

DTAXI -

UID:



Vehicles for Hire Dispatcher Licence Application



Application Date
(MM/DD/YYYY)

Corporation

Partnership/Business
must provide an application
for each partner

Individual

Corporation Information (if applicable)

LEGAL BUSINESS NAME & OPERATING NAME (IF DIFFERENT)

BUSINESS ADDRESS

CITY, PROVINCE

POSTAL CODE

BUSINESS PHONE

OTHER

OTHER

EMAIL ADDRESS

PRIMARY CONTACT NAME

PHONE

EMAIL

Business Information (if applicable)

BUSINESS NAME

ADDRESS

CITY, PROVINCE

POSTAL CODE

BUSINESS PHONE

MOBILE

OTHER

EMAIL ADDRESS

Primary Contact Information

FIRST NAME

MIDDLE NAME

LAST NAME

ADDRESS

CITY, PROVINCE

POSTAL CODE

PHONE

EMAIL ADDRESS

Partners (Please list)

Partner Name	Address	City	Postal Code

Vehicle Information

Indicate the number of vehicles for hire in each of the following categories:

Taxis	Accessible Taxis

Required Documentation

All applicants must provide copies of the following documents in accordance with Regulation VFH-18-001 with the completed application form:

All dispatchers

- Evidence that the applicant holds policies of commercial general liability insurance and non-owned automobile insurance in an amount and with provisions determined by the City to be sufficient to adequately protect the City, drivers, vehicle for hire owners, and the general public.
 - o Must include a cross liability clause & the City of Winnipeg must be listed as an additional insured
 - o Must contain an endorsement to provide the City no less than 30 days' prior written notice from the insurer of any cancellation.
- Evidence indicating that the applicant has data security measures and policies in place to protect the personal information collected by the dispatcher related to drivers and passengers;
- Evidence that the dispatcher has in place a process by which it will accept, record, review and respond to complaints concerning drivers and vehicles registered with the dispatcher;
- Evidence that the dispatcher has in place a process by which it will facilitate the retrieval by passengers of their property left in vehicles for hire registered with the dispatcher;
- Dispatcher certification agreeing to requirements and responsibilities

Corporation (if applicable)

In addition to the documents required above, a corporation must provide the following:

- A copy of its incorporating documents; (new only, unless amendments)
 - o Articles of Incorporation or Amended Articles of Incorporations
- A Certificate of Status issued by the Companies Office and the Annual Return of Information;
- A list of the members of its board of directors (unless noted in any of the above documents)

Businesses (if applicable)

In addition to the documents required above, a partnership must provide the following:

- The names and addresses of each member of the partnership;
- The business name under which it operates and proof of the registration of its business name.
- Business Registry & File Summary Page
- Informal Partnership Document indicating the percentage share each partner owns

Definitions

“accessible” in respect of a vehicle, means a vehicle

- a) constructed and equipped to permit the loading, transportation and off-loading of individuals who use a wheelchair, or similar device which can accommodate a seated individual, and who cannot self-transfer; and
- b) driven by an individual who is physically capable of providing, and trained to provide in compliance with the requirements of this By-law, transportation services to individuals who use a wheelchair, or similar device which can accommodate a seated individual, and who cannot self-transfer;

“accessible PTP vehicle” means a registered vehicle for hire that is accessible and that is dispatched by a licenced PTP dispatcher;

“accessible taxi” means a vehicle for hire in respect of which an accessible taxi licence has been issued under this By-law;

“accessible taxi driver’s licence” means licence issued under this By-law which authorizes an individual to operate and to provide, or offer to provide, transportation services by way of an accessible taxi;

“accessible taxi licence” means a licence issued in respect of an accessible taxi;

“charges” in relation to a relevant criminal offence or a major driving offence means the initiation of law enforcement proceedings

- a) in the case of an enactment of the Parliament of Canada, by way of an information laid by a peace officer before, and received by, a justice; or
- b) in the case of an offence under an enactment of Manitoba, a proceeding under The Provincial Offences Act, C.C.S.M. c. P160 by information or ticket;

“Charter” means *The City of Winnipeg Charter*, S.M. 2002, c. 39;

“Child Abuse Registry Check” means a report about a person’s listing in the Child Abuse Registry established and maintained under *The Child and Family Services Act*, C.C.S.M. c. C80;

“City” means The City of Winnipeg continued under section 8 of the Charter;

“City” means the City employee whom the Chief Administrative Officer has designated as responsible for exercising the authority given to the Designated Employee;

“Council” means the council of the City;

“Criminal Record Check” means a report about a person obtained from a law enforcement agency stating whether or not the person has been convicted under an enactment of the Parliament of Canada of an offence in respect of which a record of the person’s fingerprints is maintained under the *Identification of Criminals Act*, R.S.C., 1985, c. I-1, or has any outstanding charges for such offences awaiting court disposition, and includes Vulnerable Sector Screening (VSS);

“disabled person” means an individual with a physical, mental, intellectual or sensory disability, or a combination of these;

“dispatch” means the act of receiving a request for a transportation service or sending a vehicle for hire to a location for the purpose of providing or offering to provide transportation service to a passenger and includes:

