OFFICE CONSOLIDATION

Livery Transport Bylaw 20M2021

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(72M2021, 2022 January 01)

OFFICE CONSOLIDATION

BYLAW NUMBER 20M2021

BEING A BYLAW OF THE CITY OF CALGARY TO REGULATE LIVERY VEHICLES

*** ***

(Amended by 72M2021, 19M2022, 37M2022, 45M2023)

WHEREAS the *Municipal Government Act*, R.S.A. 2000, c. M-26 provides that Council may pass bylaws respecting business, business activities and persons engaged in business and the safety, health and welfare of people;

AND WHEREAS the purposes of this Bylaw are to ensure public safety, service quality and consumer protection for persons using livery services;

NOW, THEREFORE, THE COUNCIL OF THE CITY OF CALGARY ENACTS AS FOLLOWS:

PART 1 – INTERPRETATION AND APPLICATION

Short Title

1. This Bylaw may be cited as the "Livery Transport Bylaw".

Interpretation

2. (1) References to items in the plural include the singular, as applicable.

(2) The words "include", "including", and "includes" are not to be read as limiting the phrases or descriptions that precede them.

(3) Headings are inserted for ease of reference only and are not intended as interpretation aids.

(4) Wherever a word used in this Bylaw is italicized, the term is being used as it is defined in this Part. Where any word appears in ordinary case, its regularly applied meaning in the English language is intended.

(5) Specific references to laws in this Bylaw are meant to refer to the current laws applicable within the Province of Alberta as at the time this Bylaw was enacted and as they are amended from time to time, including successor legislation.

(6) If any provision of this Bylaw is declared invalid for any reason by a court of competent jurisdiction that provision shall be severed, and all other provisions of this Bylaw shall remain valid and enforceable.

(7) All schedules attached to this Bylaw form part of this Bylaw

Compliance with other laws

3. Nothing in this Bylaw relieves a *Person* from complying with any Federal or Provincial law or regulation, other bylaw or any requirement of any lawful permit, order or licence.

Application of bylaw

4. (1) This Bylaw applies to the carriage of passengers in a *Motor Vehicle* for a fee.

(2) This Bylaw does not apply to:

(a) a *Motor Vehicle* that has the capacity to carry 25 or more persons including the *Operator*;

(b) any *Motor Vehicle* owned by The *City*;

(c) a *Motor Vehicle*, other than a *Taxi*, *Accessible Taxi*, *Limousine* or *Private For Hire Vehicle*, that is carrying passengers pursuant to a contract with the *City*;

(d) any service where the passenger is driven in the passenger's own *Motor Vehicle*;

(e) a Motor *Vehicle* carrying passengers who pay a fare or fee for the service where the passenger is picked up outside the city;

(f) shuttle services to and from the Calgary International Airport which have been previously arranged and where more than one passenger is transported, each passenger pays for the service, and passengers are picked up from different locations; and

(g) a *Motor Vehicle* used in the course of providing care to clients who require personal assistance with activities of daily living and

(i) the arrangement or 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.

Definitions

5. In this Bylaw:

(a) "*Accessible Taxi*" means a *Motor Vehicle* which has an *A.T.P.L.* joined to it;

(b) "*Accessible Taxi Plate Licence*" or "*A.T.P.L.*" means a *Licence issued* pursuant to section 55 and includes an A.T.P.L.-1 and an A.T.P.L.-2;

(c) "*Applicant*" means a person who applies for a *Licence* or *Certificate* or a renewal or transfer of a *Licence* or *Certificate*;

(d) "*Application*" or "*App*" means a software program residing on a mobile phone or other digital electronic device which performs one or more of the following functions:

(i) enables 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) enables a person to request a vehicle for hire via the mobile phone or other digital electronic device;

(iii) enables a driver of a vehicle for hire to receive a request from a potential passenger;

(iv) enables for the payment for vehicle for hire service through electronic means;

(e) "*Brokerage*" means a *Person* who holds a *Licence issued* by the *Director* to conduct *Brokerage Operations*;

(72M2021, 2022 January 01)

(f) "*Brokerage Operations*" include:

(i) administering *Taxi* and *Limousine* fleets;

(ii) employing or contracting with one or more persons who are *Licensed* to operate a *Limousine*, a *Taxi* or an *Accessible Taxi*;

(iii) accepting calls for the dispatch of *Taxis*; and

(iv) accepting calls for contracts for services of *Limousines*;

but does not include any of the above activities in relation to an *Independent Livery Vehicle*;

(g) "*Certificate*" means a certificate *issued* pursuant to this Bylaw;

(h) "*Certified Mechanic*" means a person who holds a valid and subsisting Certificate of Proficiency as a journeyman motor mechanic or heavy duty mechanic issued by the Province of Alberta and where required by the *Director* holds additional certificates of qualification as deemed necessary and is approved by the *Director* to issue *Inspection Certificates*;

(72M2021, 2022 January 01)

(i) DELETED BY 72M2021, 2022 JANUARY 01;

(j) "*Chief of Police*" means the Chief of Police of the Calgary Police Service and includes any person designated by the *Chief of Police* to perform duties pursuant to this Bylaw;

(k) "*City*" means the municipal corporation of The City of Calgary and includes the geographical area within the boundaries of the city of Calgary where the context so requires;

(k.1) *"Chief Administrative Officer"* means the *Chief Administrative Officer* of The City of Calgary or the employee of The City of Calgary who has been delegated the authority to exercise the powers, duties, and functions of the *Chief Administrative Officer* under this Bylaw;

(72M2021, 2022 January 01)
(45M2023, 2023 October 17)

(l) "*Council*" means the municipal Council of The *City*;

(m) "*Dispatch Hail*" means a request for transportation from a *Livery Vehicle* made by communicating the request to a dispatch centre;

(m.1) *"Director, Emergency Management & Community Safety"* or *"Director"* means the *Chief Administrative Officer*;

(72M2021, 2022 January 01)
(45M2023, 2023 October 17)

(n) "*Driver*" means an individual who holds a valid *T.D.L.* or *T.N.D.L.*;

(o) "*Electronic Payment System*" means a system by which a customer may pay a fare by an electronic withdrawal from his or her bank account or charge to his or her credit card account;

(p) "*E.L.V.I.S.*" means the Enhanced Livery Vehicle Inspection Standards set out in Schedule "C";

(q) "*Highway*" means a highway as that term is defined in the *Traffic Safety Act*, R.S.A. 2000, c.T-6;

(r) "*Independent Livery Vehicle*" means a *Taxi*, *Accessible Taxi*, or *Limousine* which is not affiliated with or dispatched by a *Brokerage*;

(s) "*Inspection Certificate*" means a certificate completed in accordance with section 132 indicating compliance with *E.LV.I.S.*;

(t) "*issue*", "*issued*" and "*issuing*" includes new, renew, renewed and renewing or transfer, transferred or transferring as the case may be;

(u) "*Licence*" means a licence *issued* pursuant to this Bylaw;

(v) "*Licence and Community Standards Appeal Board*" means the board authorized by *Council* to hear *Licence* appeals pursuant to Bylaw 50M2011;

(w) "*Licensed*" with respect to any *Person* or *Motor Vehicle* means that the *Person* or *Motor Vehicle* holds or has been *issued* one or more *Licences* of the type or types that the context implies;

(x) "*Licensee*" means the *Person* to whom a *Licence* is *issued*;

(y) "*Limousine*" means a *Motor Vehicle* which has a valid *L.P.L.* joined to it;

(z) "*Limousine Plate Licence*" or "*L.P.L.*" means a *Licence issued* by the *Director* which permits a *Motor Vehicle* to be operated as a *Limousine*;
(72M2021, 2022 January 01)

(aa) "*Livery Inspection Station*" means premises and equipment and other resources required to complete an *E.L.V.I.S.* inspection that have been certified by the *Director* for the purpose of conducting mechanical inspections of *Livery Vehicles*;
(72M2021, 2022 January 01)

(bb) DELETED BY 72M2021, 2022 JANUARY 01;

(cc) "*Livery Vehicle*" means a *Limousine***,** a *Taxi* or an *Accessible Taxi* or a *Private For Hire Vehicle*;

(dd) "*Livery Vehicle Registration Certificate*" means a *Certificate* which indicates that the *Motor Vehicle* in respect of which it is *issued* is qualified to have a *Plate* joined to it**;**

(ee) "*Manufacturer*" means the original vehicle maker or, in the case of a modifier of a vehicle, a Canadian Motor Vehicle Standards Association CMVSA approved modifier;

(ff) "*Motor Vehicle*" means a motor vehicle as defined in the *Traffic Safety Act*, R.S.A. 2000, c. T-6;

(ff.1) *"Officer"* means a Bylaw Enforcement Officer appointed under the Bylaw Enforcement Officer Appointment Bylaw 60M86, or an officer appointed under the *Peace Officer Act*, S.A. 2006, c. P-3.5 or under the *Police Act*, R.S.A. 2000, c. P-17;
(72M2021, 2022 January 01)

(gg) "*operate*", "*operated*" or "*operating*" includes having care or control of a *Motor Vehicle*;

(hh) "*Owner*" means in regards to a *Livery Vehicle*:

(i) a *Person* named as the registered owner of the *Livery Vehicle* by the Province of Alberta; or

(ii) a *Person* who has rights in the *Livery Vehicle* as its beneficial owner including having lawful control of the *Livery Vehicle*;

(ii) DELETED BY 72M2021, 2022 JANUARY 01;

(jj) "*Person*" includes an individual, a corporation and other legal entities;

(kk) "*Plate*" means a *T.P.L.*, *A.T.P.L.* or *L.P.L.*;

(ll) "*Private For Hire Vehicle*" or "*P.F.H.V.*" means a *Motor Vehicle* which is used to provide for the transportation of persons for compensation and for which rides are exclusively arranged through an *App* administered or promoted by a *Transportation Network Company*;

(mm) "*Service Dog*" means a service dog as that term is defined in the *Service Dogs Act*, S.A. 2007 c.S-7.5 and includes a dog that is in training to become a service dog;

(nn) "*Street Hail*" means a request:

(i) through a verbal action such as calling out, yelling or whistling;

(ii) through a visible physical action such as raising one's hand or arm; or

(iii) both (i) and (ii);

to request transportation from a *Livery Vehicle*, and includes requesting transportation at a taxi stand;

(oo) "*Taxi*" means a *Motor Vehicle* which has a valid *T.P.L.* joined to it;

(pp) "*Taxi Plate Licence*" or "*T.P.L.*" means a *Licence issued* pursuant to section 54 and includes a T.P.L.-1 and a T.P.L.-2;

(qq) "*Taximeter*" means

(i) a device which is used to compute and display a fare for services provided by a *Taxi* or *Accessible Taxi*; and

(ii) a digital electronic device utilizing a software program to compute and display a fare for services provided by a *Taxi* or *Accessible Taxi* (commonly known as a "soft meter");

(rr) "*T.D.L.*" means a *Taxi Driver's Licence issued* by the *Director* pursuant to this Bylaw;

(72M2021, 2022 January 01)

(ss) "*T.N.D.L.*" means a *Transportation Network Driver's Licence issued* by the *Director* pursuant to this Bylaw;

(72M2021, 2022 January 01)

(tt) "*Transportation Network Company*" means a *Person* who holds a *Transportation Network Company Licence issued* by the *Director* pursuant to this Bylaw;

(72M2021, 2022 January 01)

(uu) "*Transportation Network Driver*" means a person who holds a *Transportation Network Driver's Licence issued* by the *Director* pursuant to this Bylaw;

(72M2021, 2022 January 01)

PART 2 – DIRECTOR

Authority of Director

6. The *Director* may:

   (a) *issue Licence*s and *Certificate*s pursuant to this Bylaw and establish and vary forms and procedures for the issuance of all types of *Licences* and *Certificates*;

   (b) specify the type, course content, amount of training or courses and pass/fail criteria for tests that an *Applicant* must take;

   (c) specify the form, content, colour and location of *Plates* and all other decals and identification markings required to be placed on *Livery Vehicle*s;

   (d) specify or prohibit safety equipment or devices which may be placed in *Livery Vehicles*;

   (e) specify the number of passengers that may be carried in a *Livery Vehicle* and the amount and type of goods that may be placed in or on a *Livery Vehicle*;

   (f) specify the forms that must be used for the orderly conduct of livery services; and

   (g) specify the type, content, format and location of advertising or promotional material, brochures, cards, stickers, signs, decals, *Plates* or other similar material which may be carried in or on a *Livery Vehicle*.

