

BYLAW NO. 3706/2024

A BYLAW TO ESTABLISH A SYSTEM OF LICENSING AND REGULATING OF VEHICLES FOR HIRE AND DESIGNATED DRIVER SERVICES

WHEREAS, pursuant to section 7 and 8 of the *Municipal Government Act*, R.S.A 2000, c.M-26, a council may pass bylaws for municipal purposes respecting:

- (i) the safety, health and welfare of people and the protection of people and property;
- (ii) transport and transportation systems;
- (iii) licences, permits and approvals;
- (iv) businesses, business activities and persons engaged in business; and
- (v) the enforcement of bylaws;

AND WHEREAS, Council considers it necessary and desirable to regulate drivers, vehicles for hire, brokers and designated driver services for the purposes of health and safety and consumer protection to ensure a quality service is available to the travelling public in the City of Red Deer;

AND WHEREAS, Council does not wish to specify many of the fees, rates, fares, tariffs or charges that may be charged for the hire of vehicles under this bylaw in order to foster a level playing field and competitive environment that will benefit consumers;

NOW THEREFORE, COUNCIL FOR THE CITY OF RED DEER, IN THE PROVINCE OF ALBERTA, ENACTS AS FOLLOWS:

PART I – DEFINITIONS AND APPLICATION

Short Title

1 This bylaw shall be called the “Vehicle for Hire Bylaw”.

Definitions

2 Unless defined in section 3, words used in this bylaw have the same meaning as defined in the *Traffic Safety Act* and its regulations.

3 In this bylaw:

- (a) **“Accessible Taxi”** means a Taxi equipped to provide transportation services to persons using a wheelchair or mobility aid and approved by the City Manager as an accessible taxi;
- (b) **“App” or “Mobile App”** means a software program residing on a mobile phone or other digital electronic device that:

- (i) allows a person to identify the locations of available Vehicles for Hire and allows a Driver of a Vehicle for Hire to identify the location of a person who is seeking the services of a Vehicle for Hire;
 - (ii) allows a person to request a Vehicle for Hire via the App;
 - (iii) allows a Driver of a Vehicle for Hire to receive a request from a potential passenger; and
 - (iv) allows for the payment of Vehicle for Hire service through electronic means.
- (c) **“Brokerage”** means a business licensed to conduct operations under this bylaw including:
- (i) administering Vehicle for Hire fleets; and
 - (ii) receiving requests for service from prospective passengers and directing Vehicle for Hire or Chase Vehicle Drivers to attend passenger locations or as agreed upon through contract.
- (d) **“Brokerage Licence”** means a licence issued pursuant to this bylaw authorizing the Licensee to operate a Brokerage;
- (e) **“Bylaw Enforcement Officer”** means a bylaw enforcement officer appointed by the City of Red Deer or a peace officer;
- (f) **“Chase Vehicle”** means a vehicle used by a Designated Driver Service to follow a customer vehicle to drop off and pick up the Driver for Hire assigned to that ride;
- (g) **“Change Fee”** means the fee to amend a Brokerage Licence, including:
- (i) changing the address of the Brokerage Premises;
 - (ii) changing a name on a Brokerage Licence; or
 - (iii) changing a vehicle identification number (VIN), associated with a Plate.
- (h) **“Designated Driver”** means a person operating a vehicle owned by another person for the purposes of providing Designated Driver Services;
- (i) **“Designated Driver Service”** means the transportation of a vehicle, its passengers and the registered vehicle’s owner, or an individual in lawful possession of the vehicle, for compensation, where the registered vehicle owner or the individual in lawful possession of the vehicle is unable to operate it;
- (j) **“Dispatch”** means the service provided by a Brokerage to connect passengers to Drivers, and includes;

- (i) a general dispatch;
 - (ii) a Taxi and Accessible Taxi dispatch;
 - (iii) a Shuttle Service dispatch; and
 - (iv) a Transportation Network Company dispatch.
- (k) **“Driver”** means a person holding a valid Driver for Hire Licence;
- (l) **“Driver for Hire Licence”** means a Licence issued pursuant to this bylaw authorizing a person to operate a Vehicle for Hire of the type identified in the Licence, or authorizing a person as a Designated Driver, within the City;
- (m) **“Electronic Payment System”** means a system by which a passenger may pay a fare by an immediate electronic withdrawal from the passenger’s bank account or a charge to the passenger’s credit card account;
- (n) **“Identification Badge”** means a card issued by the City, including a photo, identifying the person as an approved Driver;
- (o) **“Independent Driver Owner”** means a Brokerage with not more than two Vehicles for Hire, not affiliated with or dispatched by another Brokerage, where the Brokerage owner operates one Vehicle for Hire as its primary driver;
- (p) **“Licence”** means a Licence issued under this bylaw;
- (q) **“Licensed Mechanic”** means a person holding a valid Alberta Journeyman Certificate as an automotive service technician or heavy-duty mechanic issued pursuant to the *Apprenticeship and Industry Training Act* or an Interprovincial Red Seal certification recognized by Alberta Industry and Training;
- (r) **“Licensee”** means a person named on a valid Licence issued pursuant to this bylaw;
- (s) **“Limousine”** means a luxury Vehicle for Hire with special interior amenities intended to increase passenger comfort and enjoyment not typically present in passenger vehicles such as a stretched body to increase passenger space, a beverage or alcohol bar, a television screen, superior interior materials including leather or hardwood, custom interior lighting, a privacy divider or an entertainment system and the vehicle must provide pre-arranged Services through a contract;
- (t) **“Mechanical Inspection Certificate”** means a mechanical inspection certificate issued in writing by a Licensed Mechanic pursuant to this bylaw certifying the vehicle mechanically fit to be operated as a Vehicle for Hire;

- (u) **“Municipal Tag”** means a tag issued by the City pursuant to the *Municipal Government Act* that alleges a bylaw offence and provides a person with the opportunity to pay an amount to the City in lieu of prosecution for the offence;
- (v) **“Officer”** means a Bylaw Enforcement Officer, a Peace Officer or a member of the R.C.M.P.;
- (w) **“Peace Officer”** means an officer appointed under the *Peace Officer Act*;
- (x) **“Plate”** means a plate or decal issued by the City, for attachment to a vehicle, identifying the vehicle as an approved Vehicle for Hire under this bylaw;
- (y) **“Plate Addition Fee”** means a fee charged apart from the original application, to add an additional plate to the Brokerage;
- (z) **“Plate Draw Fee”** means a fee charged to register a person or Brokerage in a draw for additional taxi plates.
- (aa) **“Pre-arranged Service”** means transportation services provided by a Vehicle for Hire arranged, booked, scheduled, or requested by the passenger in advance of the Vehicle for Hire arriving at the passenger’s location and includes Designated Driver Service and excludes street hailing;
- (bb) **“Shuttle Service”** means transportation services provided by a Vehicle for Hire at predetermined rates, times, locations or routes, where those rates, times, locations or routes are established by the Shuttle Brokerage in advance or through a contract;
- (cc) **“Street Hailing”** means offering, soliciting, or accepting offers to provide immediate transportation service, or providing transportation service to passengers that is not pre-arranged but occurs through a verbal action, such as calling out, yelling, whistling or a physical action such as raising one’s hand or arm;
- (dd) **“Taxi”** means a Vehicle for Hire providing transportation service to passengers upon request, for a fee based on time and distance travelled and includes, but is not limited to, a vehicle for which a valid Plate is issued, but does not include a Transportation Network Automobile, Limousine or Shuttle;
- (ee) **“Taxi Meter”** means a device or App residing on a mobile phone or other digital electronic device used to compute and display the fee or fare payable for services provided by a Taxi or Accessible Taxi;
- (ff) **“Transportation Network Company”, “Transportation Network Vehicle” and “Transportation Network Driver”** have the meaning given in the *Transportation Network Companies Regulation (Alberta)*;