- a) receiving requests for transportation services from passengers by any medium, except street hails;
- b) directing a person driving a vehicle for hire to attend at the passenger’s location;
- c) operating any part of a platform that receives requests for transportation services from passengers and connects such requests to a person driving a vehicle for hire; and
- d) any other action that results in a vehicle for hire being sent to a passenger’s location for the purpose of providing the passenger with transportation services, regardless of whether transportation services are actually provided to the passenger;

“dispatcher” means a person who dispatches one or more vehicles for hire and who holds a dispatcher licence issued under this By-law;

“dispatcher licence” means a taxi dispatcher licence and a PTP dispatcher licence issued under this By-law;

“enforcement officer” means

- a) The City;
- b) every person designated under subsection 176(1) of the Charter as an enforcement officer for the purposes of this By-law; and
- c) every person appointed under subsection 176(2) of the Charter as a special constable who, by the terms of the appointment, is authorized to enforce this Bylaw;

“fare” means compensation for the provision of a transportation service;

“fare schedule” means a schedule of maximum fares that are permitted to be charged to passengers of taxis which has been approved by Council or pursuant to a formula established by Council;

“**limousine**” means a vehicle determined by the City to qualify as a luxury or specialized vehicle that provides transportation services;

“**major driving offence**” means an offence set out in subsection 125(6) of *The Drivers and Vehicles Act*, C.C.S.M. c. D104;

“**Manitoba Public Insurance**” means the Manitoba Public Insurance Corporation continued by *The Manitoba Public Insurance Corporation Act*, C.C.S.M. c. P215;

“**non-digital platform**” means a platform that is not a digital platform;

“**owner**”, in respect of a vehicle, means the person who is registered with Manitoba Public Insurance as a registered owner of the vehicle and includes a lessee of a vehicle who is so registered;

“**PTP**” means personal transportation provider;

“**PTP dispatcher**” means a person who dispatches a PTP vehicle;

“**PTP driver**” means a registered individual providing or offering to provide transportation services in a PTP vehicle, and includes a standard PTP driver, an accessible PTP driver and a limousine driver

“**PTP vehicle**” means a registered vehicle for hire that is not a taxi, and includes a limousine;

“**passenger**” includes a prospective passenger;

“**person**” includes an individual, a partnership, and a corporation (including a cooperative);

“**personal information**” has the same meaning as in *The Freedom of Information and Protection of Privacy Act*, C.C.S.M.c. F175

“**platform**” means any means of communication by which transportation services are offered to the public and includes an on-line enabled application, a website, e-mail, SMS text message, telephone, or any other system or mode of communication offered, used or operated that is used to pre-arrange a transportation service;

“**pre-arranged**” in respect of a transportation service, means a transportation service that is arranged, booked, scheduled or requested by the passenger in advance of the vehicle for hire arriving at the passenger’s location;

“**Provincial driver’s licence**” means a driver’s licence issued under *The Drivers and Vehicles Act*, C.C.S.M. c. D104 that is applicable to the vehicle for hire being driven by the individual;

“**Provincial registration**” means a vehicle registration under *The Drivers and Vehicles Act*, C.C.S.M. c. D104;

“**relevant criminal offence**” means an offence under an enactment of the Parliament of Canada involving

- a) an offence involving actual or threatened violence;
- b) an offence involving weapons, including the illegal possession of weapons;
- c) an offence involving sexual assault, sexual exploitation, sexual interference, procuring, or invitation to sexual touching; d) an offence involving trafficking of controlled drugs or substances;
- e) an offence involving fraud, false pretences, bribery, extortion or theft over \$5000; or
- f) an offence related to the unlawful operation of a motor vehicle;

“**service animal**” means an animal that has been trained to provide assistance to a person with a disability that relates to that person’s disability;

“**standard taxi**” means a taxi that is not an accessible taxi;

“**street hail**” means the offer of, solicitation of, or acceptance of an offer to provide, a transportation service, or the provision of a transportation service, that is not prearranged;

“**taxi**” means a vehicle for hire in respect of which a standard taxi licence or an accessible taxi licence has been issued;

“**taxi dispatcher**” means a person who holds a taxi dispatcher licence;

“**taxi dispatcher licence**” means a taxi dispatcher licence issued under this By-law which authorizes the licence holder to dispatch taxis;

“**taxi driver**” means an individual to whom a taxi driver licence has been issued under this By-law;

“**taxi driver’s licence**” means a standard taxi driver’s licence and an accessible taxi driver’s licence issued under this By-law;

“**transportation service**” means the provision, or the offer to provide, transportation of a passenger for compensation in which

- a) the passenger controls the route or the destination; and
- b) the vehicle is hired for a single uninterrupted engagement, which may include multiple stops; but does not include
- c) the transportation of a passenger in exchange for a receipted donation to a non-share capital corporation so long as the transportation is provided whether or not the donation is provided or offered;
- d) transportation of a passenger provided or offered as part of package of goods or services for which there is a fee or charge so long as the transportation of a passenger is shown by the owner or driver of the vehicle to be merely ancillary to the provision of the goods or services;
- e) transportation in vehicles regulated by the Motor Transport Board;
- f) a shuttle service in which transportation is provided based on a pre-determined schedule or route;

- g) transportation of students by vehicles owned or operated by or on behalf of a school division established under The Public Schools Act, C.C.S.M. c. P250, or a private school as defined in The Education Administration Act, C.C.S.M. c. E10;

“**valid**” in the context of a licence issued under this By-law means a licence that has not been revoked, cancelled or expired and is not suspended;

“**vehicle for hire**” means any vehicle in which transportation services are provided and includes, but is not limited to, the following:

- a) a taxi;
- b) an accessible taxi;
- c) a PTP vehicle;
- d) an accessible PTP vehicle; and
- e) a limousine

Terms and Conditions

ALL DISPATCHERS

Dispatching without licence prohibited

- 1. A person who is not a licenced dispatcher under this By-law must not dispatch, or offer to dispatch, a vehicle for hire.