   (72M2021, 2022 January 01)

7. Where the *Director* has specified the form, content, colour and location of *Plates* and other decals and identification markings required to be placed on *Livery Vehicle*s pursuant to section 6(c), the *Driver* of a *Livery Vehicle* must ensure that all *Plates*, decals and identification markings are placed on the *Livery Vehicle* as specified by the *Director*.

   (72M2021, 2022 January 01)

Delegation by Director

(72M2021, 2022 January 01)

8. The *Director* may, in writing, delegate any or all of the powers, duties or functions conferred on the *Director* by this Bylaw.

   (72M2021, 2022 January 01)

Exercise of Director powers

(72M2021, 2022 January 01)

9. (1) The exercise of those powers set out in section 6 must be made in writing and are effective upon the date they are signed by the *Director* unless the *Director* specifies an effective date.

   (72M2021, 2022 January 01)

(2) Where the *Director* exercises any of the powers conferred upon the *Director* by section 6, the *Director* must cause a bulletin to be published in accordance with this section.

(72M2021, 2022 January 01)

(3) The *Director* must publish bulletins by:

(72M2021, 2022 January 01)

(a) making a copy of the bulletin available for public viewing during normal business hours at a Livery Transport Services office;

(b) making the bulletin available to all *Brokerages* and *Transportation Network Companies* by any method the *Director* considers advisable.

(72M2021, 2022 January 01)

(4) Upon receipt of a bulletin a *Brokerage* shall:

(a) post the bulletin in a prominent location within the *Brokerage* premises;

(b) upon request provide a copy to all persons who pay the *Brokerage* stand rent; and

(c) communicate over the *Brokerage's* dispatch system that the bulletin has been published.

(5) Upon receipt of a bulletin a *Transportation Network Company* must communicate the content of the bulletin to all *Transportation Network Drivers* that are authorized to use any *App* administered or promoted by the *Transportation Network Company*.

(6) The *Director* may publish bulletins in respect of matters other than those set out in section 6 where the *Director* believes it is in the interest of the livery transport industry to be advised of those matters.

(72M2021, 2022 January 01)

(7) Despite the *Director's*, *Brokerages'* and *Transportation Network Companies'* obligations to make persons in the livery transport industry aware of bulletins, it is the obligation of all members of the livery transport industry to be informed of the contents of bulletins and industry members will be deemed to be aware of all bulletins that are published in accordance with subsection (3).

(72M2021, 2022 January 01)

PART 3 – LIVERY SERVICE

Division 1 – Street Hail Service

10. (1) A *Person* that *operates* a *Livery Vehicle*, other than a *Taxi* or *Accessible Taxi*, must not:

    (a) offer, promote or solicit a *Street Hail*, or

    (b) accept a *Street Hail*.

    (2) Subsection (1) does not apply to a *Person* that operates a *Limousine* who offers or accepts a *Street Hail* at the main passenger terminal building at the Calgary International Airport.

11. A *Person operating* a *Taxi* or *Accessible Taxi*, when providing service pursuant to:

    (a) a *Street Hail*;

    (b) a text message received via a mobile phone; or

    (c) an *App* that has not been approved by the *Director* pursuant to section 15;

    must charge the rates as set out in Schedule "A".

(72M2021, 2022 January 01)

Division 2 – Dispatch Service

12. A *Person* that *operates* a *Livery Vehicle*, other than a *Taxi*, *Accessible Taxi* or *Limousine*, must not accept a *Dispatch Hail*.

13. A *Person operating* a *Taxi* or *Accessible Taxi*, when providing service pursuant to a *Dispatch Hail*, must charge the rates as set out in Schedule "A".

Division 3 – App Based Service

14. (1) The *Director* is authorized to approve *Apps* through which *Livery Vehicle* service may be arranged.

(72M2021, 2022 January 01)

    (2) The *Director* may only approve an *App* if either the *Person* who administers the *App* or the *Person* who promotes the *App* holds:

    (a) a valid and subsisting *Brokerage Licence*; or

    (b) a valid and subsisting *Transportation Network Company Licence*.

(72M2021, 2022 January 01)

    (3) The functions required for the approval of an *App* pursuant to sections 15, 16 or 17 must be maintained after the *App* is approved pursuant to subsection (1).

(4) The *Director* may suspend or revoke the approval of an *App* that does not maintain the required functions set out in sections 15, 16 or 17, as applicable.
(72M2021, 2022 January 01)

Approved Apps for Taxi and Accessible Taxi Service

15. The *Director* may only approve an *App* for *Taxi* and *Accessible Taxi* services if the *App*:

(a) is capable of:

(i) calculating a fare based on the distance travelled by the *Taxi* or *Accessible Taxi*; and

(ii) estimating the total fare to be charged to the customer for a trip;

(b) is capable of accepting specific requests for *Accessible Taxi* services;

(c) transmits to a prospective customer the rate to be charged to the customer including any variable or surge pricing prior to the customer agreeing to the ride;

(d) records, at the time the *Taxi* or *Accessible Taxi* service is arranged, the following information:

(i) the time, date and location where and when the customer is to be picked up;

(ii) the destination where the customer is to be discharged;

(iii) the *T.P.L.* or *A.T.P.L.* number of the *Taxi* or *Accessible Taxi*;

(e) transmits to the customer the information set out in subsection (d) before the customer enters the *Taxi* or *Accessible Taxi*;

(f) at the conclusion of the trip, immediately provides to the customer an electronic receipt containing:

(i) the customer's name;

(ii) the time and date that the *Taxi* and *Accessible Taxi* service was arranged;

(iii) the location and time where and when the customer was picked up;

(iv) the location and time where and when the customer was dropped off;

(v) the total fare charged to the customer;

(vi) the *T.P.L.* or *A.T.P.L.* number of the *Taxi* or *Accessible Taxi*;

(vii) the *T.D.L.* number of the *Driver*; and

(viii) any other information required by the *Director*.

(g) provides real time GPS tracking to the customer capable of showing the *Taxi* or *Accessible Taxi* while on route to pick up customer and while carrying the customer; and

(h) allows the customer to provide feedback regarding the service to the *Brokerage* that administers or promotes the *App*.

(72M2021, 2022 January 01)

Approved Apps for Limousine Service

16. (1) The *Director* may only approve an *App* for *Limousine* services if the *App*:

(a) is capable of:

(i) calculating a fare based on the distance travelled by the *Limousine*; and

(ii) estimating the total fare to be charged to the customer for a trip;

(b) transmits to a prospective customer the rate to be charged to the customer including any variable or surge pricing prior to the customer agreeing to the ride;

(c) records, at the time the *Limousine* service is arranged, the following information:

(i) the time, date and location where and when the customer is to be picked up;

(ii) the destination where the customer is to be discharged;

(iii) the *L.P.L.* number of the *Limousine*;

(d) transmits to the customer the information set out in subsection (1)(c) before the customer enters the *Limousine*;

(e) at the conclusion of the trip, immediately provides to the customer an electronic receipt containing:

(i) the customer's name;

(ii) the time and date that the *Limousine* service was arranged;

(iii) the location and time where and when the customer was picked up;

(iv) the location and time where and when the customer was dropped off;

(v) the total fare charged to the customer;

(vi) the *L.P.L.* number of the *Limousine*;

(vii) the *T.D.L.* number of the *Driver*;

(viii) any other information required by the *Director;*

(f) provides real time GPS tracking to the customer capable of showing the *Limousine* while on route to pick up the customer and while carrying the customer; and

(g) allows the customer to provide feedback regarding the service to the *Brokerage* that administers or promotes the *App***.**

(72M2021, 2022 January 01)

(2) A *Person* providing *Limousine* service through an approved *App* must not accept payment by cash.

Approved Apps for Private For Hire Vehicle Service

17. (1) The *Director* may only approve an *App* for *Private For Hire Vehicle* services if the *App*:

(a) is capable of:

(i) calculating a fare based on the distance travelled by the *Private For Hire Vehicle*; and

(ii) estimating the total fare to be charged to the customer for a trip;

(b) transmits to a prospective customer the rate to be charged to the customer including any variable or surge pricing prior to the customer agreeing to the ride;

(c) records, at the time the *Private For Hire Vehicle* service is arranged, the following information:

(i) the time, date and location where and when the customer is to be picked up;

(ii) the destination where the customer is to be discharged;

(iii) a photo of the *Driver*;

(iv) the Alberta licence plate number of the *Private For Hire Vehicle*; and

(v) the make and model of the *Private For Hire Vehicle*;

(d) transmits to the customer the information set out in subsection (1)(c) before the customer enters the *Private For Hire Vehicle*;

(e) at the conclusion of the trip, immediately provides to the customer an electronic receipt containing:

(i) the customer's name;

(ii) the time and date that the *Private For Hire Vehicle* service was arranged;

(iii) the location and time where and when the customer was picked up;

(iv) the location and time where and when the customer was dropped off;

(v) the total fare charged to the customer; and

(vi) any other information required by the *Director;*

(f) provides real time GPS tracking to the customer capable of showing the *Private For Hire Vehicle* while on route to pick up the customer and while carrying the customer;

(g) allows the customer to provide feedback regarding the service to the *Transportation Network Company* that administers or promotes the *App*; and

(h) provides a method by which the *Director* can access the *App* to locate in service *Transportation Network Drivers* for inspection and enforcement services.

(72M2021, 2022 January 01)

(2) A *Person* providing *Private For Hire Vehicle* service through an approved *App* must not accept payment by cash or by means of an *Electronic Payment System* that is separate from the *App*.

Unauthorized App Use

18. (1) A *Person* must not sell, lease, licence, administer, promote or otherwise make available an *App* for the purposes of arranging rides from *Taxis*, *Accessible Taxis* or *Limousines*, or enrol any person in such an *App*, unless:

(a) the *Person* holds a valid and subsisting *Brokerage Licence*; and

(b) the *App* has been approved by the *Director*.

(72M2021, 2022 January 01)

(2) Despite subsection (1), a *Person* who operates a *Taxi* or *Accessible Taxi* may use an *App* that has not been approved by the *Director*. A *Person* who operates

a *Taxi* or *Accessible Taxi* and who accepts a request for a ride using a non-approved *App* must charge the rate set out in Schedule "A".

(72M2021, 2022 January 01)

(3) Despite subsection (1), a *Person* who operates a *Limousine* may use an *App* that has not been approved by the *Director* if the ride is pre-arranged in accordance with section 126.