- (gg) **“Vehicle for Hire”** means a vehicle used or offered for the transportation of at least one passenger in return for compensation from any place within the City to a destination either within or outside of the City and includes, but is not limited to:
- (i) an Accessible Taxi;
 - (ii) a Limousine;
 - (iii) a Taxi;
 - (iv) a Transportation Network Automobile; and
 - (v) a Shuttle Service;
- but does not include any vehicle or class of vehicle exempted by this bylaw or by the City Manager;
- (hh) **“Violation Ticket”** has the meaning given to it in the *Provincial Offences Procedure Act* (Alberta).

Application and Exemptions

4 This bylaw applies to the operation of Vehicles for Hire and Designated Driver Services.

5 This bylaw does not apply to:

- (a) a vehicle part of a transit system operated by a municipality or an intermunicipal bus service;
- (b) a school bus used to convey students to and from school;
- (c) an emergency vehicle;
- (d) a funeral hearse;
- (e) a courtesy vehicle used in association with a vehicle repair shop where a customer is driven to a predetermined destination;
- (f) any service where the passenger is driven without a fee, or compensation of any sort, in his or her own vehicle;
- (g) a vehicle used for carpooling where the only compensation is a reimbursement for out-of-pocket expenses directly related to the transportation;
- (h) a vehicle carrying passengers who pay a fare or fee for the service where the passenger is picked up outside the city; or

- (i) a vehicle used in providing care to clients who require personal assistance with activities of daily living where:
 - (i) the arrangement and provision of that transportation is not the primary business of the person providing the service; and
 - (ii) no compensation is directly charged or collected for the provision of the transportation portion of the service being provided.

Required Licences

6 All Limousine, Shuttle and Taxi Vehicles for Hire, require a Plate issued under this bylaw.

7 The following persons require a Driver for Hire Licence under this bylaw:

- (a) Taxi Drivers;
- (b) Limousine Drivers;
- (c) Designated Drivers;
- (d) Independent Driver Owners;
- (e) Shuttle Service Drivers;
- (f) Transportation Network Drivers; and
- (g) Any person transporting passengers as per section 3(gg).

8 The following Brokerages require a Brokerage Licence under this bylaw:

- (a) Taxi Brokerages;
- (b) Brokerages for Limousines;
- (c) Brokerages for Designated Driver operations;
- (d) Brokerages for Shuttle Services;
- (e) Independent Driver Owners;
- (f) Transportation Network Brokerages; and
- (g) any Brokerage dispatching or offering transportation of at least one passenger for compensation as per section 3(gg).

9 A separate Brokerage License is required for:

- (a) each type of Brokerage;
- (b) each location where the Brokerage operates.

10 For the purposes of this bylaw, advertising or signage identifying a Brokerage location is deemed to be proof of the fact that Brokerage is operating at that location.

Application and Renewal Requirements

11 A person who wishes to apply for or renew a Driver for Hire Licence must provide all of the following in a form acceptable to the City Manager:

- (a) a completed application in the form prescribed by the City Manager;
- (b) the fees prescribed by Schedule “A” of this bylaw;
- (c) proof of a valid and subsisting Class 1, 2, or 4 Alberta operator’s licence as referred to in the *Operator Licensing and Vehicle Control Regulation (AR 320/2002)*, that is not an interim operator’s permit, issued to the applicant;
- (d) a three-year abstract of the applicant’s driving record issued by the Province of Alberta Registrar of Motor Vehicle Services, dated within 30 days of the application or renewal, and the abstract must not show:
 - (i) more than eight demerit points in total;
 - (ii) a single conviction associated with four or more demerit points; or
 - (iii) more than three convictions in total;
- (e) a police information check and, where there are positive results on the police information check, a vulnerable sector search, both dated within 180 days of the application and applicable to the applicant;
- (f) the name of the Brokerage the applicant is affiliated with, unless the applicant is applying or renewing as an Independent Driver Owner;
- (g) if the applicant is applying or renewing to be a Driver for Hire for a Brokerage, authorization from the Brokerage for the applicant to be a Driver for that Brokerage;
- (h) a photograph of the applicant’s face for incorporation into the Identification Badge;
- (i) an address to which documents may be served or delivered to the applicant; and
- (j) anything the City Manager may reasonably require to process the application.

- 12** A person who wishes to apply for a Brokerage Licence must provide all of the following in a form acceptable to the City Manager:
- (a) a completed application in the form prescribed by the City Manager;
 - (b) the fees prescribed by Schedule “A” of this bylaw;
 - (c) the legal name of all Brokerage owners, including trade names, and the legal operating name of the Brokerage;
 - (d) proof the applicant will provide Brokerage operations for at least three Taxis if the applicant is applying for a Taxi Brokerage Licence, except for Independent Driver Owners;
 - (e) proof of approval by the Registrar pursuant to the *Transportation Network Companies Regulation* (Alberta) to operate as a Transportation Network Company, if the applicant is applying for or renewing a Brokerage Licence for a Transportation Network Company; and
 - (f) any information the City Manager may reasonably require to process the application.
- 13** A person applying or renewing a Driver for Hire Licence as an Independent Driver Owner must provide to the City Manager all of the items required of a Driver for Hire in section 11 and the items outlined in sections 12 (a) to (c) for a Brokerage.

PART 2 – LICENSING PROVISIONS

Directory

- 14** The City Manager may produce or authorize the production of a publicly accessible business directory listing approved Brokerages operating in the City.
- 15** When an applicant or Licensee provides information under this bylaw, Brokerage information, including the address where the Brokerage operates, phone number and email, will be included in the business directory, except for the address of a home occupation.
- 16** The City Manager may establish terms and conditions for producing or including information in the Brokerage directory.

Expiry Dates

- 17** Unless otherwise cancelled, suspended or terminated, every Licence issued under this bylaw expires on August 31 of every year.

Property of the City

- 18** Every Identification Badge, Licence or Plate issued under this bylaw remains the sole property of the City and the person in possession of a Licence that is expired, suspended or terminated must immediately return it to the City Manager.