Dispatching unregistered or unlicensed drivers or vehicles prohibited

- 2. A person must not dispatch a vehicle for hire unless both the vehicle being dispatched and the driver of the vehicle are a)
 - in compliance with the requirements set out in this By-law,
 - b) registered with the dispatcher; and
 - c) in the case of a taxi or PTP limousine being dispatched, licenced under this Bylaw

Qualifications for dispatch licence

- 3. In order to be issued a dispatcher licence, an applicant must
 - a) pay the applicable application fee or licence fee to the City;
 - b) provide evidence satisfactory to the City that the applicant holds policies of insurance consistent with the requirements set out in this Bylaw;
 - c) demonstrate to the satisfaction of the City that the applicant has data security measures and policies in place to protect the personal information collected by the dispatcher related to drivers and passengers;
 - d) demonstrate to the satisfaction of the City that the dispatcher has in place a process by which it will accept, record, review and respond to complaints concerning drivers and vehicles registered with the dispatcher;
 - e) demonstrate to the satisfaction of the City that the dispatcher has in place a process by which it will facilitate the retrieval by passengers of their property left in vehicles for hire registered with the dispatcher;
 - f) (provide to the City the number of vehicles for hire registered with the dispatcher in each of the following categories: i) taxis; ii) accessible taxis; iii) PTP vehicles; iv) accessible PTP vehicles; and v) limousines; and vi) provide other information or documentation reasonably required by the City.
- 4. In addition to the requirements above an applicant that is a corporation must provide to the City the following:
 - a) a copy of its incorporating documents;
 - b) a copy of its incorporating documents;
 - c) a Certificate of Status issued by the Companies Office and the Annual Return of Information
 - d) a list of the members of its board of directors;
 - e) an address for service in the Province of Manitoba for service of all documents and notices related to this By-law; and e) other documents reasonably required by the City.
- 5. In addition to the requirements above, an applicant that is a partnership must provide to the City
 - a) the names and addresses of each member of the partnership;
 - b) the business name under which it operates and proof of the registration of its business name;
 - c) an address for service in the Province of Manitoba for service of all documents and notices related to this By-law; and d) other documents reasonably required by the City.

Renewal of dispatcher licence

- 6. In order to be issued a renewal of a dispatcher licence, the licence holder
 - a) must pay the applicable renewal fee;
 - b) must provide information concerning any factual changes to information provided at the time of its application or most recent renewal and, where required by the City, evidence that changes have not taken place; and
 - c) must not owe any outstanding fines or fees with respect to this By-law (including per-trip fees) or any City by-law.

Data security measures and policies

7. A licenced dispatcher must comply with data security measures and policies for personal information about passengers and drivers proposed by the licenced dispatcher and approved as satisfactory by the City.
8. A licenced dispatcher may propose changes to its data security measures and policies at any time but these changes do not apply until and unless they are approved by the City.
9. The City may order that a licenced dispatcher make changes to its data security measures and policies and, when doing so, must provide a reasonable time for compliance with the order. The licenced dispatcher must comply with such an order
10. This section does not apply to a dispatcher who is operating under a provisional licence

Passenger property retrieval policy

11. A licenced dispatcher must comply with a process proposed by the dispatcher and approved as satisfactory by the City by which passengers can retrieve their property left in vehicles for hire registered with the dispatcher.
12. A licenced dispatcher may propose changes to its passenger property retrieval policy at any time but these changes do not apply until and unless they are approved by the City.
13. The City may order that a licenced dispatcher make changes to its passenger property retrieval policy and, when doing so, must provide a reasonable time for compliance with the order. The licenced dispatcher must comply with such an order.

Complaints Process

14. A dispatcher must comply with a process proposed by the dispatcher and approved as satisfactory by the City for accepting, recording, reviewing and responding to complaints.
15. As part of its complaints process, a dispatcher must maintain records required by the City concerning every complaint received;
 - a) evidence provided in respect of or in response to a complaint; and
 - b) the response of the dispatcher to the complaint;
 - c) and must make these records available to the City within 48 hours upon request.
16. A licenced dispatcher may propose changes to its complaints process at any time but these changes do not apply until and unless they are approved by the City.
17. The City may order that a licenced dispatcher make changes to its complaints process and, when doing so, must provide a reasonable time for compliance with the order. The licenced dispatcher must comply with such an order.

Dispatcher insurance mandatory

18. It is a condition of being issued and maintaining a licence that a dispatcher must obtain and maintain policies of commercial general liability insurance and non-owned automobile insurance in an amount and with provisions determined by the City to be sufficient to adequately protect the City, drivers, vehicle for hire owners, and the general public.
19. The insurance required must contain an endorsement to provide the City no less than 30 days' prior written notice from the insurer of any cancellation.
20. Failure to comply with this section invalidates the dispatcher's licence without the need for any action on the part of the City. Once the dispatcher's licence has been invalidated, the dispatcher must not engage in dispatching until the dispatcher has applied for and been issued a new licence.
21. A dispatcher must provide proof of compliance with this section to the City within two business days after being given a written order to do so.