(72M2021, 2022 January 01)

(4) A *Person* must not sell, lease, licence, administer, promote or otherwise make available an *App* for the purpose of arranging rides from *Private For Hire Vehicles*, or enrol any person in such an *App*, unless:

(a) the *Person* holds a valid and subsisting *Transportation Network Company Licence*; and

(b) the *App* has been approved by the *Director*.

(72M2021, 2022 January 01)

Data Reporting Requirements

19. (1) the *Director* may specify information reporting requirements for *Brokerages* which use an approved *App*.

(72M2021, 2022 January 01)

(2) A *Brokerage* that utilizes an approved *App* to offer *Livery Vehicle* services must record in an electronic format the information specified by the *Director* and transmit the information

(a) on a schedule;

(b) to a location; and

(c) in a format;

approved by the *Director***.**

(72M2021, 2022 January 01)

20. (1) A *Transportation Network Company* must, for each trip arranged through an *App* that is administered or promoted by the *Transportation Network Company*, record in an electronic format the following information:

(a) the *Licence* number of the *Transportation Network Driver* who provided the trip;

(b) the time and date that the trip was arranged;

(c) the time and date of the start of the trip;

(d) the latitude and longitude of the location where the trip started;

(e) the time and date of the end of the trip;

(f) the latitude and longitude of the location where the trip ended; and

(g) whether a wheelchair accessible vehicle was requested.

(2) The information specified in subsection (1) must be transmitted to the *Director:*

(a) on a schedule;

(b) to a location; and

(c) in a format;

approved by the *Director*.

(72M2021, 2022 January 01)

Sufficiency of App

21. Where this Bylaw imposes any requirement on an *App*, that requirement is satisfied if:

(a) a *Driver* and a customer make use of separate *Apps* administered or promoted by the same *Brokerage* or *Transportation Network Company*; and

(b) either *App*, whether separately or in conjunction with the other, satisfies the requirement.

PART 4 – LICENCES

Division 1 – General

Authority to issue

22. The *Director* is authorized to issue a *Licence* or *Certificate* required by this Bylaw.

(72M2021, 2022 January 01)

Licence Conditions

23. (1) The *Director* may impose restrictions and conditions on a *Licensee* if in the opinion of the *Director* they are necessary to meet the purposes of this Bylaw.

(72M2021, 2022 January 01)

(2) Terms and conditions referred to in subsection (1) are effective as of the date notice is given to the holder of the *Licence* to which they apply or upon issuance in the case of a new *Licence* or renewal.

Compliance with Licence Conditions

24. A *Person* must not *operate* a *Livery Vehicle* contrary to a restriction or condition to which that *Person's Licence* is subject.

Copies of Licence

25. A *Person* must not possess more than one copy of the same *Licence*.

Division 2 – Licence Application Process

26. (1) A *Person* may apply to the *Director* for a *Licence* or *Certificate* in accordance with the provisions of this Bylaw.

(72M2021, 2022 January 01)

(2) An application for a *Licence* or *Certificate* must be made to the *Director* and must be in the form and contain the information prescribed by the *Director*.

(72M2021, 2022 January 01)

(3) A *Person* who applies for a *Licence* or *Certificate* must provide to the *Director* both a postal address to which documents may be mailed and a physical address to which documents may be served or delivered;

(72M2021, 2022 January 01)

(4) With respect to an application referred to in subsection 2, in addition to the information required on an application form, the *Director* may require the *Applicant* to provide any other relevant document or information which, in the opinion of the *Director*, is necessary to evaluate the application, including:

(72M2021, 2022 January 01)

(a) proof that the *Applicant* is legally entitled to work in Canada;

(b) the written recommendation of the *Chief of Police*;

(c) a police information check; and

(d) a driver's abstract if the application is for a *T.D.L.* or *T.N.D.L.*.

Attendance in Person

27. (1) Every *Applicant* for a *Licence* or *Certificate* must attend in person and not by agent or attorney at the office of the *Director* to complete an application and in the case of an application made by a corporation, such attendance must be made by a director or officer of the corporation.

(72M2021, 2022 January 01)

(2) Despite subsection (1), the *Director* may relieve an *Applicant* for a *Licence* or *Certificate* from the requirement to attend in person.

(72M2021, 2022 January 01)

(3) Despite subsection (1), the submission of materials in connection with an application for a *Licence* may be facilitated through a *Transportation Network Company* and submitted electronically.

Failure to Advance Application

28. (1) If an application for a new *T.D.L.* or *T.N.D.L.* is not materially advanced by the *Applicant* for 30 consecutive days then the application is deemed to have been abandoned and application fee is forfeited to The *City*.

(2) If a *T.D.L.* or *T.N.D.L.* expires and an application to renew is not made within 30 days of expiry, then the *T.D.L.* or *T.N.D.L.* is deemed to have been abandoned and the right to renew is forfeited.

(3) Notwithstanding subsection (2), the *Director* may accept an application to renew a *T.D.L.* or *T.N.D.L.* after 30 days of expiry if circumstances warrant.

(72M2021, 2022 January 01)

Form of Licence

29. All *Licences* and *Certificates*:

(a) shall bear the signature and seal of the *Director*; and

(b) be on a form established by the *Director* which bears the identification of The *City* and is not a copy.

(72M2021, 2022 January 01)

Corporate Applicants

30. The *Director* may require that each officer of a corporate *Applicant* obtain the recommendation of the *Chief of Police*.

(72M2021, 2022 January 01)

Refusal

31. (1) The *Director* must refuse to *issue* a *T.D.L.* or *T.N.D.L.* applied for if the *Applicant* does not hold a valid and subsisting *Provincial Operator's Licence* issued pursuant to the *Traffic Safety Act*, R.S.A. 2000, c. T-6, that permits the individual to transport passengers for hire.

(72M2021, 2022 January 01)

(2) The *Director* may refuse to *issue* the *Licence* or *Certificate* applied for if, in the opinion of the *Director*:

(72M2021, 2022 January 01)

(a) the *Applicant* fails to meet the requirements, tests, terms or conditions established pursuant to this Bylaw;

(b) the behaviour, conduct, or health status of an *Applicant* is such that the *Person* is unfit to hold that particular *Licence*;

(c) it would not be in the public interest or the interests of the livery industry to allow that *Person* to hold that particular *Licence*;

(d) the *Applicant* has ten or more demerit points given pursuant to the authority of the *Traffic Safety Act*; or

(e) the Chief of Police has recommended that the *Applicant* should not be *issued* a *Licence*.

32. No *Person* whose application for a *T.D.L.* or *T.N.D.L.* has been refused may reapply until:

(a) six months after the date of the written notice of the *Director's* refusal; or

(b) such time as determined by the *Director*.

(72M2021, 2022 January 01)

Term of Licence

33. The *Director* may:

(a) set the term; and

(b) vary the term;

of any *Licence* or *Certificate issued* pursuant to this Bylaw.

(72M2021, 2022 January 01)

Expiry

34. All *Licenses* and *Certificates* issued pursuant to this Bylaw expire on the date specified on the *Licence* or *Certificate* as the expiry date.

Renewal of Taxi Plate Licence and Accessible Taxi Plate Licence

35. (1) If a *T.P.L.* or *A.T.P.L.* expires and an application to renew is not made within 30 days of expiry, then the *T.P.L.* or *A.T.P.L.* is deemed to have been abandoned and the right to renew is forfeited.

(2) Despite subsection (1), the *Director* may accept an application to renew a *T.P.L.* or *A.T.P.L.* after 30 days of expiry if circumstances warrant.

(72M2021, 2022 January 01)

Revocation

36. A holder whose *Licence* or *Certificate* has or expired must immediately return the *Licence*, *Certificate*, *Plate* and any other related document to the *Director*.

(72M2021, 2022 January 01)

Change of Status or Information

37. (1) Where a *Licensee* or *Certificate* holder has had its status change with respect to any municipal, provincial, or federal regulatory regime that is relevant to the *Licensee'*s eligibility to hold a *Licence*, the *Licensee* must immediately advise the

Director of its change in status.

(72M2021, 2022 January 01)

(2) A *Licensee* or *Certificate* holder and any officer or majority shareholder of a *Licensee* or *Certificate* holder must immediately notify the *Director* and disclose any change in the information which was provided as part of the application or renewal of a *Licence* or *Certificate*, including changes in:

(a) name;

(b) address;

(c) corporate registries information;

(d) registered owner information for *Motor Vehicle*s;

(e) insurance coverage and *Certificate*s;

(f) criminal record;

(g) a medical diagnosis which would affect the holder's ability to carry out the tasks related to the *Licence* or that could affect the safety of the public.

(72M2021, 2022 January 01)

(3) Where a corporation is a *Licensee* holding a *Brokerage Licence*, the corporation must notify the *Director* of the sale or assignment of the business through the sale of assets or the sale of the business through the sale of shares or any combination thereof.

(72M2021, 2022 January 01)

(4) Where a corporation incorporated pursuant to the *Cooperatives Act*, S.A. 2001, c.- 28.1, a *Licensee*, the *Licensee* must notify the *Director* of a sale of all or substantially all of the assets of the corporation.

(72M2021, 2022 January 01)

38. If the *Director* determines that the controlling interest in a company that holds a *Brokerage Licence* has changed, whether by direct or indirect means, the *Director* may suspend or revoke the *Brokerage Licence* if the *Director* reasonably determines that such suspension or revocation is necessary to meet the purposes of this Bylaw.

(72M2021, 2022 January 01)

Non-transferability

39. All *Licences* and *Certificates* are a privilege granted by The *City* and may not be sold, leased, assigned or otherwise transferred.

<u>Division 3 – Taxi Driver's Licence and Transportation Network Driver's Licence</u>

Taxi Driver's Licence

40. (1) A *Person* must not *operate* a *Taxi* or *Limousine* without a valid and subsisting *T.D.L.*

(2) A *Person* must not *operate* an *Accessible Taxi* without a valid and subsisting *T.D.L.* with the endorsement of the *Director* to *operate* an accessible vehicle.
(72M2021, 2022 January 01)

(3) A *Person* must not *operate* a *Taxi*, *Accessible Taxi* or *Limousine* without having the *Person's T.D.L.* in the person's possession.