Transfer

- 19** A Plate is not transferable between Brokerages, but may be transferred to another vehicle in a Brokerage's fleet if the vehicle it applies to is permanently removed from operation.
- 20** A Driver for Hire Licence is non-transferrable.

Brokerage Sale

- 21** A Brokerage purchaser must complete a Brokerage application and provide the information listed in section 12.
- 22** When a Brokerage is sold, the current Brokerage owner must immediately notify the City Manager and advise which of the Brokerage's Plates and Vehicle for Hire documentation will be included in the sale, so they may be processed in the name of the purchaser.
- 23** The purchaser of a Brokerage must advise the City Manager in writing what Vehicles, including the vehicle identification number and their associated Plate numbers, are included in the sale.

Replacement

- 24** The City Manager may replace a Licence, Plate or Identification Badge upon payment of the fee prescribed by Schedule "A" if:
- (a) the Licence, Plate or Identification Badge is damaged and is returned to the City Manager; or
 - (b) the Licence, Plate or Identification Badge is lost or stolen and the City Manager is satisfied the theft or loss was reported to the police.

Automatic Suspension and Cancellation

- 25** If a Driver's provincial vehicle registration certificate, insurance policy, or agreement with a Brokerage is suspended, cancelled, or expires at any time during the term of the Licence, or if the vehicle is stolen, the Driver for Hire Licence is deemed to be immediately suspended without prior notice to the Driver for Hire.
- 26** If a Licensee's provincial operator's licence expires, is suspended or cancelled at any time during the term of a Driver for Hire Licence, the Driver for Hire Licence is deemed to be immediately suspended without prior notice to the Licensee.
- 27** If a Licensee is convicted of an offence listed in section 28 at any time during the term of a Driver for Hire Licence, the Driver for Hire Licence is deemed to be immediately cancelled without prior notice to the Licensee.

Police Information Check Requirements

- 28** No Driver for Hire Licence may be issued if, within ten years preceding the date of the application, the person was convicted of any of the following offences under the *Criminal Code (Canada)*, the *Controlled Drugs and Substances Act (Canada)* or the *Cannabis Act (Canada)*:
- (a) any offence of a violent nature, including firearms and weapons offences;
 - (b) any offence involving sexual assault, sexual exploitation, sexual interference, procuring or invitation to sexual touching;
 - (c) trafficking;
 - (d) any offence involving fraud or fraudulent transactions, conspiracy to defraud, the use of false pretenses, bribery, extortion or theft; or
 - (e) any criminal offence relating to the unlawful operation of a vehicle.
- 29** If an applicant's police information check or vulnerable sector check reveals a pending charge for any offence described in section 28, or additional information indicates a possible change in the police information check or vulnerable sector check for a Driver for Hire Licence, the City Manager may issue the Driver for Hire Licence with conditions, or attach conditions to an existing Driver for Hire License, including, but not limited to, conditions that specifically address a pending charge.

Insurance

- 30** Every Driver of a Vehicle for Hire and every Vehicle for Hire must be covered at all times by either:
- (a) a vehicle liability policy that complies with the *Insurance Act, RSA 2000, c I-3* and provides coverage of not less than the limits prescribed in the *Commercial Vehicle Certificate and Insurance Regulation (AR 314/2002)*; or
 - (b) a vehicle liability policy or a Transportation Network Automobile insurance policy that complies with the *Insurance Act, RSA 2000, c I-3* and the *Transportation Network Companies Regulation (AR 100/2016)*, that provides coverage of not less than the limits prescribed in the *Transportation Network Companies Regulation*.
- 31** The insurance required by section 30 may be satisfied by a valid insurance policy or certificate held by:
- (a) a Brokerage holding a valid Brokerage Licence, provided that the Brokerage Licensee is a named insured on the policy or the affiliate of a named insured on the policy;
 - (b) the Driver of a Vehicle for Hire;

- (c) the owner of the Vehicle for Hire; or
 - (d) any combination of the persons listed in sections 31 (a)-(c).
- 32** Upon the request of the City Manager or a Bylaw Enforcement Officer, a person listed in section 31 (a)-(d) must provide a complete copy of the insurance certificate and policy.
- 33** In a prosecution for a contravention of this bylaw pertaining to insurance, the onus of proving a valid insurance policy exists is on the person alleging the sufficiency of the insurance policy, on the balance of probabilities.

PART 3 - LICENCE REVIEWS AND APPEALS

Licence Review

- 34** The City Manager may refuse, suspend or cancel a Licence, and may impose any terms or conditions on a Licence for any of the following reasons:
- (a) the applicant, Licensee or vehicle that is the subject of the Licence does not or no longer meets the requirements of this bylaw;
 - (b) the applicant or Licensee was convicted of a criminal or provincial offence not listed in section 28 and the City Manager reasonably believes that it is in the public interest to do so;
 - (c) the three-year driver abstract for the applicant or Licensee:
 - (i) has more than eight demerit points;
 - (ii) a single major conviction exceeding four demerit points; or
 - (iii) more than three minor convictions of three demerit points or less;
 - (d) the applicant or Licensee:
 - (i) furnishes false information or misrepresents any fact or circumstance to the City Manager or a Bylaw Enforcement Officer;
 - (ii) refuses to provide information required under this bylaw to the City Manager or a Bylaw Enforcement Officer;
 - (iii) fails to pay a fine imposed by a court for a contravention of this bylaw; or
 - (iv) fails to pay any fee required by this bylaw.

Notice of Decision

- 35** If a decision is made to refuse, suspend or cancel a Licence, or to impose conditions on a Licence, other than conditions automatically imposed by this bylaw, the City Manager must:
- (a) notify the applicant or Licensee of the decision in writing;
 - (b) if the decision is to refuse, suspend or cancel a Licence, give reasons for the refusal, suspension or cancellation and notify the applicant or Licensee of their right to appeal; and
 - (c) if conditions are imposed on a Licence, notify the applicant or Licensee of their right to appeal.
- 36** The City Manager must provide written notice of a decision to suspend or cancel a Driver for Hire Licence to the Brokerage that provides Dispatch services for that Driver.

Appeal

- 37** A person:
- (a) refused a Licence;
 - (b) whose Licence is suspended or cancelled; or
 - (c) whose Licence is made subject to conditions, other than conditions automatically imposed by this bylaw;
- may appeal to the Licensing and Community Standards Board in accordance with the relevant procedures as outlined in the Red Deer Tribunal Bylaw.
- 38** A person may not appeal:
- (a) a refusal to issue a Licence if the reason for the refusal is the failure to pay any fee, fine or to provide any required information under this bylaw; or
 - (b) any condition, suspension or cancellation that is imposed automatically by the provisions of this bylaw.
- 39** A person whose licence is refused or cancelled by the City Manager or the Licensing and Community Standards Board is prohibited from re-applying for a Licence for a period of six months.