Dispatcher records

22. Dispatchers must create and maintain records of the following information, separated by taxis and PTP vehicles, by taxi drivers and PTP drivers, and, in the case of taxis and limousines, separated by whether they have been dispatched or street hailed, in a format required by the City:
 - a) the total number of transportation services provided by the dispatcher on a monthly basis;
 - b) the total number of transportation services provided by accessible vehicles for hire on a monthly basis;
 - c) the total number of vehicles for hire providing a transportation service through the dispatcher over the course of a month;
 - d) the total number of accessible vehicles for hire providing a transportation service through the dispatcher over the course of a month;
 - e) the driver and vehicle involved in providing each transportation service, including:
 - i) the type of vehicle by by-law category; ii) the name of the driver; iii) the Provincial licence plate number of the vehicle; iv) the date, time and duration of the transportation service; v) the pick-up and drop off locations;

- vi) the elapsed time between a request for an transportation service (other than a transportation service scheduled in advance) and the initiation of the transportation service;
 - vii) a daily list of registered vehicles and registered drivers containing information reasonably required by the City; and
 - viii) other information and records reasonably required by the City.
23. The information required by subsection (1) and all records related to registered drivers and registered vehicles must be kept by the dispatcher for at least three years after the date they were created.
24. The dispatcher must provide the information required by this section to the City within two business days after a written request by the City.
25. If a dispatcher's licence is suspended, invalidated or cancelled, the information required by this section must be provided to the City immediately.
26. The dispatcher must make the information required by this section available for inspection by the City or an enforcement officer upon demand.

Obligation to report to City

27. A dispatcher must report the following information to the City within 24 hours:
- a) the fact that a driver has been registered or ceases to be registered with the dispatcher;
 - b) information concerning convictions and charges reported to the dispatcher by the driver c) Public information
28. A dispatcher who uses a digital platform to dispatch must make available the following information to the public through the digital platform:
- a) the insurance coverage maintained by the dispatcher and its drivers;
 - b) the transportation services offered by the dispatcher and its drivers;
 - c) the screening process for its drivers and its vehicles;
 - d) the process by which it will accept, review and respond to complaints concerning drivers and vehicles registered with the dispatcher; and
 - e) the process by which passengers can retrieve their property left in vehicles for hire registered with the dispatcher.

Notification of estimated time of arrival

29. At the time a request for a transportation service is made, a dispatcher must provide an estimated time of arrival of the vehicle for hire that is being or will be dispatched in response to the request.

Obligation to dispatch in order of request

30. A dispatcher must dispatch taxis in the order in which a request for transportation service is made.

Dispatching accessible vehicles for hire

31. If a dispatcher has one or more registered accessible vehicles for hire available for dispatch that are not actively engaged in providing transportation services to passengers, the dispatcher must immediately dispatch an accessible vehicle for hire to respond to a request for service from a passenger identifying as requiring an accessible vehicle for hire.
32. For greater clarity, a dispatcher must not dispatch an accessible vehicle for hire to any other request for service so long as a request from a passenger identifying as requiring an accessible vehicle for hire is outstanding.
33. A dispatcher must not hold out that it has available an accessible vehicle for hire unless the vehicle for hire meets the definition of an accessible vehicle for hire set out in this By-law.

Dispatchers may enter into contracts to provide transportation services

34. A dispatcher may provide transportation services pursuant to a contract with an employer, restaurant, bar, entertainment venue, service provider, government or any other person to provide transportation services for multiple individuals.

TAXI DISPATCHERS

Only taxi dispatchers may dispatch taxis

35. A person who is not a taxi dispatcher must not dispatch a taxi.

Only taxi dispatchers may dispatch by non-digital platform

36. A person who is not a taxi dispatcher must not dispatch or offer to dispatch a vehicle for hire by a non-digital platform; and a dispatcher must not dispatch by non-digital platform except to a taxi driver driving a taxi, both of which are registered with the dispatcher.

Camera records in taxis

37. A taxi dispatcher is responsible for ensuring that any and all recordings made by the in-vehicle camera required are preserved for a period of time determined by the City after the date of recording, and is turned over to an enforcement officer or a police officer immediately upon request.

24/7 service

38. A taxi dispatcher who has registered more than 50 taxis must ensure that at least one taxi is available for dispatch on a 24 hour basis, seven days a week, 365 days a year.

Information to be provided to passengers

39. A taxi dispatcher must ensure that the following information is provided to passengers by having it prominently displayed in every taxi registered to the dispatcher in a way that is visible to all passengers:

- a) the dispatcher’s name and contact information;
- b) the taxi driver’s licence of the driver of the taxi, which must include a photograph of the driver;
- c) a current fare schedule;
- d) the process by which a complaint can be made;
- e) the process by which property left behind by a passenger can be retrieved;
- f) information required by the City concerning the operation of the camera located in the taxi.

Refusal of service or not dropping passenger at preferred destination to be reported

40. Within 24 hours of receiving a report from a taxi driver registered with the dispatcher that he or she has refused to accept a request for service or has refused to drop off a passenger at his or her preferred destination, a taxi dispatcher must notify the City in writing, providing the following information:

- a) the date, time and location of the refusal;
- b) the taxi driver’s licence number;
- c) the taxi’s licence number;
- d) a complete description of the circumstances and the reasons for refusing the request for service;
- e) any other information reasonably requested by the City.