Transportation Network Driver's Licence

41. A *Person* must not *operate* a *Private For Hire Vehicle* without a valid and subsisting *T.N.D.L*.

Driver Responsibilities

42. A *Driver,* while operating a *Livery Vehicle,* must:

(a) be neat and clean in person and dress;

(b) be professional and courteous;

(c) promptly attend to passenger pick ups;

(d) take proper care of all baggage and personal property given to the *Driver* for conveyance, and deliver such property as directed;

(e) immediately after delivering a passenger, inspect the *Livery Vehicle* to determine it the passenger has left any property behind;

(f) gather all lost property found in or about the *Livery Vehicle* and, if the vehicle is affiliated with a *Brokerage*, deliver same to the premises of the *Brokerage* with which the *Livery Vehicle* is affiliated;

(g) where lost property is found and the *Driver* is not affiliated with a *Brokerage*, deliver the found property to a police station or to a *Officer*;

(h) unless requested by the passenger to do otherwise, take the most economical route to a destination;

(i) inspect the *Livery Vehicle* the *Driver* will be operating before each shift and repair any defects which contravene *E.L.V.I.S.* before operating the *Livery Vehicle*;

(j) upon discovering a defect on a *Livery Vehicle* the *Driver* is operating which contravenes *E.L.V.I.S.* report it to the *Brokerage* or *Transportation Network Company* to which the *Driver* or *Livery Vehicle* is affiliated; and

(k) when *operating* an *Accessible Taxi*, give priority to calls received from persons with disabilities who require the services of the *Accessible Taxi*.
(72M2021, 2022 January 01)

43. (1) A *Driver*:

(a) must accept all persons as passengers except when entitled to refuse such persons pursuant to this section;

(b) is entitled to refuse a passenger if such a person:

(i) is impaired by alcohol or drugs;

(ii) is not wearing a face covering, as that term is defined in the Temporary COVID-19 Face Coverings Bylaw 26M2020 except for persons who are exempt from wearing a face covering pursuant to section 4 of that bylaw;

(iii) requests that the *Driver* carry an animal in the *Livery Vehicle* other than a *Service Dog*;

(iv) requests that the *Driver* carry baggage in the *Livery Vehicle* which might be detrimental to the repair, cleanliness or sanitary condition of the *Livery Vehicle*;

(v) requests the *Driver* to carry any passengers or baggage which the *Livery Vehicle* is incapable of carrying;

(vi) insists on smoking or vaping or persists in smoking or vaping in the *Livery Vehicle*; or

(vii) is disorderly or abusive to the *Driver*;

(c) is not required to accept a passenger if the *Livery Vehicle* is not in service; and

(d) must not allow consumption of alcohol by any passenger in a *Livery Vehicle*, with the exception of a Stretch-Limousine as defined in Section 121 that has a physical divider between the driver compartment and the passenger area.

(2) A *Driver* of a *Taxi*, *Accessible Taxi* or *Limousine* is entitled to refuse a passenger if such a person is indebted to the *Driver* or *Brokerage* with which the *Livery Vehicle* is affiliated;

(3) A *Driver* of a *Taxi* or *Accessible Taxi*:

(a) may require that the passenger provide a deposit of not more than $30 to be applied toward the *Taximeter* fare and shall provide a receipt to the passenger for such deposit; and

(b) may charge a passenger a fee of up to $250 for soiling the interior of the *Taxi* or *Accessible Taxi* with vomit, bodily fluids or other material.

Driver Prohibitions

44. A *Driver* must not:

(a) drive a *Livery Vehicle* while under the influence of alcohol or other impairing substances;

(b) consume alcohol or use impairing substances while operating a *Livery Vehicle*;

(c) when *operating* a *Livery Vehicle* carry a number of passengers in excess of the number stipulated by the *Motor Vehicle's Manufacturer* in its specifications for that *Motor Vehicle*;

(d) knowingly misinform any person as to:

(i) the time, place, arrival or departure of any public conveyance; or

(ii) the location of any place, structure or building;

(e) knowingly induce any person to hire his or her services or any other *Livery Vehicle* by false representation;

(f) use a cell phone while carrying a passenger or passengers in a *Livery Vehicle*;

(g) refuse a passenger because they require that their *Service Dog* accompany them.

Passenger Assistance

45. If a passenger requests the assistance of a *Driver*, including the loading or unloading of a mobility aid and provided that the request for assistance is reasonable, the *Driver* must provide such assistance.

Taxi Drivers and Accessible Taxi Drivers

46. (1) The *Driver* of a *Taxi* or *Accessible Taxi* who has provided *Street Hail* Service or *Dispatch* Service pursuant to Divisions 1 and 2 of Part 3 must supply a passenger with a legible receipt:

(i) the fare charged;

(ii) the *Driver's T.D.L.* number;

(iii) the number of the *T.P.L.* or *A.T.P.L.* joined to the *Taxi* or *Accessible Taxi*; and

(iv) the time and date of the trip; and

(v) any other information required by the *Director*.

(72M2021, 2022 January 01)

(2) The *Driver* of a *Taxi* or *Accessible Taxi* must display the *Driver's T.D.L.* in a position inside the *Livery Vehicle* which is clearly visible to any person inside the *Livery Vehicle*.

47. The *Driver* of a *Taxi* or *Accessible Taxi* that is affiliated with a *Brokerage* and that is in service must:

(a) be booked on to the *Brokerage's* dispatch system, and

(b) respond to a dispatched service request, unless the *Taxi* or *Accessible Taxi* is carrying a customer.

Limousine Drivers

48. When requested to do so, the *Driver* of a *Limousine* must supply a passenger with a legible receipt showing:

(i) the fare or fee charged;

(ii) the *Driver's T.D.L.* number;

(iii) the name of the *Brokerage* with which the *Limousine* is affiliated, if any;

(iv) the number of the *L.P.L.* joined to the *Limousine*; and

(v) the time and date of the trip; and

(v) any other information required by the *Director*.

(72M2021, 2022 January 01)

Transportation Network Drivers

49. (1) In addition to any other information required by the *Director* pursuant to section 26(2), an *Applicant* for a *Transportation Network Driver Licence* must advise the *Director* of the *App* with which the *Applicant* will be affiliated.

(72M2021, 2022 January 01)

(2) The *Transportation Network Company* with which the *Applicant* is affiliated must provide confirmation prior to the *Transportation Network Driver Licence* being *issued*.

(3) A *Transportation Network Driver* must not affiliate with an *App* or otherwise use an *App* to accept requests for rides unless the *Director* has been advised of the affiliation.

(72M2021, 2022 January 01)

(4) A *Transportation Network Driver* must produce the *Transportation Network Driver's T.N.D.L.* when requested to do so by a customer or by an *Officer*.

(72M2021, 2022 January 01)

(5) A *Transportation Network Driver* must not pick up or drop off a passenger at the Calgary International Airport unless the *App* used by the *Transportation Network Driver* has been authorized by the Calgary Airport Authority.

Registration of Private For Hire Vehicles

50. (1) A *Transportation Network Driver* must register with the *Director* all *Motor Vehicles* which the *Applicant* will use to provide *App* Based Service.

(72M2021, 2022 January 01)

(2) In order to register a *Motor Vehicle* pursuant to subsection (1), a *Transportation Network Driver* must provide to the *Director*:

(72M2021, 2022 January 01)

(a) a copy of the certificate of registration for the *Motor Vehicle* issued pursuant to the *Traffic Safety Act,* R.S.A. 2000, c.T-6;

(b) for any *Motor Vehicle* for which the *Applicant* is:

(i) not the registered owner; or

(ii) not listed as an insured party on the insurance policy in respect of the *Motor Vehicle*;

the written consent of the registered owner permitting the *Applicant* to use the *Motor Vehicle* to provide *App* Based Service;

(c) either:

(i) a copy of a record of inspection for the *Motor Vehicle* pursuant to the *Vehicle Inspection Regulation*, AR 211/2006, which indicates that the vehicle was inspected by a garage approved by the Alberta Motor Vehicle Industry Council and has passed the inspection; or

(ii) a copy of an *Inspection Certificate* for the *Motor Vehicle*

dated no earlier than 30 days before the application for registration; and

(d) proof that the *Transportation Network Driver* has insurance coverage for the *Motor Vehicle* that meets the requirements of the *Commercial Vehicle Certificate and Insurance Regulation*, AR 314/2002, in respect of a vehicle used as a taxi or any other provincial legislation governing insurance requirements for *Private For Hire Vehicles*.

(3) The registration pursuant to subsection (1) may be facilitated electronically through a *Transportation Network Company*.

(4) A *Taxi*, *Accessible Taxi* or *Limousine* cannot be registered as a *Private For Hire Vehicle*.

Age of Vehicle

51. (1) A *Person* must not use a *Private For Hire Vehicle* that is more than 10 model years old to provide *App* Based Service.

(2) Despite subsection (1), the *Director* may permit a *Private For Hire Vehicle* that is more than 10 model years old to provide *App* Based Service if, in the opinion of the *Director***,** the *Private For Hire Vehicle* is in good mechanical condition and appearance.

(72M2021, 2022 January 01)

Trade Markings

52. (1) The *Driver* of a *Private For Hire Vehicle* must ensure the *Private For Hire Vehicle* displays, in a manner approved by the *Director*, the name, trade name or trademark of the *Transportation Network Company* with which the *Private For Hire Vehicle* is affiliated.

(72M2021, 2022 January 01)

(2) A *Person* must not place any trade markings other than those specified by the *Director* pursuant to subsection (1) on or in a *Private For Hire Vehicle*.

(72M2021, 2022 January 01)

53. A *Person* must not utilize a *Private For Hire Vehicle* that has not been registered with the *Director* pursuant to section 50 to provide *App* Based Service.

(72M2021, 2022 January 01)

<u>Division 4 – Taxi Plate Licences and Accessible Taxi Plate Licences</u>

Taxi Plate Licences

54. (1) There shall be two classes of *T.P.L.*: T.P.L.-1 and T.P.L.-2.

(2) Unless otherwise approved by Council, The *City* shall not issue more than 1699 *T.P.L.s* as follows:

(a) 1311 T.P.L.-1s; and

(b) 388 T.P.L.-2s.

(3) Any *T.P.L.* that was issued as of 2013 September 16 is deemed to be a T.P.L.-1.

(4) A T.P.L.-1 is subject to all provisions of this Bylaw applicable to *T.P.L.s.*

(5) A T.P.L.-2 is subject to all provisions of this Bylaw applicable to *T.P.L.s*, except as modified by the following:

(a) a T.P.L.-2 is not transferable;

(b) the *Director* may impose conditions on an T.P.L.-2 requiring the *Taxi* to which the T.P.L.-2 is joined to be in service and available for dispatched calls on:

(i) specified days of the week; and

(ii) specified times of the 24 hour period of any day;

and

(c) the holder of a T.P.L.-2 must ensure that any condition imposed upon the T.P.L.-2 is satisfied.

(72M2021, 2022 January 01)

Accessible Taxi Plate Licences

55. (1) There shall be two classes of *A.T.P.L.*: A.T.P.L.-1 and A.T.P.L.-2.

(2) Unless otherwise approved by Council, The *City* shall not issue more than 210 *A.T.P.L.s* as follows:

(a) 100 A.T.P.L.-1s; and

(b) 110 A.T.P.L.-2s.

(3) Any A.T.P.L. that was issued as of 2012 May 28 is deemed to be an A.T.P.L.-1.

(4) An A.T.P.L.-1 is subject to all provisions of this Bylaw applicable to *A.T.P.L.s*.

(5) An A.T.P.L.-2 is subject to all provisions of this Bylaw applicable to *A.T.P.L.s*, except as modified by the following:

(a) an A.T.P.L.-2 is not transferable;

(b) the *Director* may impose conditions on an A.T.P.L.-2 requiring the *Accessible Taxi* to which the A.T.P.L.-2 is joined to be in service and available for dispatched calls on:

(i) specified days of the week; and

(ii) specified times of the 24 hour period of any day.

(c) the holder of an A.T.P.L.-2 must ensure that any condition imposed upon the A.T.P.L.-2 is satisfied.

(72M2021, 2022 January 01)

Plate Holder Eligibility

56. (1) In order to hold or renew a *T.P.L.* or an *A.T.P.L*, a *Person* must:

(a) be the *Owner* of the *Livery Vehicle* to which the *T.P.L.* or *A.T.P.L.* is joined;

and

(b) either:

(i) operate the *Livery Vehicle* to which the *T.P.L.* or *A.T.P.L.* is joined;

or

(ii) lease the *Livery Vehicle* to which the *T.P.L.* or *A.T.P.L.* is joined to another *person*.

(2) In order to hold or renew a T.P.L.-2 or an A.T.P.L.-2 an individual must hold a valid *Taxi Driver's Licence.*

(3) A corporation cannot hold a T.P.L.-2 or an A.T.P.L.-2.