PART 4 – VEHICLE PROVISIONS

Vehicle Requirements for Taxis

- 40** A vehicle must not be operated as a Taxi unless that vehicle:

- (a) has at least four doors;
- (b) has a seating capacity for at least four adults, including the Driver, with all seats constructed by the manufacturer and unaltered;
- (c) has a top light, or front and rear window light, approved by the City Manager, connected in such a manner so as to be illuminated when the Taxi is available for hire and turned off when the Taxi is not available for hire;
- (d) is equipped with a Taxi Meter illuminated and allowing the fare to be easily read by passengers in any seat of the vehicle;
- (e) is equipped with an Electronic Payment System;
- (f) displays the rates, fare and any surcharge that may be charged for the hire of the Taxi, in a manner and in a form with content specified by the City Manager;
- (g) displays the name, trade name or trademark, and phone number of the Brokerage with which the Taxi is affiliated, in a manner approved by the City Manager;
- (h) has a valid provincial Class I-55 registration certificate; and
- (i) was issued a valid Mechanical Inspection Certificate.

Vehicle Requirements for Accessible Taxis

41 A vehicle must not be operated as an Accessible Taxi unless the vehicle:

- (a) meets all of the requirements for a Taxi prescribed in section 40;
- (b) is designed and manufactured or converted for the purpose of transporting customers who use mobility aids;
- (c) meets federal regulations and the Canada Standards Association standards D409-02, "Motor Vehicles for the Transportation of persons with Physical Disabilities" and Z605-03, "Mobility Aid Securement and Occupant Restraint (MASOR) Systems for Motor Vehicle Standards"; and
- (d) is equipped to provide service to customers using mobility aides.

Vehicle Requirements for Limousines

42 A vehicle must not be operated as a Limousine unless the vehicle is consistent with the definition of Limousine outlined in section 3(s), possesses a valid provincial Class I-55 registration certificate and Mechanical Inspection Certificate and:

- (a) is a stretch or luxury sedan or sport utility vehicle;
- (b) is a bus or motor coach; or
- (c) is any other specialty vehicle approved by the City Manager.

Vehicle Requirements for Shuttle Service Vehicles

43 A vehicle must not be operated as a Shuttle Service unless the vehicle:

- (a) is a multi-person passenger vehicle with seating capacity for at least four adults, including the Driver, that meets applicable provisions of the Motor Vehicle Transport Act, R.S.C. 1985, c. 29, the National Safety Code standards, the Alberta Traffic Safety Act and all applicable federal and provincial regulations;
- (b) displays the name, tradename or trademark of the Shuttle Service that the vehicle is affiliated with while in service and accepting passengers, in a manner approved by the City Manager;
- (c) has a valid provincial Class I-55 registration certificate; and
- (d) has a valid Mechanical Inspection Certificate.

Vehicle Requirements for Transportation Network Vehicles

44 A vehicle must not be operated as a Transportation Network Vehicle unless the vehicle:

- (a) has at least four doors;
- (b) has a seating capacity for at least four adults, including the Driver, with all seats constructed by the manufacturer and unaltered;
- (c) displays the name, tradename or trademark of the Transportation Network Vehicle is affiliated with while in service and accepting passengers, in a manner approved by the City Manager;
- (d) has proof, in a form satisfactory to the City Manager, that the applicant is the registered owner the vehicle to be driven while providing Vehicle for Hire Services, or has written permission of the registered owner;
- (e) has a valid provincial Class I-55 registration certificate; and
- (f) has a valid Mechanical Inspection Certificate.

PART 5 – OPERATING PROVISIONS

Duty to Inform

- 45** In respect of a Vehicle for Hire, the owner must immediately notify the City Manager if, at any time:
- (a) the provincial registration certificate, insurance policy, or the agreement with a Brokerage related to the vehicle expires or is suspended or cancelled; or
 - (b) the vehicle is stolen.
- 46** In respect of Driver for Hire Licences, the Licensee must immediately notify the City Manager:
- (a) if any information contained in the police information check or vulnerable sector search that was provided under section 11 changes and must provide an updated police information check or vulnerable sector search, as applicable, immediately;
 - (b) when the Driver address changes to which documents may be served or delivered to the Driver;
 - (c) and the Brokerage if the Licensee is convicted of a traffic violation which will result in demerit points or convictions in excess of those listed in sections 11(d) or 34(c);
 - (d) if, at any time during the term of a Driver for Hire Licence, the Licensee begins or ceases to be affiliated with a Brokerage, the Licensee must immediately notify the City Manager; and
 - (e) if, at any time during the term of a Driver for Hire Licence, the Licensee's provincial operator's licence expires or is suspended or cancelled.
- 47** Upon receipt of the updated information, the City Manager may suspend, cancel or impose conditions on the Driver for Hire Licence to address the information in the updated check or search.
- 48** In respect of any Brokerage, the Brokerage must notify the City Manager immediately, in writing:
- (a) if it ceases operations or is otherwise unable to provide Dispatch services or accept calls for contracts for the service and must return all Plates issued to the Brokerage to the City Manager;
 - (b) if the Brokerage has grounds to believe a Driver for Hire is unfit to drive a Vehicle for Hire, or was charged or convicted of an offence related to personal safety or the unlawful operation of a motor vehicle; or
 - (c) If the Brokerage address changes to which documents may be served or delivered to the Brokerage.

Display of Information

- 49** No person may drive, cause or permit the driving of a vehicle regulated under this bylaw unless:
- (a) the Plate is displayed in a manner visible to passengers from the vehicle exterior where a Plate is required pursuant to section 6;
 - (b) the driver's Identification Badge is visible to passengers or available electronically through the Brokerage mobile App; and
 - (c) no equipment or marking in or on the vehicle identifies it as a Taxi or Accessible Taxi unless that vehicle is licensed to offer Taxi Services.

Street Hailing

- 50** Only a person licensed to operate a Taxi may engage in Street Hailing.
- 51** For greater certainty, neither a Designated Driver, nor person driving a Limousine, Shuttle, or Transportation Network Automobile may stop for or pick up someone who is Street Hailing at any time and may only provide Pre-arranged Service dispatched by a Brokerage.

App or Mobile App Based Services

- 52** An App or Mobile App must:
- (a) calculate a fare based on the distance travelled by the Vehicle for Hire;
 - (b) accept requests for Accessible services if the Brokerage offers Accessible services;
 - (c) provide the rate, including any surcharges, to the customer prior to accepting the ride;
 - (d) record, at the time the Vehicle for Hire service is arranged, and confirm for the customer prior to accepting the ride, the:
 - (i) pickup date, time, and location;
 - (ii) destination;
 - (iii) Plate number or, for a TNC, the Alberta Licence Plate, for the Vehicle for Hire vehicle; and
 - (iv) Driver for Hire name and Identification Badge number;
 - (e) immediately provide to the customer at the end of the trip an electronic receipt containing the:
 - (i) customer's name;
 - (ii) time and date the Vehicle for Hire service was arranged;

- (iii) the location and time where and when the customer was picked up and dropped off; and
- (iv) total fare charged to the customer;
- (f) provide real time GPS tracking to the customer, capable of showing the Vehicle for Hire while on route to pick up the customer and while carrying the customer; and
- (g) allow the customer to provide feedback regarding the service to the Brokerage.

