In some regions, taxi companies have common rates (e.g. Metro Vancouver). The Board has posted common rates on its [taxi rates webpage](#). Generally, the Board requires 51% of licensees in an area to submit rate change applications before it will consider changes to a common rate. In the Metro Vancouver and the Fraser Valley regional districts, licensees that, in total are authorized to operate at least 51% of the taxis in the common rate area, must submit rate change applications before the Board will consider changes to the common rates.

**Rules** The Board has set [standard rules for taxi rates](#) that apply to licensees providing a taxi service. Licensees may apply for company specific rules.

**Taxi & Limousine Cost Index:** The Board regularly uses an objective tool, the Taxi & Limousine Cost Index (TLCI), to assess taxi rates. If the TLCI indicates that a rate increase is justified, then the Board sets the maximum increase allowable and taxi operators submit a TLCI request directly to the Board. Operators do not need to submit a Change of Rates application or pay an application fee. More information is available at [Passenger Transportation Board - TLCI](#).

## II. Application Process

The [Passenger Transportation Board](#) (Board) and the Registrar of Passenger Transportation (Registrar) are separate entities with distinct responsibilities under the *Passenger Transportation Act*. The roles of each in the application process are explained below.

## 1. Branch Receipt of Application

Through the Passenger Transportation Branch (Branch) office, the Registrar accepts all applications (including those which require Board approval) and ensures that the applications are complete.

- You pay a fee of \$200 when submitting an application to the Branch office.
- The Branch screens submitted applications prior to forwarding them to the Board in Victoria.
- If an incomplete application is received, the Branch will contact the applicant and request that missing information be provided within a specified time frame. If the due date is missed, the application fee will not be processed, and the application will not be forwarded to the Board for a decision. You will need to resubmit a complete package.

The filing of an application does not confer any permission or authority to change your approved rates.

### ***Sending Your Application***

Send your application to the Passenger Transportation Branch in Coquitlam.

200 – 1500 Woolridge Street, Coquitlam BC V3K 0B8

Phone: 604-527-2198 Fax: 604-527-2205

Toll Free: Call Enquiry BC at 1-800-663-7867

Email: [passengertransportationbr@gov.bc.ca](mailto:passengertransportationbr@gov.bc.ca)

Web: [Registrar & Passenger Transportation Branch](#)

## 2. Board Decision-Making Process

The Board is an independent tribunal in British Columbia established under the *Passenger Transportation Act*. The Board's primary responsibility is to make decisions on applications relating to the licensing of passenger directed vehicles (e.g. taxis, limousines, shuttle vans, transportation network services) and inter-city buses in British Columbia. The Board also sets or approves rates that apply to passenger directed vehicles.

### ***Publication & Submissions***

Using information in your application, Board staff draft and email you an Application Summary that includes the rates you propose.

After you confirm that the Application Summary is correct, we publish it in the Board's *Bulletin*, typically on Wednesdays at the end of the business day. However, the *Bulletin* also may be published on days other than Wednesday.

Within 7 days of its publication, anyone may send the Board a written submission with the required \$50 submission fee. Local governments and First Nation governments may also comment on an application; however, a submission fee is not required.

You will receive a copy of all submissions and comments, and you will have 7 days to send a reply to the Board.

Further information on submissions can be found on the [Making a Submission webpage](#) and in [Reference Sheet 8](#).

After the submission and reply period ends, the Chair of the Board appoints a panel of one or more Board members to review and decide the application.

### ***Information & Evidence***

Board members make decisions based on information and evidence that they receive during the application process. This information may include:

Board members make decisions based on information and evidence that relate to your application. This information and evidence may include:

- information you submit with your application;
- written submissions from other people, first nation councils/nations or local governments<sup>1</sup>;
- information that is available to the public (e.g. information on your website, information on the Board or Branch website, etc.) as well as other records, information or reports that the Board reviews, obtains or produces<sup>2</sup>;
- data collected from taxis, transportation network services, limousines and other passenger directed vehicle operators in an area;
- information from a public hearing;
- your replies to submissions and comments on records, information or reports;
- compliance information received from the Registrar of Passenger Transportation;
- investigation reports from the Registrar of Passenger; and
- information available through the provincial court registry (Court Services Online).

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<sup>1</sup> 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 as set out in Board Rule 18 (“Confidential Information from a Submitter”).

<sup>2</sup> You will be able to comment on information that the Board uses or produces.

**Decisions**

Rate change application decisions are made by Board members. Staff do not make decisions on applications.

Decisions are emailed to applicants and the Branch, then published in the Bulletin.