Plates Held By a Corporation

57. (1) In addition to the requirements in section 56, in order to hold or renew a *T.P.L.* or an *A.T.P.L*, a corporation must:

(a) hold a *Brokerage Licence* or be a subsidiary or parent corporation of the corporate holder of a *Brokerage Licence*; or

(b) be a corporation incorporated pursuant to the *Business Corporations Act,* R.S.A. 2000, c. B-9, which has its corporate address in the *City*, and has only one shareholder who is the individual in whose name the *T.P.L.* or *A.T.P.L.* was in prior to the transfer to the corporation and the *T.P.L.* or *A.T.P.L.* has been transferred to the corporation pursuant to the provisions of this Bylaw.

(2) No new *T.P.L.*s or *A.T.P.L.*s shall be issued to a corporation.

(3) In order for a corporation, other than a Brokerage, to renew its T.P.L-2 or A.T.P.L.-2, that corporation must have only a single shareholder, who holds a valid *Taxi Driver's Licence*.

Plate Holder Responsibilities

58. (1) A *Person* who holds a *T.P.L.* or an *A.T.P.L.* must:

(a) provide to the *Director* proof that the *Taxi* or *Accessible Taxi* is covered by insurance coverage that meets the requirements of the *Commercial Vehicle Certificate and Insurance Regulation*, AR 314/2002, in respect of a vehicle used as a taxi;

(b) pay for all equipment, insurance, and *Brokerage* fees related to the *Livery Vehicle* to which the *T.P.L* or *A.T.P.L.* is attached;

(c) ensure that the *Livery Vehicle* to which the *T.P.L* or *A.T.P.L.* is attached meets *E.L.V.I.S.* requirements and is inspected every 12 months as required by section 132;

(d) attend renewals of the *T.P.L.* or *A.T.P.L*.;

(e) attend *LTS* meetings as required.

(72M2021, 2022 January 01)

(2) For the purposes of subsections (1)(d) and (e), if the *T.P.L.* or *A.T.P.L*. is held by a corporation with a single shareholder, the shareholder must personally attend the renewals of the *T.P.L.* or *A.T.P.L*. and the *LTS* meetings.

(3) A *Person* who holds a *T.P.L.* or an *A.T.P.L.* is responsible for the act or acts of any *Person* who operates the *Livery Vehicle* to which the *T.P.L.* or *A.T.P.L.* is joined in the same manner as though the act or acts were done by the *Person* holding the *T.P.L.* or *A.T.P.L..*

(4) A *Person* who holds a *T.P.L.* or an *A.T.P.L.* must ensure that the *Livery Vehicle* to which the *T.P.L.* or *A.T.P.L.* is joined complies with all the requirements of this Bylaw.

Minimum Service

59. (1) A *Person* who holds a *T.P.L.* or an *A.T.P.L.* must ensure that the *Livery Vehicle* to which the *T.P.L.* or *A.T.P.L.* is joined is in service in the *City* for a minimum of 250 days in the 12 month period preceding the date of renewing the *T.P.L.* or *A.T.P.L..*

(2) On demand, A *Person* who holds a *T.P.L.* or an *A.T.P.L.* must supply proof of the service required by subsection (1) for each *T.P.L.* in the *Holder's* possession in a form acceptable to the *Director*.

(72M2021, 2022 January 01)

Quantity of Plates Held

60. (1) A *Person*, other than a *Brokerage*, may hold only one *T.P.L.* or one *A.T.P.L..*

(2) Despite subsection (1), a *Person* who on February 7, 2007 held more than one *T.P.L.* may continue to hold more than one *T.P.L..*

Plates held by a Brokerage

61. (1) A *Brokerage* must not allow a *T.P.L.* held by it to be used on any *Taxi* which is affiliated with another *Brokerage*.

(2) Despite subsection (1) the *Director* may, if the *Director* reasonably considers it to be consistent with the purposes of this Bylaw, allow a *Brokerage* to lend, without remuneration, one or more *T.P.L.s* to another *Brokerage*.

(72M2021, 2022 January 01)

Prohibition on Fees for use of Plate (Subleasing)

62. Except as specified in this Bylaw, a *Person* must not charge or pay any fees, levies or charges whatsoever for the use of only a *T.P.L.* or *A.T.P.L..*

63. (1) A *Person* holding a *T.P.L.* or *A.T.P.L.* may levy fees for legitimate services that they render in connection with a use of a *Taxi* or *Accessible Taxi* to which the *T.P.L.* or *A.T.P.L.* is joined.

(2) The levying of any such fees must be evidenced in a written agreement which must be produced to the *Director* on demand.

(72M2021, 2022 January 01)

(3) All parties to an agreement referred to in subsection (2) above must receive a copy of the agreement.

Plate Transfers

64. (1) Despite section 39, a T.P.L.-1 or an A.T.P.L.-1 may be transferred in accordance with this section.

(2) A valid and subsisting T.P.L.-1 or an A.T.P.L.-1 may only be transferred to an individual that:

(i) holds a *T.D.L.*;

(ii) does not hold a *T.P.L.* or *A.T.P.L.;* and

(iii) has a satisfactory record of vehicle for hire services.

Corporate Plate Transfers

(3) A T.P.L.-1 or an A.T.P.L.-1 may not be transferred to a corporation.

(4) A T.P.L.-1 or an A.T.P.L.-1 may not be transferred to a *Brokerage*.

(5) Despite subsections (3) and (4) and subject to the *Director's* approval, a corporation which is a *Brokerage* and holds one or more T.P.L.-1s or A.T.P.L.-1s may transfer those T.P.L.-1s and A.T.P.L-1s.

(a) to a wholly owned subsidiary of the *Brokerage;*

(b) to the parent corporation of the *Brokerage*; or

(c) to a *Brokerage*.

(72M2021, 2022 January 01)

Plate Transfer Process

65. (1) A *Person* who wants to transfer his or her T.P.L.-1 or an A.T.P.L.-1 must apply in writing for the transfer to the *Director* and the application must be in the form and contain the information specified by the *Director*.

(72M2021, 2022 January 01)

(2) Upon receipt of an application for the transfer of a T.P.L.-1 or an A.T.P.L.-1, the *Director* may either approve or refuse the transfer.

(72M2021, 2022 January 01)

(3) Upon approval of a transfer, the transferor must immediately present the *Plate* and all documentation related to the transferred T.P.L.-1 or an A.T.P.L.-1 to the *Director* for processing into the name of the transferee.

(72M2021, 2022 January 01)

Death of Plate Holder

66. (1) In the event of:

(a) the death of the holder of a T.P.L.-1 or an A.T.P.L.-1; or

(b) the death of the sole shareholder of a corporation, other than a *Brokerage*, which holds one or more T.P.L.-1s or an A.T.P.L.-1s.

the estate of the deceased must transfer the T.P.L.-1 or A.T.P.L.-1 in accordance with section 64 within 12 months of the date of death. If the T.P.L.-1 or A.T.P.L.-1 is not transferred within the 12 months period, the T.P.L.-1 or A.T.P.L.-1 is automatically cancelled.

(2) The estate of a deceased holder of T.P.L.-1 or A.T.P.L.-1., may during the 12 month period specified in subsection (1), allow a person or persons who are *Licensed* to operate a *Livery Vehicle* and hold a valid *T.D.L.* to operate the *Taxi* or *Accessible Taxi* to which the T.P.L.-1 or A.T.P.L.-1 is joined.

(3) If the *Director* considers it appropriate for service quality, for the purposes of this Bylaw, in the public interest, or in the interests of the livery industry to do so, the *Director* may extend the time for transfer set out in subsection (1) and consequently the time period set out in subsection (2).

(72M2021, 2022 January 01)

(4) In the event of:

(a) the death of the holder of a T.P.L.-2 or an A.T.P.L.-2; or

(b) the death of the sole shareholder of a corporation, other than a *Brokerage*, which holds one or more T.P.L.-2 or an A.T.P.L.-2s.

the T.P.L.-2 or A.T.P.L.-2 is automatically cancelled.

Relinquishment of Plates

67. (1) If the holder of a *T.P.L.* or *A.T.P.L.* ceases:

(a) to own a *Taxi* or an *Accessible Taxi*; or

(b) to conduct *Taxi* operations with the *Taxi* or *Accessible Taxi*;

to which the *T.P.L.* or *A.T.P.L.* is joined, the holder must immediately deliver up that *T.P.L.* or *A.T.P.L.* to the *Director* and the holder must immediately remove all markings, decals and equipment that were installed in order to use the vehicle as a *Livery Vehicle* and return the *Livery Vehicle Registration Certificate* to the *Director*.

(72M2021, 2022 January 01)

(2) A *Person* who holds a *T.P.L.* or *A.T.P.L.* may substitute the *Livery Vehicle* to which that *T.P.L.* or *A.T.P.L.* is joined with another *Motor Vehicle* provided that the substituted *Motor Vehicle* complies with all of the requirements of this Bylaw. The holder of the *T.P.L.* or *A.T.P.L.* must attend at the Livery Transport Services office to register the *Motor Vehicle* as a *Livery Vehicle*.

(3) A substitution under subsection (2) is of no force or effect until the substitution is reported to the *Director* in the form and manner prescribed by the *Director* and the *Director* has inspected and approved the substitution and *issued* a *Livery Vehicle Registration Certificate*.

(72M2021, 2022 January 01)

Vary time periods

68. Upon the written application of the holder of a *T.P.L.* or *A.T.P.L.*, the *Director* may, if it is in the public interest to do so and is not in conflict with the provisions of this Bylaw, vary for a maximum period of one year any of the requirements necessary to renew the *T.P.L.* or *A.T.P.L..*

(72M2021, 2022 January 01)

Failure to keep Taxi in Service

69. If a *Taxi* or *Accessible Taxi* is not in service as a *Taxi* or *Accessible Taxi* for a period greater than 30 days, then the holder of the *T.P.L.* or *A.T.P.L.* joined to that *Taxi* or *Accessible Taxi* must:

(a) notify the *Director* in writing of the lack of use; and

(b) surrender the *T.P.L.* or *A.T.P.L.* to the *Director* for the duration of the period in which the *Taxi* or *Accessible Taxi* is not in use.

(72M2021, 2022 January 01)

Taxi Affiliation

70. (1) Except *Independent Taxis*, every *Taxi* and *Accessible Taxi* must be affiliated with a *Taxi Brokerage*.

(2) The holder of a *T.P.L.* or an *A.T.P.L.* must immediately notify the *Director* when the *Taxi* or *Accessible Taxi* to which the *T.P.L.* or *A.T.P.L.* is joined becomes affiliated with a *Brokerage* and when such affiliation ends.

(72M2021, 2022 January 01)

(3) If a *Livery Vehicle* is affiliated with a *Brokerage*, then the holder of the *T.P.L.* or *A.T.P.L.* which is joined to the *Livery Vehicle* must provide to the *Brokerage* a copy of:

(a) any terms and conditions that are *issued* with respect to the *T.P.L.* or *A.T.P.L.*, and

(b) any notices *issued* by the *Director* with respect to that *T.P.L.* or *A.T.P.L.*.

(72M2021, 2022 January 01)

(4) The *Brokerage* must maintain a record of the documents that are received and provided pursuant to this section.

Division 5 – Limousine Plate Licence

Eligibility

71. (1) Only a *Driver* or a *Brokerage* may hold an *L.P.L.*.