PART 6 - OPERATING AS A DRIVER FOR HIRE

Driver Obligations

53 All Drivers for Hire must:

- (a) have in the Vehicle for Hire at all times:
 - (i) a valid and subsisting Driver for Hire Licence and Identification Badge issued to the Driver, with a listing of all Brokerages the Driver for Hire is approved to operate under;
 - (ii) a valid and subsisting Mechanical Inspection Certificate for the vehicle; and
 - (iii) a written record of the current contract while under hire if the vehicle is a Limousine;
- (b) take the most economical route to the passenger's destination unless otherwise requested or directed by the passenger, except for Shuttle Services;
- (c) maintain a record of each trip in the manner prescribed by the City Manager;
- (d) immediately after delivery of a passenger, inspect the vehicle to determine whether the passenger left any property;
- (e) charge a fare that complies with the rates set by the Brokerage and posted in accordance with the requirements of this bylaw and the directions of the City Manager; and
- (f) when requested to do so, supply a passenger with a receipt or printout containing the following information:
 - (i) amount of fare;
 - (ii) the rate;

- (iii) Driver for Hire Licence number;
 - (iv) Brokerage name; and
 - (v) time and date of the trip.
- (g) return the Diver for Hire Identification Badge to the City Manager when no longer driving for a Brokerage named on the Licence.

Shuttle Service Driver Obligations

54 A Shuttle Service Driver, in addition to the requirements in section 53, must:

- (a) not provide service upon the request of a passenger at a time or location specified by the passenger;
- (b) not permit a passenger to choose the route, duration, or destination of the trip;
- (c) provide service only pursuant to a pre-determined, fixed, and published schedule and route;
- (d) only load and unload passengers at pre-determined locations specified in the schedule;
- (e) charge a fare that is a flat rate based solely on the destination and regardless of the number of passengers;
- (f) provide a copy of the schedule and route to the City Manager or a Bylaw Enforcement Officer upon request;

Designated Driver Obligations

55 When a Designated Driver operates a vehicle owned by another person for the purposes of providing Designated Driver Services, the Designated Driver must:

- (a) maintain an agreement with a Licenced Designated Driving Service;
- (b) immediately prior to operating the vehicle owned by another person:
 - (i) review the necessary documents to satisfy themselves the motor vehicle has valid registration and is insured under a contract for automobile insurance;
 - (ii) obtain consent from the registered motor vehicle owner to operate the motor vehicle;
 - (iii) ensure the number of passengers to be transported in the vehicle does not exceed the number of available seatbelts and otherwise comply with applicable safety and highway traffic laws; and

- (iv) strike an agreement with the passenger respecting the Designated Driver's fee or other consideration for operating the motor vehicle;
- (c) display a valid and subsisting Driver for Hire Identification Badge issued to the Designated Driver;
- (d) maintain a record of each trip in a manner prescribed by the City Manager; and
- (e) supply the passenger with a receipt or printout, when requested to do so, containing the following information:
 - (i) the fare;
 - (ii) Brokerage name;
 - (iii) Driver for Hire Licence number;
 - (iv) time and date of trip; and
 - (v) proof of appropriate liability insurance.

Driver Conduct

56 A Driver must not do any of the following while providing services:

- (a) smoke, vape or use any tobacco or other product;
- (b) request payment of any fares, rates or benefits not established by the Brokerage or pre-arranged via the mobile App and posted in the Vehicle for Hire, or electronically available, in accordance with the requirements of this bylaw;
- (c) hold or manipulate a cellular telephone or other hand-held electronic device, or wireless electronic device, whether in hands-free mode or not, while transporting a passenger;
- (d) collect a fare or give change while the vehicle is in motion; or
- (e) permit anything to be placed or remain in the vehicle in such a position as to obstruct the Driver's vision.

Refusal of Service

57 A Driver must not refuse a request for service from a customer except if:

- (a) the Vehicle for Hire is not in service;
- (b) the customer is indebted to the Brokerage with which the Vehicle for Hire is affiliated;

- (c) the customer requests that the Driver carry an animal in the Vehicle for Hire other than a service animal assisting a person with a disability;
- (d) the customer requests the Driver to carry any passengers or baggage the Vehicle for Hire is incapable of carrying;
- (e) the customer insists on smoking in the Vehicle for Hire;
- (f) the customer insists on undertaking or participating in illegal activity in the Vehicle for Hire; or
- (g) the Driver reasonably perceives there is danger to their personal safety or risk of serious harm to property;

58 The mere fact that a customer is disabled or accompanied by a service animal does not form the basis for a reasonable belief as referred to in section 57(g).

PART 7 – OPERATING AS A BROKERAGE

Brokerage Obligations

59 A Brokerage must ensure each Vehicle for Hire affiliated with it complies with and is operated according to this bylaw.

60 A Brokerage must not:

- (a) dispatch a Vehicle for Hire unless a valid Plate was issued for that vehicle;
- (b) dispatch or connect a customer to a Vehicle for Hire unless the Driver holds a valid Driver for Hire Licence and a valid provincial drivers licence of the required class; or
- (c) allow a Chase Vehicle used for Designated Driver Services to be used to transport passengers.

61 A Brokerage must:

- (a) inform the City Manager, in writing, of all trade names used in connection with the Brokerage;
- (b) immediately notify the City Manager when a Vehicle for Hire becomes affiliated or ceases to be affiliated with the Brokerage;
- (c) immediately notify the City Manager, in writing, when an approved Driver is no longer affiliated with the Brokerage;

- (d) maintain an up-to-date list of all Drivers who operate a Vehicle for Hire affiliated with the Brokerage and provide the City Manager with a copy of such list on demand;
- (e) provide Dispatch services on a continuous basis, twenty-four hours per day every day of the year by maintaining, even if there are no Drivers available at certain times, and excluding Brokerages for Limousine, Shuttle Services and Designated Driver Services:
 - (i) a Mobile App available for use if the Brokerage is a Transportation Network Company; or
 - (ii) a communications system, open at all times, if service is provided by an Independent Driver Owner;
- (f) provide all Drivers affiliated with the Brokerage with training with respect to this bylaw, the use of the Taxi Meter, radio dispatch system, and other equipment used in Vehicle for Hire services including, in the case of Accessible Taxis, training in the use of specialized equipment to transport persons with disabilities and their mobility aids as may be specified by the City Manager;
- (g) have at least one Accessible Taxi available for Dispatch per 16 Taxis in the fleet; and
- (h) not Dispatch a Vehicle for Hire not affiliated with the Brokerage.