**3. Board Considerations**

Under section 7(1)(f) of the *Passenger Transportation Act*, the Board may approve, or set, for the purpose of establishing just and uniform charges, rates to be charged by a taxi company. The Board may approve a licensee’s rules governing rates or make Board rules respecting rates.

The Board considers the following questions when deciding whether to approve rates or 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?

**III. Checklist for Applications**

The checklist below identifies all forms and documents that you must provide with your application. More details are provided in the forms themselves, and in Section IV:

More Information About Required Attachments .

<b>1. Branch Forms (no electronic signatures permitted) &amp; Fees</b>		
<input type="checkbox"/>	Special Authorization Application to Change Rates & Rules form	<a href="#">LINK</a>
<input type="checkbox"/>	Fee: Non-refundable fee of \$200 payable to the Minister of Finance by cheque, money order or credit card (the Branch will contact you by telephone for authorization if using a credit card)	ATTACH
<b>2. Board Forms</b>		
<input type="checkbox"/>	Taxi Soft Meter Declaration form (if taxi rates are calculated by an app and this declaration has not be submitted previously)	<a href="#">LINK</a>
<b>3. Attachments</b>		
The following documents are also required and will assist the Board in its consideration of the three factors set out in <u>section 28(1) of the <i>Passenger Transportation Act</i></u> .		

<input type="checkbox"/>	Proposed Rates (see next section for links to available rates forms)	ATTACH
<input type="checkbox"/>	Financial Information <ul style="list-style-type: none"> <li>• <b>All Applicants:</b> Cash Flow Projections &amp; Income Statements</li> <li>• <b>Companies:</b> Balance Sheet</li> <li>• <b>Sole Proprietors or Partnerships:</b> Personal Net Worth Statements</li> </ul>	ATTACH
<input type="checkbox"/>	Rationale for Proposed Changes	ATTACH
<input type="checkbox"/>	Written Notice to Local Governments and/or First Nation Governments	ATTACH

#### IV. More Information About Required Attachments

Attached Document	Requirements
Proposed Rates & Rules	<p>Rates and rules must be clear and easily understood.</p> <p>To submit the metered rate changes you charge, you may use the <a href="#">Metered Taxi Rates form</a>.</p> <p>The Board allows companies to use taxi soft meters to calculate metered rates. These are software apps loaded on smartphones or tablets to be used as a taximeter. Taxi soft meters must meet the requirements set out in the Board's <a href="#">BC Taxi Soft Meter Rule</a>.</p> <p>To submit point to point or individual rates, you may use the Board forms for <a href="#">Point-to-Point Rates</a> or <a href="#">Individual Fares</a>.</p> <p>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.</p> <p><b>Note:</b> Do not include rates for services you are not licensed to provide.</p>
Cash Flow Projections	<p>Provide month-by-month cash flow projections for <b>36 months</b>.</p> <p>Break projections down to the main expense and revenue categories for your operation. See <a href="#">Reference Sheet 4: Financial Information</a> for more information.</p>
Balance Sheets or Personal Net Worth Statements	<p>If you are a company, submit a balance sheet. If you are sole proprietor or partnership, submit a personal net worth statement. See <a href="#">Reference Sheet 4: Financial Information</a> for more information.</p>

Income Statements	Submit an income statement for the past <b>2 years</b> . If you have not operated for 2 years, then submit income statements that include the months you have operated. See <a href="#">Reference Sheet 4</a> for more information.
Rationale for Proposed Changes	You must tell the Board why you are seeking these proposed changes. This rationale should be supported by objective, factual information. Your financial information should support your rationale.
Notice to Governments	You must send notice of your application and proposed rates to the head administrator or manager of each local government or First Nations council/nations where you are authorized to pick up passengers.  You must include a copy of each notice in your application package.

## V. Other Information Available to Applicants

The Board's [website](#) has additional information available to applicants. This includes information on legislation and Board policies and rules as well as [taxi rates](#).

## VI. Confidentiality

The Board keeps the following types of information confidential:

- private financial information (e.g. personal net worth statements)
- private business details (e.g. contracts, customer account information, detailed expansion processes)

Other information submitted with an application may be made public. Board decisions are public. The *Freedom of Information and Protection of Privacy Act* may apply to information in your application package

## VII. Reconsideration

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

- (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.

For further information, see [Reference Sheet 14: Options after a Decision](#).

## VIII. Contacts

For further information or questions on the Board's process contact the Board at the following link:

**Passenger Transportation Board**

P.O. Box 9857 STN PROV GOVT, Victoria BC V8W 9T5  
Phone: 250-953-3777 Fax: 250-953-3783 Email: [ptboard@gov.bc.ca](mailto:ptboard@gov.bc.ca)