(2) No corporation may hold an *L.P.L.* unless that corporation is also the holder of a *Brokerage Licence* or is a subsidiary or parent corporation of the holder of a *Brokerage Licence*.

72. (1) If A *Person* who holds an *L.P.L.* ceases to own a *Limousine* or conduct livery operations with the *Limousine* to which the *L.P.L.* is joined, the *Person* must immediately deliver up that *L.P.L.* to the *Director* and he or she must immediately remove all markings, decals and equipment that were installed in order to use the vehicle as a *Limousine* and return the *Livery Vehicle Registration Certificate* to the *Director*.

(72M2021, 2022 January 01)

(2) A *Person* who holds an *L.P.L.* may substitute the *Limousine* to which that *L.P.L.* is joined with another *Motor Vehicle* provided that the substituted *Motor Vehicle* complies with all of the requirements of this Bylaw. The holder of a *L.P.L.* must attend at the Livery Transport Services office to register the new *Motor Vehicle* as a *Limousine*.

(3) A substitution pursuant to section 72(2) is of no force or effect until the substitution is reported to the *Director* in the form and manner prescribed by the *Director* and the *Director* has inspected and approved the substitution and *issued* a *Livery Vehicle Registration Certificate*.

(72M2021, 2022 January 01)

Plate Holder Responsibilities

73. (1) A *Person* who holds an *L.P.L.* is responsible for the act or acts of any *Person* who operates the *Livery Vehicle* to which the *L.P.L.* is joined in the same manner as though the act or acts were done by the *Person* holding the *L.P.L.*.

(2) A *Person* who holds a *L.P.L.* must ensure that the *Livery Vehicle* to which the *L.P.L.* is joined complies with all the requirements of this Bylaw.

Limousine Affiliation

74. Except for a *Limousine* which is an *Independent Livery Vehicle*:

(1) every *Limousine* must be affiliated with a *Brokerage*.

(2) the holder of an *L.P.L.* must supply the *Brokerage* with which the *Limousine* is affiliated with a list of all *Drive*rs who *operate* that *Limousine*.

(3) every *L.P.L.* holder must inform the *Brokerage* with which the *Limousine* is affiliated of all persons who:

(a) commence as the *Driver* of the *Limousine*; and

(b) cease to drive the *Limousine*.

(4) If a *Limousine* is affiliated with a *Brokerage*, then the holder of the *L.P.L.* which is joined to the *Limousine* must provide to the *Brokerage* a copy of:

(a) any terms and conditions that are *issued* with respect to the *L.P.L.*; and

(b) any notices *issued* by the *Director* with respect to that *L.P.L.*,

(72M2021, 2022 January 01)

75. The holder of an *L.P.L.* must keep and maintain for at least one year after entry a record on a form approved by the *Director* showing:

(a) the time and date when every passenger is picked up;

(b) the location at which every passenger is picked up;

(c) the location at which every passenger is discharged;

(d) the *Limousine Driver's T.D.L.* number, the *Limousine* and its *Plate* number engaged to transport each passenger; and

(e) the amount paid for the service.

(72M2021, 2022 January 01)

Division 6 – Brokerage Licences

Brokerage Operations

76. A *Person* must not conduct *Brokerage Operations* without a valid and subsisting *Brokerage Licence*.

Brokerage Responsibilities

77. A *Brokerage* must ensure that:

    (a) each *Livery Vehicle* affiliated with the *Brokerage* is in compliance with this Bylaw and *operated* in compliance with this Bylaw;

    (b) each *Taxi* affiliated with the *Brokerage* is *operated* by a person who holds a valid and subsisting *T.D.L.*;

    (c) each *Limousine* affiliated with the *Brokerage* is *operated* by a person who holds a valid and subsisting *T.D.L.*;

    (d) each *Accessible Taxi* affiliated with the *Brokerage* is *operated* by a person who holds a valid and subsisting *T.D.L.* endorsed for operation of an *Accessible Taxi*;

    (e) each *Livery Vehicle* affiliated with the *Brokerage* has a valid and subsisting *Livery Vehicle Registration Certificate*, which must be carried in the *Livery Vehicle*;

    (f) each *Livery Vehicle* affiliated with the *Brokerage* has a valid and subsisting *Inspection Certificate*, which must be carried in the *Livery Vehicle*;

    (g) each *Taxi* or *Accessible Taxi* affiliated with the *Brokerage* has a *Taximeter* which is sealed to the satisfaction of the *Director*; and

    (h) each *Taxi* or *Accessible Taxi* affiliated with the *Brokerage* which is providing *Street Hail* service or *Dispatch* service charges only the fares specified in Schedule “A”.

    (72M2021, 2022 January 01)

78. A *Brokerage* must comply with:

    (a) all the terms and conditions of the *T.P.L.s* for the *Taxis*, the *A.T.P.L.* for the *Accessible Taxis* or the *L.P.L.s* for the *Limousines* that are affiliated with the *Brokerage*;

    (b) all provisions pursuant to Division 4 and Division 5 of Part 4 which restrict or regulate the manner in which the *Brokerage* fleet may be used; and

    (c) all provisions of the Bylaw as they pertain to the *Brokerage*.

79. If the *Director* determines that a *Brokerage* is not in compliance with any provision of this Bylaw, the *Director* may prohibit any *Plate* from continuing to affiliate, or becoming

affiliated, with that *Brokerage* until such time as the *Brokerage* has remedied the non-compliance.

(72M2021, 2022 January 01)

80. A *Brokerage* must post in a location accessible to *Drivers*:

(a) its *Brokerage Licence*; and

(b) any terms and conditions that are imposed with respect to that *Brokerage Licence*.

81. A *Brokerage* must:

(a) maintain the *Brokerage* premises in a clean state and in good repair;

(b) inform the *Director*, in writing, of all trade names used in connection with the *Brokerage Operations*;

(c) immediately notify the *Director* when a *Livery Vehicle* becomes affiliated or ceases to be affiliated with the *Brokerage*;

(d) ensure that every *Livery Vehicle* affiliated with that *Brokerage* has, at all times, the name, trade name or trademark of the *Brokerage* displayed on such *Livery Vehicle* in a form and manner approved by the *Director*;

(e) maintain a working dispatch and communications system for customers and for *Drivers* that are affiliated with the *Brokerage*;

(f) provide all *Drivers* affiliated with the *Brokerage* training in regards to the use of the *Taximeter*, radio dispatch system and other equipment used in livery services and in the case of *Accessible Taxis* training in the use of the specialized equipment used as specified by the *Director*; and

(g) have in place a system for giving priority for the use of *Accessible Taxis* to customers who require *Accessible Taxis.*

(72M2021, 2022 January 01)

Charge for Brokerage Services

82. A *Brokerage* may charge for services provided to a *Driver*, *T.P.L.*, *A.T.P.L.* or *L.P.L.* holder as the case may be and must provide detailed receipts to the *Driver*, *T.P.L.*, *A.T.P.L.* or *L.P.L.* holder for all monies received from a *Driver*, *T.P.L.* or *L.P.L.* holder.

Records

83. For all *Livery Vehicles* affiliated with a *Brokerage*, a *Brokerage* must keep the following records and retain them for 90 days and make them available on demand to the *Director*:

(a) dispatch records which include:

(i) the *Driver's T.D.L.* number;

(ii) time and date of trip request;

(iii) *Taxi* number; and

(b) contracts related to the supply of livery services;

(c) the agreement evidencing each *Limousine* trip except where *Limousine* service is provided through an approved *App*; and

(d) provide to the *Director* proof that each *Livery Vehicle* the *Brokerage* dispatches is covered by insurance coverage that meets the requirements of the *Commercial Vehicle Certificate and Insurance Regulation*, AR 314/2002 in respect of a vehicle used as a taxi.

(72M2021, 2022 January 01)

Complaints

84. (1) A *Brokerage* must record the following details of all complaints it receives in an electronic format:

(a) the name, address and phone number of the complainant;

(b) the date and time of the complaint;

(c) the nature of the complaint and the *T.D.L., T.P.L.*, *A.T.P.L.* or *L.P.L.* number of the *Driver* or of the *Livery Vehicle*, as applicable; and

(d) the *Brokerage's* response to the complaint.

(2) A *Brokerage* must transmit the data set out in subsection (1) to the *Director* on demand.

(72M2021, 2022 January 01)

(3) A *Brokerage* must notify the *Director* immediately if the Calgary Police Services are involved in a complaint.

(72M2021, 2022 January 01)

Automatic Vehicle Location systems and Taximeters

85. (1) A *Brokerage* must ensure that each *Taxi* or *Accessible Taxi* affiliated with the *Brokerage* is equipped with:

(a) an Automatic Vehicle Location ("AVL") system which utilizes a Global Positioning System ("GPS") that is capable of recording and immediately transmitting in an electronic format the vehicle's:

(i) latitudinal and longitudinal coordinates;

(ii) speed

(iii) distance travelled; and

(iv) direction of travel.

(b) a *Taximeter* that is capable of recording and immediately transmitting in an electronic format the following information:

(i) a unique log-on information number which identifies the *Driver* operating the *Taximeter*;

(ii) the status of the *Driver's* availability to take a dispatched taxi service request;

(iii) the length of time the *Taximeter* is activated and calculating a fare;

(iv) the distance travelled while the *Taximeter* is activated and calculating a fare;

(v) the length of time the *Taximeter* is activated and not calculating a fare;

(vi) the distance travelled while the *Taximeter* is activated and not calculating a fare; and

(vii) the total fare calculated by the *Taximeter* for each trip.

(2) A *Brokerage* must immediately transmit the data set out in subsections (1)(a) and (b) to a location and in a format approved by the *Director*.

(72M2021, 2022 January 01)

Taxi Dispatch System

86. (1) A *Brokerage* must utilize a taxi dispatch system capable of recording in an electronic format the information contained in Schedule "E".

(2) A *Brokerage* must transmit the data set out in subsection (1) on the day following the day on which it is collected to a location and in a format approved by the *Director*.

(72M2021, 2022 January 01)

<u>Division 7 – Independent Livery Vehicles</u>

87. Except as modified by this Division, all other provisions of this Bylaw apply to an *Independent Livery Vehicle*.

Livery Vehicle Registration Certificates

88. (1) The *Director* must *issue* a *Livery Vehicle Registration Certificate* for each *Motor Vehicle* the *Director* approves as being qualified as an *Independent Livery Vehicle*.

(72M2021, 2022 January 01)

(2) The *Director* must only approve a *Motor Vehicle* as an *Independent Livery Vehicle* or *issue* a *Livery Vehicle Registration Certificate* for that *Motor Vehicle* if it is not affiliated with or dispatched by a *Brokerage***.**

(72M2021, 2022 January 01)

89. A *Person* must not *operate* an *Independent Livery Vehicle* without a *Livery Vehicle Registration Certificate* endorsed by the *Director* for the *Independent Livery Vehicle***.**

(72M2021, 2022 January 01)

Plate Holder Responsibilities

90. A *Person* who holds a *Plate* which is joined to an *Independent Livery Vehicle* must:

(a) ensure that the *Livery Vehicle*:

(i) is in compliance with this Bylaw and *operated* in compliance with this Bylaw;

(ii) is *operated* by a person who holds a valid and subsisting *T.D.L.;*

(iii) has a valid and subsisting *Livery Vehicle Registration Certificate*, which must be carried in the *Livery Vehicle*;

(iv) has a valid and subsisting *Inspection Certificate*, which must be carried in the *Livery Vehicle*;

(v) has a communications system which is capable of being operated from the *Livery Vehicle*; and

(vi) is marked as approved by the *Director*.