62 A Brokerage must maintain records of the following for at least two years:

- (a) Brokerage operations including:
 - (i) the date, time and location details of each dispatched trip;
 - (ii) names and Licence numbers for every Driver dispatched;
 - (iii) the Vehicle for Hire and associated Plate number used by the Driver; and
 - (iv) other records as required by the City Manager.
- (b) for Shuttle Services, the number of passengers using the service for each trip and where the passengers were picked up and dropped off;
- (c) booking records and contracts related to trips that were not Pre-Arranged Services;
- (d) records of rates, surcharges and total charges for each passenger for each trip;
- (e) records of complaints and responses; and

- (f) vehicle and associated Plate records including:
 - (i) the Plate number associated with each vehicle;
 - (ii) the date and time the Plate was transferred to a vehicle and the make, model and vehicle identification number (VIN) of the vehicle if it is permanently removed from operation;
 - (iii) mechanical inspections;
 - (iv) accident and repair records;
 - (v) times where a Plate and corresponding vehicle are not in service;
 - (vi) trip records; and
 - (vii) insurance and registration documentation for each vehicle.

63 The Brokerage must give the records noted in section 62 to the City Manager or a Bylaw Enforcement Officer on demand.

Taxi Brokerage Rates

64 A Taxi Brokerage must:

- (a) establish rates to be charged to passengers, including any applicable surcharges;
- (b) post rates, including any surcharge, in the Vehicle for Hire in accordance with this bylaw and the directions of the City Manager; and
- (c) not apply a surcharge for an Accessible Taxi.

Transportation Network Company Brokerage Rates

65 A Transportation Network Company Brokerage must:

- (a) post rates, including any surcharge, in the Vehicle for Hire in accordance with this bylaw and the directions of the City Manager;
- (b) disclose the fare to the passenger prior to the passenger accepting the ride; and
- (c) accept payment only via the App or Mobile App.

Shuttle Service Brokerage Rates

66 A Shuttle Service Brokerage must:

- (a) post rates, including any surcharge, in the Vehicle for Hire in accordance with this bylaw and the directions of the City Manager; and

- (b) disclose the fare prior to the passenger accepting the ride, as predetermined and agreed upon under contract.

Independent Driver Owner Obligations

67 In addition to the requirements for Brokerages imposed in section 61 an Independent Driver Owner must:

- (a) hold a valid Driver for Hire Licence;
- (b) be the owner of not more than two Vehicles for Hire;
- (c) be the primary operator of one Vehicle for Hire the Independent Driver Owner owns;
- (d) be knowledgeable in the use of the Taxi Meter, communications system, and other equipment used by the Independent Driver Owner in the Vehicle for Hire services including, in the case of an Accessible Taxi, training in the use of specialized equipment used to transport persons with disabilities and their Mobility Aids as specified by the City Manager; and
- (e) not Dispatch any other Vehicle for Hire but those owned by the Independent Driver Owner.

68 An Independent Driver Owner may cause or permit one other person to operate a Vehicle for Hire registered to the Independent Driver Owner provided the other person meets all requirements of this bylaw including holding a valid Driver for Hire Licence.

Shuttle Brokerage Obligations

69 In addition to the requirements imposed by section 61 a Shuttle Brokerage must:

- (a) not provide service upon the request of a passenger at a time or location specified by the passenger;
- (b) not permit a passenger to choose the route, duration, or destination of the trip;
- (c) provide service only pursuant to a pre-determined, fixed and scheduled route;
- (d) only load and unload passengers at pre-determined locations specified in the schedule;
- (e) charge a flat rate fare based solely on the destination, regardless of the number of passengers; and
- (f) provide a copy of the schedule and routes to the City Manager, or a Bylaw Enforcement Officer, upon request.

Designated Driver Brokerage Obligations

- 70** In addition to the requirements imposed by section 61 a Designated Driver Brokerage must:
- (a) not permit the Designated Driver support vehicle to transport passengers other than the Licenced Designated Driver; and
 - (b) ensure all Designated Drivers have proof of appropriate liability insurance.

Complaints

- 71** A Brokerage must keep a list of all complaints including:
- (a) the name, address and phone number of the complainant;
 - (b) the nature of the complaint; and
 - (c) the response provided to the complaint.
- 72** The Brokerage must give the information referred to in section 71 to the City Manager or a Bylaw Enforcement Officer on demand.

PART 8 – INSPECTIONS

Requirement for Mechanical Inspection

- 73** A person must not operate, cause or permit the operation of a Vehicle for Hire without a subsisting Mechanical Inspection Certificate.
- 74** Taxis and Accessible Taxis must be inspected at least every 6 months by a Licensed Mechanic as set out in section 77, on demand of the City Manager, and if the vehicle is involved in an accident and is:
- (a) drivable, within 14 days; or
 - (b) not drivable, before the vehicle is put back into service.
- 75** A Vehicle for Hire, except Taxis and Accessible Taxis, must be inspected at least every 12 months by a Licensed Mechanic as set out in section 77, on demand of the City Manager, and if the vehicle is involved in an accident and is:
- (a) drivable, within 14 days; or
 - (b) not drivable, before the vehicle is put back into service.
- 76** The owner of the Vehicle for Hire must deliver a Mechanical Inspection Certificate to the City Manager upon request.

Vehicle For Hire Mechanical Inspections

- 77** Mechanical Inspections must be completed by:

- (a) a business holding a valid Alberta Motor Vehicle Industry Council Licence issued by AMVIC; and
- (b) a mechanic not associated with or connected to the Brokerage.

78 If the City Manager reasonably believes a Mechanical Inspection Certificate was improperly issued, the City Manager may refuse to accept it and demand the vehicle undergo an inspection by a business or Licensed Mechanic of the City Manager's choosing.

Prohibitions

- 79** No person may inspect a Vehicle for Hire or complete, in whole or in part, a Mechanical Inspection Certificate, unless such person is a Licensed Mechanic.
- 80** No person may cause or permit a Vehicle for Hire to be inspected or a Mechanical Inspection Certificate to be completed, in whole or in part, unless the person inspecting the vehicle is a Licensed Mechanic as set out in section 77.
- 81** No person may operate, cause or permit the operation of a Vehicle for Hire that failed to pass an inspection required by sections 74 or 75.
- 82** No person may obstruct or interfere with any inspection required or carried out pursuant to this bylaw.

Requirement for Audit

- 83** Every Vehicle for Hire may be inspected by the City Manager or a Bylaw Enforcement Officer to ensure it complies with this bylaw and the requirements established by the City Manager from time to time.
- 84** At the direction of the City Manager, the owner of a Vehicle for Hire must:
- (a) provide the vehicle and any requested documentation at the time and location specified by the City Manager; and
 - (b) produce the documents or copies of the documents required for this audit within 24 hours of a demand by a Bylaw Enforcement Officer or the City Manager.