Driver disqualification to be reported

41. A taxi dispatcher who becomes aware of facts that would make a driver registered with that dispatcher ineligible to be licenced under this By-law or which would result in the driver’s licence being cancelled must immediately report those facts to the City.

By signing below, the Applicant agrees that they have fully read and understood all terms and conditions outlined above and the Applicant accepts and agrees to be bound by the said terms and conditions in their entirety.

X

APPLICANT SIGNATURE

DATE

Consent for Collection and Use of Personal Information

1. I understand that by signing below, I am providing the City of Winnipeg with my explicit consent to collect, use and disclose the personal information provided within this application, and the information provided by third parties as described below, for the purposes of determining and verifying eligibility for a taxi drivers licence and to monitor my ongoing eligibility to operate under this by-law.
2. I hereby authorize The Manitoba Public Insurance Corporation (MPI) to disclose to the designated employee (as that term is defined in section 3(1) of City of Winnipeg By-law No. 129/2017) the following information:
 - a) Whether I have a valid Provincial driver's licence;
 - b) If the vehicle I have registered to drive is insured as a vehicle for hire and the periods for operation;
 - c) Any convictions or suspensions of my driver's license which would impact my ability to operate under City of Winnipeg By-law No. 129/2017;
 - d) My address as maintained by MPI;
 - e) Other information necessary for the administration of my application in compliance with City of Winnipeg Vehicles for Hire By-law 129/2017, The Drivers and Vehicles Act and The Freedom of Information and Protection of Privacy Act.

My consent to collect, use and disclose my personal information as outlined for the above purposes remains in effect for 1 year from the date of signing, or until such earlier date as I notify Manitoba Public Insurance in writing to revoke this authorization.

3. I hereby authorize the City of Winnipeg to disclose to The Manitoba Public Insurance Corporation the following information for the purposes of determining and verifying eligibility for services or benefits:
 - a) Trip log data, as required to administer an insurance claim; and
 - b) Any other information necessary for the administration of my application in compliance with City of Winnipeg *Vehicles for Hire By-law 129/2017, The Drivers and Vehicles Act and The Freedom of Information and Protection of Privacy Act.*

My consent to use and disclose my personal information as outlined for the above purposes remains in effect for 1 year from the date of signing, or until such earlier date as I notify the City of Winnipeg in writing to revoke this authorization.

4. I hereby authorize the Province of Manitoba to disclose to the City of Winnipeg my Child Abuse Registry Check results as necessary for the above purposes for 1 year from the date of signing, or until such time as I notify the Province of Manitoba, in writing, to revoke this authorization.
5. I hereby authorize all law enforcement agencies (including Winnipeg Police Service, and RCMP) to disclose to the City of Winnipeg my Criminal Records Check, and other information, as required for the above purposes until such time as I notify, in writing, applicable law enforcement agencies.

NOTICE: Your personal information is being collected under the authority of s.36(1)(b) of The Freedom of Information and Protection of Privacy Act and is protected by the Act. This information will be used to verify permit eligibility; for notification of permit cancellation; for notification of alteration of terms and conditions of agreement (where applicable), verification of any outstanding fines and or charges, and will not be used or disclosed for any other purposes, except as authorized by law. If you have any questions about the collection of this information, contact the Corporate FIPPA Coordinator by mail at 510 Main Street, Winnipeg MB, or by telephone at 311.

X _____ | _____
APPLICANT SIGNATURE **DATE**



Winnipeg Parking Authority - Vehicles for Hire

DISPATCHER RENEWALS ONLY

DISPATCHER INFORMATION:

LEGAL BUSINESS NAME & OPERATING NAME (IF DIFFERENT)

VFH DISPATCHER LICENCE NUMBER

- No changes to data security measures and policies to protect personal information collected by the dispatcher related to drivers and passengers
- No changes to processes to accept, record, review and respond to complaints concerning drivers and vehicles registered with the dispatcher
- No changes to processes by which it will facilitate the retrieval by passengers of their property left in vehicles for hire registered with the dispatcher

By signing below, I certify that all information is true and correct to the best of my knowledge, and that in the event any of these policies do change I will notify the City of Winnipeg Vehicles for Hire immediately.

X

APPLICANT SIGNATURE

DATE

**The City of Winnipeg
VEHICLES FOR HIRE**

Letter of Acknowledgment of Dispatcher Responsibilities:

As a licensed dispatcher, under the Vehicles for Hire By-Law 129/2017 with the City of Winnipeg, I acknowledge the requirements and agree to remain compliant with all the regulations under the Vehicles for Hire By-Law 129/2017.

<http://clkapps.winnipeg.ca/dmis/docext/ViewDoc.asp?DocumentTypeId=1&DocId=7263>

1. Qualifications of all taxis under license 38(1) of all vehicle for hire vehicles Section 38(1) under the By-Law No. 129/2017

- I acknowledge that all vehicles must be properly insured, have a safety, be properly equipped as a taxi and meet all requirements of the by-law in order to operate as a vehicle for hire.