(b) provide to the *Director* an address, including both a postal address and a physical address to which documents may be served or delivered;

(c) not dispatch any other *Livery Vehicle* but the *Livery Vehicle operated* by the *Driver* of the *Independent Livery Vehicle*;

(d) inform the *Director* in writing of all trade names used in connection with the *Livery Vehicle*;

(e) maintain an up to date list of all *Drivers* who *operate* the *Independent Livery Vehicle* and provide that list to the *Director* on demand;

(f) keep a written record of all lost property left in the *Independent Livery Vehicle* and provide the list to the *Director* on demand;

(g) where applicable, provide all *Drivers* who *operate* the *Independent Livery Vehicle* with training in regards to the use of the *Taximeter*, communication and other

equipment used in livery operations and in the case of *Accessible Taxis*, training in the use of the specialized equipment used as specified by the *Director*; and

(h) in the case where the *Independent Livery Vehicle* is an *Accessible Taxi*, have in place a system for giving priority for the use of the *Accessible Taxi* by customers who require *Accessible Taxis*.

(72M2021, 2022 January 01)

Number of Drivers

91. A *Person* who holds a *Plate* that is joined to an *Independent Livery Vehicle* may allow up to two other *Drivers* in any one day to drive the *Independent Livery Vehicle*.

Records

92. A *Person* who holds a *Plate* which is joined to an *Independent Livery Vehicle* must keep the following records and retain them for 90 days and make them available on demand to the *Director*:

(a) dispatch records which include:

(i) the *Driver's T.D.L.* number;

(ii) time and date of trip request;

(iii) *Independent Livery Vehicle* number; and

(b) contracts related to the supply of livery services;

(c) the agreement evidencing each *Limousine* trip except where *Limousine* service is provided through an approved *App*; and

(d) proof that the *Independent Livery Vehicle* is covered by insurance coverage that meets the requirements of the *Commercial Vehicle Certificate and Insurance Regulation*, AR 314/2002, in respect of a vehicle used as a taxi.

(72M2021, 2022 January 01)

Independent Taxi and Accessible Taxi Complaints

93. (1) A *Person* who holds a *T.P.L.* or *A.T.P.L.* that is joined to an *Independent Livery Vehicle* must record the following details of all complaints it receives in an electronic format:

(a) the name, address and phone number of the complainant;

(b) the date and time of the complaint;

(c) the nature of the complaint and the *T.D.L.*, *T.P.L.* or *A.T.P.L.* number of the *Driver* or of the *Livery Vehicle*, as applicable; and

(d) the response to the complaint.

(2) A *Person* who holds a *T.P.L.* or *A.T.P.L.* that is joined to an *Independent Livery Vehicle* must transmit the data set out in subsection (1) to the *Director* on demand.

(72M2021, 2022 January 01)

(3) A *Person* who holds a *T.P.L.* or *A.T.P.L.* that is joined to an *Independent Livery Vehicle* must notify the *Director* immediately if the Calgary Police Services are involved in a complaint.

(72M2021, 2022 January 01)

Independent Limousine Complaints

94. (1) A *Person* who holds an *L.P.L.* that is joined to an *Independent Livery Vehicle* must keep a list of all complaints it receives. The list must include:

(a) the name, address and phone number of the complainant;

(b) the nature of the complaint and the *T.D.L.* number of the *Driver* of the *Independent Livery Vehicle*; and

(c) the response to the complaint.

(2) A *Person* who holds a *L.P.L.* that is joined to an *Independent Livery Vehicle* must give the list noted in this Section to the *Director* on demand.

(72M2021, 2022 January 01)

(3) A *Person* who holds an *L.P.L.* that is joined to an *Independent Livery Vehicle* must notify the *Director* immediately if the Calgary Police Services are involved in a complaint.

(72M2021, 2022 January 01)

Automatic Vehicle Location systems and Taximeters

95. (1) A *Person* who holds a *T.P.L.* or *A.T.P.L.* that is joined to an *Independent Livery Vehicle* must ensure that the *Independent Livery Vehicle* is equipped with:

(a) an Automatic Vehicle Location ("AVL") system which utilizes a Global Positioning System ("GPS") that is capable of recording and immediately transmitting in an electronic format the vehicle's:

(i) latitudinal and longitudinal coordinates;

(ii) speed

(iii) distance travelled; and

(iv) direction of travel.

(b) a *Taximeter* that is capable of recording and immediately transmitting in an electronic format the following information:

(i) a unique log-on information number which identifies the *Driver* operating the *Taximeter*;

(ii) the status of the *Driver's* availability to take a dispatched taxi service request;

(iii) the length of time the *Taximeter* is activated and calculating a fare;

(iv) the distance travelled while the *Taximeter* is activated and calculating a fare;

(v) the length of time the *Taximeter* is activated and not calculating a fare;

(vi) the distance travelled while the *Taximeter* is activated and not calculating a fare;

(vii) the total fare calculated by the *Taximeter* for each trip; and

(viii) any other information required by the *Director*.

(72M2021, 2022 January 01)

(2) A *Person* who holds a *T.P.L.* or *A.T.P.L.* that is joined to an *Independent Livery Vehicle* must immediately transmit the data set out in subsections (1)(a) and (b) to a location and in a format approved by the *Director*.

(72M2021, 2022 January 01)

Division 8 – Transportation Network Company Licences

Application

96. In addition to any other information required by the *Director* pursuant to section 26(2), an *Applicant* for a *Transportation Network Company Licence* must submit to the *Director*:

(a) a detailed description of the *App's* functionality; and

(b) a list of all *Transportation Network Drivers* that are authorized to use the *Transportation Network Company's App*.

(72M2021, 2022 January 01)

Drivers List

97. A *Transportation Network Company* must, on a monthly basis, provide to the *Director* a current list of all drivers that are authorized to use the *Transportation Network Company's App*.

(72M2021, 2022 January 01)

98. A *Transportation Network Company* must ensure that each *Transportation Network Driver* using an *App* administered by the *Transportation Network Company* holds a valid and subsisting *Transportation Network Driver's Licence*.

99. At the request of the *Director*, a *Transportation Network Company* must suspend any *Transportation Network Driver* from using the *Transportation Network Company's App*.
(72M2021, 2022 January 01)

100. If the *Director* determines that a *Transportation Network Company* is not in compliance with any provision of this Bylaw, the *Director* may:

(a) suspend approval of any *App* administered by the *Transportation Network Company*, until such time as the *Transportation Network Company* has remedied the non-compliance;

(b) prohibit any *Transportation Network Driver* from using any *App* administered by the *Transportation Network Company*; or

(c) both (a) and (b).
(72M2021, 2022 January 01)

PART 5 – LIVERY VEHICLES

Division 1 – Offences

Offer Motor Vehicle for Hire

101. (1) A *Person* must not advertise or offer a *Motor Vehicle* for hire unless a valid *Plate* is joined to the *Motor Vehicle*.

(2) A *Person* must not charge a fare or fee to carry passengers or offer to carry passengers for a fare or fee unless the *Motor Vehicle* used or to be used has a valid *Plate* joined to it.

(3) A *Person* must not *operate* a *Motor Vehicle* in a manner which suggests the *Motor Vehicle* is for hire unless the *Motor Vehicle* has a valid *Plate* joined to it.

Private For Hire Vehicles

102. (1) Section 101 does not apply to a *Transportation Network Driver* who is *operating* a *Private For Hire Vehicle* and using an *App* approved by Director pursuant to section 17, unless the approval of the *App* has been suspended pursuant to section 100.
(72M2021, 2022 January 01)

(2) A *Transportation Network Driver* must not advertise or offer a *Private for Hire Vehicle* for hire except through the *App* provided by the *Transportation Network Company* with which the *Driver* is affiliated.

Accessible Taxis

103. A *Person* must not advertise or offer for hire a *Motor Vehicle* as an *Accessible Taxi* unless that *Motor Vehicle* has been approved by the *Director* as an *Accessible Taxi*.

(72M2021, 2022 January 01)

Livery Vehicles Not in Service

104. (1) The burden of proving that a *Livery Vehicle* was not in service rests with the person relying on the defence.

(2) To prove that a *Livery Vehicle* was not in service the person relying on the defence must show that at the time that the offence was alleged to have taken place a sign in a form approved by the *Director* and bearing the words "NOT FOR HIRE" was visible and prominently displayed in the front window of the *Livery Vehicle*.

(72M2021, 2022 January 01)

(3) Subsection (2) is not applicable to a *Private for Hire Vehicle*.

105. The operator of a *Livery Vehicle* that has in place the signs specified in section 104(2) must not stop or park the *Livery Vehicle* in a taxi stand, or any other place set apart for *Livery Vehicles* that are in service.

Livery Vehicle Registration Certificate

106. The *Director* must issue a *Livery Vehicle Registration Certificate* for each *Motor Vehicle* the *Director* approves as qualified to have a *Plate* joined to it.

(72M2021, 2022 January 01)

107. (1) A person must not *operate* a *Livery Vehicle* unless a valid *Livery Vehicle Registration Certificate* is in that *Person's* possession.

(2) Subsection (1) does not apply to a *Transportation Network Driver* who is *operating* a *Private For Hire Vehicle*.

108. A *Person* must not offer for hire a *Motor Vehicle* in the *City* which has markings, decals, or equipment identifying it as a *Taxi*, *Accessible Taxi* or *Limousine* unless that *Motor Vehicle* has a valid *Livery Vehicle Registration Certificate*.

Plates

109. (1) The holder of a *Plate* must ensure that no person attaches that *Plate* to a *Motor Vehicle* unless a *Livery Vehicle Registration Certificate* has been issued for that vehicle.

(2) A person must not attach a *Plate* to a *Motor Vehicle* unless the vehicle has been approved by the *Director*.

(72M2021, 2022 January 01)

(3) A *Person* must not attach more than one *Plate* to a *Motor Vehicle*.

110. A *Person* must not attach or allow to be attached a *Plate* to a *Motor Vehicle* unless a *Livery Vehicle Registration Certificate* has been issued for that vehicle.

Notification of Accident

111. The holder of a *Plate* must notify the *Director* in writing if the *Livery Vehicle* to which the *Plate* is joined is involved in an accident which results in damage to the *Livery Vehicle*.
(72M2021, 2022 January 01)

Taximeters

112. (1) A *Person* must not *operate* a *Taxi* or *Accessible Taxi* with a *Taximeter* that is not sealed to the satisfaction of the *Director* unless they have a permit issued by the *Director*.
(72M2021, 2022 January 01)

(2) A *Person* must not *operate* a *Taxi* or *Accessible Taxi* with a *Taximeter* that has a broken or missing seal.

(3) A *Person* must not charge a fare for the operation of a *Taxi* or *Accessible Taxi* greater than the fare shown on the *Taximeter* at the conclusion of the trip except in accordance with Schedule “A”.

(4) A *Person* must not carry a paying passenger in a *Taxi* or *Accessible Taxi* unless the *Taximeter* is turned on.

(5) Subsection (4) does not apply to a *Person operating* a *Taxi* or *Accessible Taxi* that is carrying a passenger where:

(a) the ride has been arranged through an *App* approved by the *Director* pursuant to section 15; or

(b) a flat rate fare in accordance with Schedule “A” is being charged.
(72M2021, 2022 January 01)

113. A *Person* must not *operate* a *Taxi* or *Accessible Taxi* with the *Taximeter* turned on unless the *Taxi* or *Accessible Taxi* is engaged by a customer.