PART 9 – NUMBER AND ALLOCATION OF TAXI AND ACCESSIBLE PLATES

- 85** The City Manager must issue 15 additional Taxi or Accessible Plates annually for three consecutive years from the day this bylaw comes into effect, after which the restriction on the number of Plates is removed, allowing the City Manager to issue Taxi or Accessible Plates to eligible applicants upon request despite section 86(a).
- 86** When the City Manager decides to issue new Taxi or Accessible Taxi Plates pursuant to section 85:

- (a) The City Manager must:
 - i. issue a bulletin pursuant to section 89 outlining details of the random draw to allocate the plates.; and
 - ii. allocate Plates by random draw;
- (b) Applicants must:
 - i. be eligible to hold a Taxi Plate or Accessible Taxi Plate;
 - ii. pay the Plate Draw Fee before entering a draw; and
 - iii. pay the Plate Addition Fee before obtaining a new Taxi or Accessible Taxi Plate.

PART 10 – ADMINISTRATION AND ENFORCEMENT

Authority of City Manager

87 Without restricting any other power, duty or function granted by this bylaw, the City Manager may:

- (a) issue Licences under this bylaw and impose terms and conditions on Licences;
- (b) carry out inspections required to determine compliance with this bylaw;
- (c) prescribe forms and procedures for the administration of this bylaw;
- (d) prescribe the manner in which rates and Licences are to be displayed in and on Vehicles for Hire;
- (e) prescribe equipment and maintenance standards for Vehicles for Hire that are not inconsistent with this bylaw;
- (f) require the production of such documents as may be required to determine compliance with this bylaw; and
- (g) specify or prohibit safety equipment or devices placed in or on Vehicles for Hire.

Bulletins

88 Where the City Manager exercises any of the powers conferred in section 87, the City Manager may cause a bulletin to be published by:

- (a) making a copy of the bulletin available for public viewing during normal business hours at City Hall and on the City's website; and
- (b) delivering a copy of the bulletin to all Brokerages by:

- (i) ordinary mail or hand delivery to the Brokerage address provided to the City Manager by the Licensee;
- (ii) electronic mail transmission to the e-mail address provided to the City Manager by the Licensee; or
- (iii) facsimile transmission to the fax number provided to the City Manager by the Licensee.

89 The City Manager may publish bulletins where the City Manager believes it is in the interest of the Vehicle for Hire industry to be advised on those matters.

Notice to Drivers

90 Upon receipt of a bulletin, a Brokerage must:

- (a) advise all drivers of the bulletin within one business day of receipt;
- (b) post the bulletin in a prominent location within the Brokerage premises if the Brokerage maintains a physical office within the City;
- (c) provide a copy to all drivers affiliated with the Brokerage by hand delivery or electronically making it available to the driver; and
- (d) communicate over the Brokerage's dispatch system or transportation network, as applicable, that a bulletin was published.

Industry Obligation to Be Informed of Bulletins

91 It is the obligation of each member of the Vehicle for Hire industry, including each Driver, to be informed of the contents of bulletins and industry members are deemed to be aware of all bulletins that are published in accordance with sections 88 and 90.

Licence Seizures and Suspensions

92 If a Bylaw Enforcement Officer reasonably believes a Vehicle for Hire does not meet the requirements of this bylaw the Bylaw Enforcement Officer may suspend and take possession of the Plate displayed on that vehicle.

93 If a Bylaw Enforcement Officer reasonably believes a Driver failed to comply with this bylaw the Bylaw Enforcement Officer may suspend and take possession of the Driver for Hire Licence.

94 A suspension of a Driver for Hire Licence by a Bylaw Enforcement Officer must not exceed seventy-two hours.

95 Nothing in sections 92, 93 or 94 limits a Bylaw Enforcement Officer's authority to charge a person with an offence.

Obstruction

96 A person must not obstruct or hinder any person in the exercise or performance of the person's powers pursuant to this bylaw.

Offence

97 A person who contravenes any provision of this bylaw is guilty of an offence.

Continuing Offence

98 In the case of an offence that is of a continuing nature, a contravention constitutes a separate offence in respect of each day, or part of a day, on which it continues and a person guilty of such an offence is liable, upon summary conviction, to a fine in an amount not less than that established by this bylaw for each such day.

Vicarious Liability

99 For the purposes of this bylaw, an act or omission by an employee or agent of a person is deemed also to be an act or omission of the person, if the act or omission occurred in the course of the employee's employment or in the course of the agent exercising the powers or performing the duties on behalf of the person under their agency relationship.

Corporations and Partnerships

100 When a corporation commits an offence under this bylaw, any and every principal, director, manager, employee or agent of the corporation who authorized the act or omission that constitutes the offence or assented to or acquiesced or participated in the act or omission that constitutes the offence is guilty of the offence whether or not the corporation is prosecuted for the offence.

101 If a partner in a partnership is guilty of an offence under this bylaw, each partner in that partnership who authorized the act or omission that constitutes the offence, or assented to or acquiesced or participated in the act or omission that constitutes the offence, is guilty of the offence.

Fines and Penalties

102 The fine amounts set out in Schedule "B" are established for use on Municipal Tags and Violation Tickets if a voluntary payment option is offered.

103 The fine amount for any offence not listed in Schedule "B" is \$250.00.

104 If a person is guilty of a subsequent offence, the fine amounts established in sections 102 and 103 are doubled.

Municipal Tag

105 A Municipal Tag may be issued by a Bylaw Enforcement Officer for any offence under this bylaw, in a form approved by the City Manager.

106 A Municipal Tag may be issued to a person:

- (a) personally; or

- (b) by mailing a copy to the person's last known mailing address.

Payment in Lieu of Prosecution

- 107** A person who commits an offence may, if a Municipal Tag is issued for the offence, pay the fine amount established by this bylaw for the offence and if the full amount is paid on or before the required date, the person will not be prosecuted for the offence.

Violation Tickets

- 108** An Officer may issue a Violation Ticket in accordance with the Provincial Offences Procedure Act, to any person the Officer has reasonable and probable grounds to believe contravened this bylaw.

- 109** If a Violation Ticket is issued in respect of an offence, the Violation Ticket may:

- (a) specify the fine amount established by this bylaw for the offence; or
- (b) require a person to appear in court without the option of making a voluntary payment.

Voluntary Payment

- 110** A person who commits an offence may, if a Violation Ticket is issued specifying the fine amount, make a voluntary payment equal to the specified fine on or prior to the specified court date.

Licensee Liable

- 111** Where a vehicle displaying a Plate is involved in a contravention of this bylaw, the Licensee named on the Plate is liable for the contravention unless the Licensee proves, on a balance of probabilities, that the vehicle was being operated without their consent, either express or implied.

Proof of Licence

- 112** The onus of proving that a person has a valid Licence or certificate is on the person alleging the existence of the Licence or certificate, on a balance of probabilities.

Operating Without a Licence

- 113** In a prosecution for a contravention of this bylaw against a person operating without a Licence, proof of one transaction, offer of a transaction or advertisement is sufficient to establish that a person is operating as alleged.