2. Dispatcher Records Section 14(1) under the By-Law No. 129/2017

- I acknowledge that the dispatcher is responsible for maintaining and reporting monthly trip data as stipulated under Section 14(1) by no later than the 10th of the following month.
- I acknowledge that additional reporting may be required, from to time, as requested.

3. Complaints Process Section 12(1) under the By-Law No. 129/2017

- I acknowledge that the dispatcher is responsible for tracking all complaints filed under the dispatcher's "complaints policy", as well, acknowledge that complaints are required to be reported to the City, as stipulated under Section 12(1), as requested by the City.

4. Protection of Personal Information Section 8(1)c under by By-Law No. 129/2017

- I acknowledge that the dispatcher is responsible to ensure that there are data security measures and policies in place to protect the personal information collected by the dispatcher related to driver, vehicle and customer data. I acknowledge that it is my responsibility as dispatcher to report any such breach as soon as they are aware.

5. Conduct of Drivers and Use of Dispatcher Name and Images

- I acknowledge that the dispatcher is responsible for all the vehicles bearing the dispatcher name, also well as the conduct of all drivers driving under the dispatcher name.

6. Penalties for Offences Division 3 & 4 under by By-Law No. 129/2017

- I acknowledge that I understand and accept that failure to comply and adhere to the by-law and any of the regulations under By-Law 129/2017 make the dispatcher subject to Section 78(1) as stipulated in Schedule A.

By signing below, the Applicant acknowledges they are signing as a representative of the dispatcher, agrees that they have fully read and understood all terms and conditions out-lined above and accepts and agrees to be bound by the said terms and conditions of the reporting requirements in their entirety.

--	--

Applicant Signature

Date

--	--

Name (Printed)

Position

--	--

Company Name

Witness

THIS IS SCHEDULE A TO THE VEHICLES FOR HIRE
 BY-LAW NO. 129/2017
 AMENDED 104/2023

<i>Vehicles for Hire By-law,</i> By-Law No. 129/2017		<u>Administrative Penalty</u>	
Provision	Contravention summary	Administrative Penalty (\$)	Early Payment Discount (\$)
10(2)	Make changes to data security measures without approval	1000	N/A
10(3)	Failure to comply with an order to make changes to data security measures	1000	500
11(1)	Failure to establish or maintain an approved property retrieval process	1000	N/A
11(2)	Make changes to property retrieval process without approval	500	250
11(3)	Failure to comply with an order to make changes to a property retrieval process	1000	500
12(1)	Failure to comply with approved complaints response process	500	250
12(2)	Failure to maintain complaints response process records	1000	500
12(2)	Failure to make complaints response records available within required time	1000	500
12(4)	Failure to comply with an order to make changes to a complaints response process	1000	500
13(1)	Failure to maintain dispatch insurance	1000	N/A
13(4)	Failure to provide proof of insurance within required time	500	250
14(1)	Failure to maintain required vehicle and driver service records	1000	500
14(1)(e)	Failure to maintain required driver records	1000	500
14(2)	Failure to retain required records for required	1000	500

Initial

Vehicles for Hire By-law, By-Law No. 129/2017		<u>Administrative Penalty</u>	
Provision	Contravention summary	Administrative Penalty (\$)	Early Payment Discount (\$)
	period		
14(3)	Failure to provide records within approved time	500	250
14(4)	Failure to provide required records on license suspension, invalidation or termination	1000	N/A
14(5)	Failure to make required records available for inspection	500	250
15(a)	Failure to report change in driver registration with dispatcher	500	250
15(b)	Failure to report information regarding convictions and charges	1000	N/A
16	Failure to provide required public information through a digital platform	1000	500
17	Failure to provide estimated time of arrival of requested vehicle	500	N/A
18	Failure to dispatch taxis in order of request	500	250
19(1)	Failure to immediately dispatch an accessible vehicle for hire to passenger identifying a need for such a vehicle	500	N/A
19(3)	Offering to dispatch accessible vehicle for hire without accessible vehicle for hire available for service	1000	N/A
20(2)	Failure to submit contract upon request	250	N/A
21	Taxi dispatched by unauthorized dispatcher	1000	500
22(a)	Dispatch or offer to dispatch a taxi by a non-	1000	500

Initial

<i>Vehicles for Hire By-law,</i> By-Law No. 129/2017		<u>Administrative Penalty</u>	
Provision	Contravention summary	Administrative Penalty (\$)	Early Payment Discount (\$)
	digital platform		
22(b)	Dispatch of unregistered taxi or taxi driver	1000	500
23	Failure to preserve camera records for required time period	1000	N/A
23	Failure to turn over camera records on request	1000	N/A
24	Failure to ensure sufficient taxis available 24/7/365	1000	N/A
25	Failure to ensure required information is correctly displayed in taxi registered to the dispatcher	1000	500
26	Failure by dispatcher to report refusal of service within 24 hours of receipt of report.	1000	500
26	Failure to report all required information regarding a refusal of service	1000	500
27	Failure to report change in eligibility of drivers registered with dispatcher	1000	500
28	Dispatch of PTP or limousine without authorization	1000	500
29	Dispatch of an uninsured vehicle	1000	500
30	Use of a non-digital platform to dispatch a PTP other than a limousine	1000	N/A
31	Failure to issue identification card to PTP driver registered with the dispatcher	500	250
32(1)	Failure to provide required information to prospective passenger at time of request for	500	250

