

*This Fact Sheet is provided for information only. Should there be any possible conflict between the information in this Fact Sheet and the approved By Law, the By Law shall prevail. Should there be any possible conflict between the information in this Fact Sheet and a Regulation approved by the Designated Employee, the Regulation shall prevail.*

## **GENERAL QUESTIONS**

### **Who can operate a Vehicle for Hire?**

In order to operate a vehicle for hire, an individual must:

- Be registered with a licenced dispatcher
- Maintain a valid Provincial driver's licence applicable to the use of the vehicle being driven
- Have not been convicted within the previous 10 years of a relevant criminal offence unless a record suspension (pardon) has been issued in respect of that offence
- Have not been convicted within the previous 10 years of a major driving offence
- Not be registered on the child abuse registry

### **When do I have to notify the City of a change that has occurred since I renewed my licence?**

As the driver of a vehicle for hire, you must immediately report to the dispatcher with whom you are registered any of the following:

- Conviction for any relevant criminal offence or a major driving offence
- Charges laid against you for any relevant criminal offence or for a major driving offence
- Your registration on the child abuse registry
- The suspension of your Provincial driver's licence

Relevant criminal offences include offences under an enactment of the Parliament of Canada involving:

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

### **To drive a vehicle for hire, do I need to be registered with a dispatcher?**

Yes. In order to operate a vehicle for hire, you must be registered with a licensed dispatcher.

## **QUESTIONS SPECIFIC TO PTP DRIVERS**

### **Do I need to register with the City of Winnipeg to become a Personal Transportation Provider?**

Only limousine drivers (limousines are a category of PTP) are required to apply and register with the City of Winnipeg. All other PTP Drivers should register with a PTP Dispatcher. Dispatchers conduct their own application process in line with the guidelines established by the City of Winnipeg in the Vehicle for Hire Bylaw.

### **What information will the PTP Dispatcher need from me when I register?**

The City of Winnipeg requires that a PTP dispatcher must not register an individual as a driver unless the individual provides the following:

- a birth certificate or other documentation proving that he or she is at least 18 years of age
- evidence that he or she holds a valid Provincial driver's licence applicable to the use of the vehicle being driven
- a criminal record check issued no more than 90 days before the application for registration was made
- the applicant's driver's abstract issued by Manitoba Public Insurance

In addition, PTP Dispatchers may ask drivers to satisfy additional requirements before registering them.

The City also requires that a PTP dispatcher must not register you as a PTP driver unless you provide written consent:

- for your personal information to be submitted to the City
- for the City to have access to your personal information maintained by Manitoba Public Insurance, the Winnipeg Police Service and the Child Abuse Registry

### **As a PTP driver, what transportation services am I allowed to provide?**

PTP drivers can only be dispatched to passengers through a digital platform in exchange for electronic payment. Individuals who operate as a Personal Transportation Provider (PTP) are not eligible to provide transportation services:

- through a street hail
- through a dispatch by a non-digital platform
- in exchange for payment by any method other than electronic payment

Only an individual who is a licenced taxi driver, registered with a licenced taxi dispatcher, and is driving a licenced taxi registered with that dispatcher, can provide these transportation services.

## **QUESTIONS SPECIFIC TO TAXI DRIVERS**

### **Who is allowed to drive a taxi?**

An individual who holds a valid taxi driver's licence issued by the City of Winnipeg.

### **What services are exclusive to taxi drivers and taxi vehicles?**

Only an individual who is a licenced taxi driver, registered with a licenced taxi dispatcher, and is driving a licenced taxi registered with that dispatcher can provide transportation services:

- through a street hail
- through a dispatch by a non-digital platform
- in exchange for payment by any method other than digital payment

Individuals who operate as a Personal Transportation Provider (PTP) are not eligible to provide these services.

### **What are the requirements for obtaining a taxi driver's licence?**

In order to be eligible to be issued a taxi driver's licence, you must:

- Pay the applicable licence and application fee(s)
- Be at least 18 years of age
- Meet the requirements to operate a vehicle for hire
- Not be charged with a relevant criminal offence or a major driving offence if the city determines that the nature of the charges are such that issuing a taxi driver's licence would result in a significant risk of harm to the public
- Demonstrate a level of verbal English language proficiency determined by the City to be adequate for the purposes of providing transportation services in a taxi;
- Provide a document satisfactory to the City indicating that the individual has provided consent
  - For his or her personal information being submitted to the City
  - For the City to have access to his or her personal information maintained by Manitoba Public Insurance, the Winnipeg Police Service and the body responsible for maintaining the Child Abuse Registry for the purposes of administering and enforcing this By-law
- Complete training required by the City
- Demonstrate, to a level required by the City, the skills and knowledge reasonably considered by the city to be necessary in order to provide the services exclusive to taxi drivers
- Provide all documentation reasonably required by the City to determine the individual's eligibility for a taxi driver's licence

**I already have a taxi driver's license. What are the requirements for renewing it?**

In order to be eligible to have your licence renewed, you must:

- Meet the requirements for an applicant for a taxi driver's licence
- Provide information to the City concerning any factual changes to information provided at the time of its application or most recent renewal
- Provide to the City a criminal record check and a child abuse registry check issued no more than 90 days before the application for registration was made
- Not owe any outstanding fines or fees with respect to this By-law or any City parking by-law

At all times while providing transportation services, you must ensure that a valid licence card or other object that has been issued by the City as proof that he or she is a taxi driver is prominently displayed and clearly visible to passengers within the taxi.