PART II – TRANSITIONAL

Existing Licences

- 114** An existing Licence, permit or approval issued under Bylaw 3644/2020, the Vehicle for Hire Bylaw, remains valid until the term of such licence, permit or approval expires or until it is replaced by a Licence, permit or approval issued pursuant to this bylaw.

Repeal

115 On the day this bylaw comes into effect, Bylaw No. 3644/2020, the Vehicle for Hire Bylaw, is repealed.

READ A FIRST TIME IN OPEN COUNCIL this 15 day of April, 2024.

READ A SECOND TIME IN OPEN COUNCIL this 27 day of May, 2024.

READ A THIRD TIME IN OPEN COUNCIL this 27 day of May, 2024.

AND SIGNED BY THE MAYOR AND CITY CLERK this 27 day of May, 2024.

“Mayor Ken Johnston”

MAYOR

“Jessica Robinson”

CITY CLERK

SCHEDULE “A”
FEES AND CHARGES

I. The fees for Licences are:

Description	Reference	Fee
Independent Driver Owner Licence Fee	Section 13	\$396.34
Driver for Hire Licence Fee	Section 11	\$104.30
Brokerage Licence Fee with:	Section 12	
1-15 Vehicles		\$396.34
16-50 Vehicles		\$1,043.00
51+ Vehicles		\$2,607.50
Transportation Network Brokerage Licence Fee with:	Section 12	
1-15 Drivers		\$396.34
16-50 Drivers		\$1,043.00
51+ Drivers		\$2,607.50
Replacement of Identification Badge, Licence, or Plate	Section 24	\$36.51
Plate Addition	Section 3 (y)	\$50.00
Change Fee	Section 3 (g)	\$36.51
Plate Draw Fee	Section 86 (b)	\$100.00

2. Licence fees to be reviewed and adjusted each year, prior to the renewal process, based on the Consumer Price Index (CPI) of Alberta. Fees will be rounded to the nearest \$0.05.
3. Fees under this bylaw may be pro-rated on a monthly basis for each month from the date the Licence is first issued until August 31 of that year, for any application that was not operating or Carried On prior to the Licence being issued. In no case will the pro-rated fee be less than \$35.00.
4. Fees are non-refundable once paid.

SCHEDULE “B”
FINES AND PENALTIES

Section	Offence	Fine
6	Operating a Vehicle for Hire without an approved Plate	\$500.00
7	Operating as a Driver for Hire without an approved Licence	\$1,000.00
8	Operating a Vehicle for Hire Brokerage without an approved Licence	\$1,000.00
30	Operate a Vehicle for Hire without valid insurance as provided in the bylaw	\$1,000.00
32	Failure to provide a complete copy of insurance certificate and policy.	\$500.00
40-44	Operate a Vehicle for Hire contrary to Vehicle Requirements for corresponding type.	\$500.00
45 (a)	Failure to notify City Manager if provincial registration, insurance or agreement with Brokerage expires, is suspended or cancelled.	\$500.00
45 (b)	Failure to notify City Manager if the vehicle is stolen	\$500.00
46 (a)	Failure to notify City Manager of changes to Police Information Check and Vulnerable Sector Search	\$500.00
46 (c)	Failure to notify City Manager of Traffic Violations resulting in demerit points or convictions in excess of those listed in Section 11 (d) and 34 (c).	\$500.00
46 (e)	Failure to notify City Manager Provincial Operator’s licence expired, suspended or cancelled	\$1,000.00
48 (a)	Failure to notify City Manager if the Brokerage ceases operations or is unable to provide Dispatch services or accept calls for contracts for the service and return all Plates issued to the Brokerage to the City Manager	\$500.00
48 (b)	Failure to notify the City Manager a Driver for Hire is unfit to drive a Vehicle for Hire or has been charged or convicted of an offence related to personal safety	\$1,000.00

Section	Offence	Fine
49	Operating a Vehicle for Hire without displaying the appropriate information clearly and prominently in a location that is visible to all passengers	\$500.00
50-51	Unauthorized Street Hailing	\$500.00
53	Operating a Vehicle for Hire contrary to Driver Obligations	\$1,000.00
54	Operating a Shuttle Service Vehicle for Hire contrary to Shuttle Service Driver Obligations	\$1,000.00
55	Failure to meet Designated Driver obligations	\$1,000.00
56	Driver operates Vehicle for Hire contrary to Driver Conduct	\$1,000.00
57	Refusal of request for service, except in accordance with bylaw	\$500.00
59-61	Failure to meet Brokerage obligations	\$1,000.00
60 (c)	Transporting a passenger in a Chase Vehicle for Designated Driver Services	\$1,000.00
61 (g)	Failure to administer at least one (1) Accessible Taxi available for Dispatch per 16 Taxis in the fleet	\$1,000.00
62	Brokerage fail to keep records as per bylaw requirements	\$1,000.00
64 (a-b)	Failure for a Taxi Brokerage to ensure all rates including surcharges are posted in the Vehicles for Hire in accordance with requirements of the bylaw	\$500.00
65 (b)	Failure for a Transportation Network Company Brokerage to disclose the fare to be charged to the passenger for the ride, prior to the passenger accepting the ride	\$500.00
66(b)	Failure for a Shuttle Service Brokerage to disclose the fare or surcharge to be charged to the passenger for the ride prior to the passenger accepting the ride	\$500.00
67	Failure to meet Independent Driver Owner obligations	\$1,000.00

Section	Offence	Fine
68	Independent Driver Owner permits an unlicensed person to Operate a Vehicle for Hire	\$1,000.00
73	Cause/permit the operation of a Vehicle for Hire without a valid Mechanical Inspection Certificate	\$1,000.00
74	Failure to obtain an inspection twice a year by a Licensed Mechanic for a Taxi or Accessible Taxi	\$1,000.00
75	Failure to obtain an inspection once a year by a Licensed Mechanic for every Vehicle for Hire type except Taxi and Accessible Taxi	\$1,000.00
76	Failure to deliver the Mechanical Inspection Certificate to the City Manager upon request	\$500.00
79	Inspect a Vehicle for Hire or complete a Mechanical Inspection Certificate without a valid Licensed Mechanic.	\$500.00
80	Cause/permit an inspection for a Vehicle for Hire or completion of a Mechanical Inspection Certificate without a valid Licensed Mechanic.	\$500.00
81	Operate a Vehicle for Hire that has failed to pass the inspections	\$1,000.00
82	Obstruct/interfere with any inspection required/carried out pursuant to bylaw	\$500.00
84 (a)	Failure to provide the vehicle for inspection and the required documentation for Vehicle for Hire Audit at the time and location specified	\$1,000.00
84 (b)	Failure to provide the documents or copies of the documents for the audit within 24 hours of demand	\$1,000.00
98	Obstruct or hinder any person in the exercise or performance of the person's powers pursuant to this bylaw	\$2,500.00