Initial

<i>Vehicles for Hire By-law,</i> By-Law No. 129/2017		<u>Administrative Penalty</u>	
Provision	Contravention summary	Administrative Penalty (\$)	Early Payment Discount (\$)
	service		
32(2)(a)	Failure to provide driver information to person requesting PTP service	500	250
32(2)(b)	Failure to provide vehicle information to person requesting PTP service	500	250
32(3)(a)	Failure to identify service limitations through digital platform	1000	500
32(3)(b)	Failure to identify that payment may only be made through the digital platform	500	250
32(3)(c)	Failure to outline the complaints process on the digital platform	500	250
32(3)(d)	Failure to provide a process for a prospective passenger to accept or refuse the transportation service	1000	500
32(3)(d)	Failure to maintain records of acceptance and refusal of service	1000	500
32(3)(e)	Failure to provide a secure payment mechanism through the digital platform	1000	N/A
32(3)(f)	Failure to provide a receipt following the provision of service	1000	500
32(3)(f)	Failure to provide required information on the receipt	500	250
33(1)	Registration of PTP driver without required documentation	1000	N/A
33(1.1)	PTP dispatcher failing to suspend or terminate the registration of a driver who is registered on the basis of a taxi driver's licence and that	1000	N/A

Initial

Vehicles for Hire By-law, By-Law No. 129/2017		<u>Administrative Penalty</u>	
Provision	Contravention summary	Administrative Penalty (\$)	Early Payment Discount (\$)
	licence is suspended, cancelled, expires or is not renewed		
33(2)	Registration of an ineligible driver (convictions)	1000	N/A
33(3)	Registration of an ineligible driver (child abuse registry)	1000	N/A
33(4)	Registration of an ineligible driver (major driving offence)	1000	N/A
33(5)	Failure to notify designated employee of charges against a prospective driver	500	N/A
33(5)	Registration of a PTP driver charged with an offence without approval	1000	N/A
33(7)	Registration of driver without required consent regarding personal information release	1000	N/A
33(8)	Registration of a PTP driver without required training	500	250
34(1)	Failure to require updated driver eligibility documentation	1000	500
34(2)	Failure to terminate PTP driver registration if information not provided by driver	1000	500
34(3)	Failure to terminate an ineligible driver PTP registration.	1000	500
34(4)	Failure to comply with order to terminate PTP driver registration	1000	500
35(1)	Registration of accessible PTP driver without proof of required training	500	250

Initial

<i>Vehicles for Hire By-law,</i> By-Law No. 129/2017		<u>Administrative Penalty</u>	
Provision	Contravention summary	Administrative Penalty (\$)	Early Payment Discount (\$)
35(2)	Failure to terminate existing registration of accessible PTP driver without proof of required training	500	250
36(1)	Registration of an ineligible vehicle (PTP)	1000	500
36(2)	Failure to terminate PTP vehicle registration where required eligibility documentation is not provided	1000	500
36(3)	Failure to comply with order to terminate PTP vehicle registration	1000	N/A
37(a)	Provision or offer of transportation by means of a street hail without a valid taxi licence and registration	500	250
37(b)	Provision or offer of transportation by means of dispatch through a non-digital platform without a valid taxi licence	500	250
37(c)	Provision or offer of transportation in exchange for compensation by non-digital methods without a valid taxi licence	500	250
45(1)	Failure to ensure taxi meets qualifications for licensing while in operation	1000	500
45(2)	Failure to post required camera signage in taxi	250	125
45(3)	Failure to comply with signage and marking requirements	250	125
45(4)	Failure to have taxi inspected annually	1000	500
45(4)	Failure to submit vehicle for inspection as required	1000	500

Initial

Vehicles for Hire By-law, By-Law No. 129/2017		<u>Administrative Penalty</u>	
Provision	Contravention summary	Administrative Penalty (\$)	Early Payment Discount (\$)
45(5)	Failure to preserve camera records	1000	N/A
s. 45.1(1)	Owner allowing provision of limousine service in unlicensed limousine or by unlicensed driver	500	250
s. 45.4(1)	Failure to ensure limousine meets licensing qualifications	1000	500
s. 45.4(2)	Failure to post required camera signage in limousine	1000	500
s. 45.4(3)	Failure to comply with signage and marking requirements	1000	500
s. 45.4(4)	Failure to have limousine inspected annually	1000	500
45.5(1)	Failure to ensure vehicle meets applicable requirements while in operation	1000	500
45.5(2)	Failure to comply with required signage and marking requirements	250	125
45.5(3)	Failure to have vehicle inspected annually	1000	500
45.5(3)	Failure to submit vehicle for inspection as required	1000	500
45.5(4)	Failure to meet accessible vehicle requirements	1000	500
46(1)(a)	Operating a vehicle for hire without registering with a licenced dispatcher	500	250
46(1)(b)	Operation of a vehicle for hire without valid driver's licence	1000	N/A
46(1)(c)	Operation of a vehicle for hire while ineligible (conviction)	1000	N/A