**As a taxi driver, what information am I required to report to the City?**

You must immediately report to the City any of the following:

- Conviction of a relevant criminal offence or a major driving offence
- Charges laid against you of a relevant criminal offence or a major driving offence
- Your registration on the child abuse registry
- The suspension of your Provincial driver's licence
- Any change in your medical condition that could affect your ability to drive and to maintain a Provincial driver's licence

**Can I accommodate street hails?**

Yes. A taxi driver may accept a request for service by any means, including a street hail, or through a non-digital platform. If you accept a street hail, you must immediately record the transportation service. Within 24 hours, you must also inform the licenced dispatcher with whom you are registered of the street hail and the times and location of the pick-up and drop off.

**What forms of payment can I accept?**

A taxi driver may accept compensation for providing a transportation service in any form, including through non-electronic payment.

**What rules must I follow when providing a transportation service to a passenger?**

As a taxi driver, you must take the most economical route to the passenger's destination unless otherwise directed by the passenger. You must provide reasonable assistance to any passenger as requested or required in the circumstances.

**Can I negotiate the fare with a passenger?**

As a taxi driver, you must not charge fares other than in accordance with the fare schedule. You may, before the transportation service is initiated, agree with a passenger on a fare for the

transportation service. However, an agreed fare must not be higher than the final fare shown on the meter.

You must ensure that the taxi meter is operating while the transportation service is being provided. If the agreed fare is higher than the fare shown on the meter at the termination of the trip, the driver must charge the fare shown on the meter.

### **Can I refuse service to a passenger or drop them off at destination other than the one they have requested?**

As a taxi driver, you have an obligation to accept passengers and drop them off at their preferred destination. You cannot refuse a request for service or refuse to drop a passenger at the passenger's preferred destination unless, based on the circumstances, the taxi driver reasonably believes that there is a danger to his or her personal safety or of serious damage to property in accepting the request for service or dropping off the passenger at the passenger's preferred destination.

The fact that a prospective passenger is accompanied by a service animal is not sufficient to support a reasonable belief that there is a danger to the driver's personal safety or of serious damage to property. A 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.

If a taxi driver refuses a request for service or refuses to drop off a passenger at the passenger's preferred destination, he or she must immediately provide verbal notice of the refusal or failure to the dispatcher with whom the driver is registered.

### **Can I ask the passenger to pay a deposit, or pre-pay before providing them service?**

Yes. A taxi driver may ask a passenger to pay a reasonable deposit before giving them a ride. A reasonable amount would be a close estimate of the amount the meter will calculate for the trip.

As in all cases, the meter must be running during the entire trip. If the fare calculated by the taxi meter is less than the amount of the deposit, the taxi driver must refund the difference to the passenger. If the fare calculated by the taxi meter is more than the amount of the pre-payment, the passenger must pay the difference.

If the passenger refuses to pay a deposit, the driver may refuse service. Any time a driver refuses service to a passenger, the driver must immediately report the circumstances to the dispatcher. The dispatcher must then report to the City within 24 hours.

### **A passenger left their property in my vehicle. Am I obligated to return it to them?**

Yes. A taxi driver must comply with the approved passenger property retrieval policy for the dispatcher with whom he or she is registered and which has dispatched the passenger whose property has been left behind.

## **QUESTIONS SPECIFIC TO ACCESSIBLE TAXI DRIVERS**

### **What are the requirements for obtaining an accessible taxi driver's licence?**

In order to be eligible to be issued an accessible taxi driver's licence, you must meet the requirements for a taxi driver's license and must, in addition, as determined by the City either:

- Complete within a period of time prior to the application, as determined by the City, any training required by the City with respect to transportation service for individuals who use a wheelchair, or similar device which can accommodate a seated individual, and who cannot self-transfer
- Demonstrate to a level required by the City the skills and knowledge reasonably considered by the City to be necessary in order to provide transportation services to individuals who use a wheelchair, or similar device which can accommodate a seated individual, and who cannot self-transfer.

### **Do passengers using mobility aid have priority?**

Yes. As an accessible taxi driver, you cannot refuse service to individuals who use a wheelchair, or similar device which can accommodate a seated individual, and who cannot self-transfer. Unless actively engaged in providing a transportation service to another passenger, you must respond to a request for service from a passenger who use a wheelchair, or similar device which can accommodate a seated individual, and who cannot self-transfer.