Initial

Vehicles for Hire By-law, By-Law No. 129/2017		Administrative Penalty	
Provision	Contravention summary	Administrative Penalty (\$)	Early Payment Discount (\$)
46(1)(d)	Operation of a vehicle for hire while ineligible (driving offences)	1000	N/A
46(1)(e)	Operation of a vehicle for hire while ineligible (child abuse registry)	1000	N/A
46(2)	Failure of driver to notify dispatcher as required	1000	500
s.46(3)(a)	Driver sexually harassing or making lewd comment	500	250
s.46(3)(b)	Driver insulting, abusing, intimidating or threatening passenger	500	250
s.46(3)(c)	Driver asking for tip or gratuity or suggesting one is expected or required	500	250
s.46(3)(d)	Driver failing to release passenger on request	500	250
s. 46(3)(e)	Driver requesting or accepting collateral as security for a fare	500	250
s. 46.2	Driver using hand-operated electronic device	500	250
46.1	Fail to produce valid Provincial driver's licence to enforcement officer	500	250
47	Operation of a taxi without valid taxi driver licence	500	250
48(a)	Providing/offering services through street hail	500	250
48(b)	Providing/offering services through a dispatch by a non-digital platform	500	250
48(c)	Providing/offering services for non-digital payment	500	250

Initial

Vehicles for Hire By-law, By-Law No. 129/2017		<u>Administrative Penalty</u>	
Provision	Contravention summary	Administrative Penalty (\$)	Early Payment Discount (\$)
52	Failure to display taxi driver licence as required	250	125
53(a)	Failure to notify designated employee (convictions)	1000	N/A
53(b)	Failure to notify designated employee (charges)	1000	N/A
53(c)	Failure to notify designated employee (child abuse registry)	1000	N/A
53(d)	Failure to notify designated employee (licence suspension)	1000	N/A
53(e)	Failure to notify designated employee (medical condition)	1000	N/A
54(2)	Failure to provide dispatcher with information regarding a street hail within required timeframe	250	125
s. 55(2)	Taxi driver fail to issue receipt upon request	250	125
s. 55(3)	Taxi driver failing to allow passenger to pay by either cash or credit card	125	N/A
56(a)	Failure to take most economical route	500	N/A
56(b)	Failure to provide reasonable assistance to a passenger	500	250
56(c)	Failure to engage taxi meter	250	N/A
57(1)	Charge a fare not in accordance with the fare schedule	1000	500
57(2)	Negotiating a fare in excess of what would be charged under the fare schedule	1000	500

Initial

<i>Vehicles for Hire By-law,</i> By-Law No. 129/2017		<u>Administrative Penalty</u>	
Provision	Contravention summary	Administrative Penalty (\$)	Early Payment Discount (\$)
57(3)	Failure to operate the meter during service where a negotiated fare is in place.	1000	500
58(1)	Refusal to provide taxi service without reasonable grounds	1000	N/A
58(2)	Failure to allow travel with a service animal	500	N/A
58(3)	Failure to notify dispatcher of notice of refusal of service	1000	500
59(1)	Failure to comply with authorized prepayment requirements	500	250
59(2)	Failure to refund difference between fare as shown on meter and pre-payment	1000	500
60	Failure to comply with dispatcher's property retrieval policy	500	250
60.1	Fail to ensure operational in-vehicle camera and that camera has not been tampered with (driver)	500	250
61(1)	Refusal of service to eligible passenger by accessible taxi driver	1000	N/A
61(2)	Failure to respond to request for accessible taxi service	500	250

Initial

<i>Vehicles for Hire By-law,</i> By-Law No. 129/2017		<u>Administrative Penalty</u>	
Provision	Contravention summary	Administrative Penalty (\$)	Early Payment Discount (\$)
61.1	Fail to comply with Highway Traffic Act rules for restraining passengers and securing wheelchairs, etc.	500	N/A
62(a)	Offering PTP services without registering with a PTP dispatcher	1000	500
62(b)	Offering PTP services in an unregistered vehicle	1000	500
62(c)	Offering PTP services without being dispatched by a licenced dispatcher	1000	500
63	Failure to return passenger property – PTP	500	250
64(1)(a)	Holding out of ineligible vehicle as accessible	1000	500
64(1)(b)	Holding out of ineligible driver as accessible PTP driver	500	250
64.1(1)	Refusal to provide service without reasonable grounds	1000	N/A
64.1(2)	Failure to allow travel with a service animal	500	N/A
64.1(3)	Failure to notify dispatcher of notice of refusal of service	1000	500
65(a)(ii)	Charging a fare greater than the approved zone fare (limo)	1000	500
s. 65.1	Operation of a limousine without valid limousine driver licence	500	250
s. 65.4	Failure to display limousine driver licence as required	250	125

Initial

<i>Vehicles for Hire By-law,</i> By-Law No. 129/2017		<u>Administrative Penalty</u>	
Provision	Contravention summary	Administrative Penalty (\$)	Early Payment Discount (\$)
s. 65.5(a)	Failure to notify designated employee (convictions)	1000	N/A
s. 65.5(b)	Failure to notify designated employee (charges)	1000	N/A
s. 65.5(c)	Failure to notify designated employee (abuse registry)	1000	N/A
s. 65.5(d)	Failure to notify designated employee (licence suspension)	1000	N/A
s. 65.5(e)	Failure to notify designated employee (medical condition)	1000	N/A
65.6	Failure to return passenger property – limousine	500	250
71(1)	Failure to comply with terms, restrictions or conditions of licence	1000	500
71(1.1)	Licence holder failing to comply with order	250	125
71(2)	Operation under licence during a period of suspension	1000	N/A
s. 74(4)	Vehicle owner failing to comply with inspection order	250	125

Initial