114. A *Person* must not fail to pay any fare or fee lawfully required for the *Person’s* hire of a *Taxi*, *Accessible Taxi*, or *Limousine*.

<u>Division 2 – Taxis and Accessible Taxis</u>

Taxis

115. The *Director* must not approve a *Motor Vehicle* as a *Taxi* and *issue* a *Livery Vehicle Registration Certificate* for it unless it:

(a) has at least three passenger doors;

(b) has not been altered with respect to the seating capacity as specified by the *Manufacturer*;

(c) is not more than 10 model years old;

(d) is of a make and model approved for use as a *Taxi* by the *Director*;

(e) is equipped with a *Taximeter* which is:

(i) of a type, make or model approved by the *Director*;

(ii) mounted in such a position that the fare can easily be read by passengers in any seat in the vehicle;

(iii) illuminated so that the fare can be read at all times by passengers in any seat of the vehicle;

(iv) sealed by the *Director* or a third-party provider that is certified by the *Director*; and

(v) capable of producing a paper or electronic receipt containing the following information:

1. amount of fare;

2. rate used;

3. *T.D.L.* number;

4. *T.P.L.* or *A.T.P.L.* number; and

5. time and date of trip.

(f) has decals showing rates and fares attached which:

(i) face outward on each rear door window;

(ii) are in a form approved by the *Director*; and

(iii) sets out the maximum fare to be charged for the hire of the *Taxi* when the ride is arranged through a *Street Hail* or *Dispatch Hail* and the fare is calculated by the *Taximeter*;

(g) displays, in a manner approved by the *Director*, the name, trade name or trademark of the *Brokerage* with which the *Taxi* is affiliated;

(h) displays *Plate*, numbers and decals in the manner, position and colour approved by the *Director*;

(i) displays, in a manner approved by the *Director*, and in the form and content specified by the *Director*, the rights and obligations of passengers and *Drivers*;

(j) has an operating 2-way communications system;

(k) has a top light, front window light or rear window light approved by the *Director* which is 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; and

(l) is equipped with an *Electronic Payment System*.

(72M2021, 2022 January 01)

116. Despite sections 115(c) and 117(a), the *Director* may approve a *Motor Vehicle* that is more than 10 model years old as a *Taxi* or *Accessible Taxi* and *issue* a *Livery Vehicle Registration Certificate* if, in the opinion of the *Director***,** the *Motor Vehicle* is in good mechanical condition and appearance.

(72M2021, 2022 January 01)

Accessible Taxis

117. The *Director* must not approve a *Motor Vehicle* as an *Accessible Taxi* and *issue* a *Livery Vehicle Registration Certificate* for it unless it:

(a) meets all of the criteria set out in section 115(c) to (l);

(b) has a seating capacity for a minimum of three adults including the *Driver* with all seats being constructed by the *Manufacturer* and unaltered; and

(c) meets all Canadian Motor Vehicle Safety Standards and Canadian Association Standard D409-02 Motor Vehicle for the Transportation of Persons with Physical Disabilities as varied or amended from time to time.

(72M2021, 2022 January 01)

118. If the *Director* approves a *Motor Vehicle* as an *Accessible Taxi*, the *Director* must endorse the *Livery Vehicle Registration Certificate* for that *Livery Vehicle* to show that the *Livery Vehicle* is an *Accessible Taxi* and such endorsement is proof of the *Director*'s approval.

(72M2021, 2022 January 01)

Security Cameras

119. (1) A *Brokerage* with which a *Taxi* or *Accessible Taxi* is affiliated must ensure the *Taxi* or *Accessible Taxi* is equipped with:

(a) a fully operational security camera:

(i) that has been approved by the *Director*; and

(ii) that is mounted on the inside of the windshield, or in another suitable position, facing rearward and that is continually recording

audio and video of all occupants in the *Taxi* or *Accessible Taxi* at all hours of the day or night, and;

(b) a decal or sign satisfactory to the *Director* that is installed in a conspicuous location that indicates that a security camera is installed and images of the passengers are being recorded.

(72M2021, 2022 January 01)

(2) The *Brokerage* with which the *Taxi* or *Accessible Taxi* is affiliated must retain recordings from the security camera for no less than 5 days.

(3) A *Brokerage* must disclose recordings from the security camera to the *Director* or the Calgary Police Service, in a format satisfactory to the *Director* or Calgary Police Service, upon request within 3 days of the request.

(72M2021, 2022 January 01)

(4) Despite subsections (1), (2) and (3), for a *Taxi* or *Accessible Taxi* that is an *Independent Livery Vehicle*, the *Person* who holds the *T.P.L.* or *A.T.P.L.* that is joined to the *Independent Livery Vehicle* is responsible for fulfilling the requirements of those subsections.

(5) A *Person* must not:

(a) tamper or interfere with a security camera; or

(b) block, obstruct or disable a security camera so that it cannot capture audio and video of all occupants in the *Taxi* or *Accessible Taxi***.**

(6) A *Driver* must not *operate* a *Taxi* or *Accessible Taxi* if the equipped security camera is turned off, blocked or obstructed, disabled or otherwise inoperable.

Security Cameras in Limousines and Private for Hire Vehicles

120. (1) If a security camera is installed in a *Limousine* that is affiliated with a *Brokerage*, the *Brokerage* must ensure a decal or sign satisfactory to the *Director* is installed in a conspicuous location that indicates that a security camera is installed and images of the passengers are being recorded.

(72M2021, 2022 January 01)

(2) If a security camera is installed in a *Limousine* that is an *Independent Livery Vehicle*, the *Person* who holds the *L.P.L.* that is joined to the *Limousine* must ensure a decal or sign satisfactory to the *Director* is installed in a conspicuous location that indicates that a security camera is installed and images of the passengers are being recorded.

(72M2021, 2022 January 01)

(3) If a security camera is installed in a *Private For Hire Vehicle*, the *Transportation Network Driver* with which the vehicle is registered must ensure a decal or sign satisfactory to the *Director* is installed in a conspicuous location that indicates that a security camera is installed and images of the passengers are being recorded.

(72M2021, 2022 January 01)

Division 3 – Limousines

Stretch Limousines

121. A Stretch-Limousine is a *Motor Vehicle* on which the frame has been cut or altered and extended at least 8 inches, which is no more than 10 model years old and meets all Federal or Provincial Regulations and manufacturer's specifications such as Qualified Vehicle Modifier (Q.V.M.) and Cadillac Master Coachbuilder (C.M.C.).

122. (1) The *Director* must not approve a *Motor Vehicle* as a Stretch-Limousine and *issue* a *Livery Vehicle Registration Certificate* for it unless it meets the criteria set out in section 121.

(72M2021, 2022 January 01)

(2) Despite subsection (1), the *Director* may *issue* a *Livery Vehicle Registration Certificate* for a Stretch-Limousine that is older than 10 model years if, in the opinion of the *Director*, the *Motor Vehicle* to be used as a Stretch-Limousine is in good mechanical condition and appearance.

(72M2021, 2022 January 01)

Sedan-Limousines

123. The *Director* is authorized to designate makes and models of *Motor Vehicles* that may be *operated* as a Sedan-Limousine if the *Director* is satisfied that the vehicle offers a luxury to passengers.

(72M2021, 2022 January 01)

124. (1) The *Director* may only *issue* a *Livery Vehicle Registration Certificate* for a Sedan-Limousine if it is:

(a) a make and model which may be *operated* as a Sedan-Limousine pursuant to section 123; and

(b) 10 model years or newer.

(72M2021, 2022 January 01)

(2) Despite subsection (1)(b), the *Director* may *issue* a *Livery Vehicle Registration Certificate* for a Sedan-Limousine that is older than 10 model years if, in the opinion of the *Director*, the *Motor Vehicle* to be used as a Sedan-Limousine is in good mechanical condition and appearance.

(72M2021, 2022 January 01)

General

125. The *Owner* of a *Limousine* must ensure that the *Limousine*:

(a) has an *L.P.L.* joined to it; and

(b) displays the *L.P.L.* in a manner, position and colour prescribed by the *Director*.

(72M2021, 2022 January 01)

Pre-arranged Service

126. (1) A *Person* must not, while operating a *Limousine*, pick up passengers unless the *Limousine* service was previously arranged.

(2) In subsection (1), "previously arranged" means:

(a) in the case of a *Limousine* affiliated with a *Brokerage*, the customer has entered into an agreement with the *Brokerage* prior to the time of pick up; or

(b) in the case of a *Limousine* that is an *Independent Livery Vehicle*, the customer has entered into an agreement with the *Driver* of the *Limousine* prior to the time of pick up.

(3) In subsection (1), "previously arranged" does not include a *Street Hail*.

(4) An agreement referred to in subsection (2) must include the following information:

(a) the time and date when the agreement was entered into;

(b) the time and date when every passenger is picked up;

(c) the location at which every passenger is picked up;

(d) the destination at which every passenger is discharged;

(e) the *Driver's T.D.L.* number;

(f) the *L.P.L.* number;

(g) either: (i) the amount to be paid for the service; or

(ii) the hourly rate to be charged to the customer.

(5) An agreement referred to in subsection (2) must be recorded at the time of the agreement in English in either a written or electronic form satisfactory to the *Director*.

(72M2021, 2022 January 01)

(6) The Driver of the *Limousine* must ensure a copy of such agreement must be carried in the *Limousine* at all times while the *Limousine* is engaged pursuant to the agreement.

127. (1) Section 126 does not apply to a *Limousine* that picks up a passenger pursuant to a *Street Hail* at the main passenger terminal building at the Calgary International Airport.

(2) A *Brokerage* that provides *Street Hail Limousine* service at the main passenger terminal building at the Calgary International Airport must set flat rate fares for

trips originating at the Calgary International Airport to specified communities in the City.

(3) The flat rate fares set pursuant to subsection (2) must be posted at the Calgary International Airport as directed by the Calgary Airport Authority.

(4) The *Driver* of a *Limousine* that picks up passengers pursuant to a *Street Hail* at the main passenger terminal building at the Calgary International Airport must not charge an amount greater than the posted flat rate fare for the trip.

128. Section 126 does not apply to a *Person operating* a *Limousine* that picks up a passenger where the ride has been arranged through an *App* approved by the *Director* pursuant to section 16.

(72M2021, 2022 January 01)

129. (1) A *Person* must not park a *Limousine* on a *Highway* unless the *Limousine* is:

(a) engaged pursuant to an agreement as set out in section 126 or an *App* approved by the *Director* pursuant to section 16 and

(b) displaying a “Not for Hire” sign.

(72M2021, 2022 January 01)

(2) Subsection (1) does not apply to a *Limousine* parked:

(a) at the main passenger terminal building at the Calgary International Airport; or

(b) within an area designated by the *Director*.

(72M2021, 2022 January 01)

130. The holder of an *L.P.L.* and the *Driver* of a *Limousine* must ensure that each paid trip taken in the *Limousine* his or her *L.P.L.* is attached to is evidenced by a written or electronic agreement in accordance with section 126.

131. Section 130 does not apply to trips that have been arranged through an *App* approved by the *Director* pursuant to section 16.

(72M2021, 2022 January 01)

Division 4 – Taxi, Accessible Taxi and Limousine Inspections

Frequency of Inspections

132. Every *Taxi*, *Accessible Taxi* and *Limousine* must be inspected at least once every 12 months by a *Certified Mechanic* at a *Livery Inspection Station*.

Certified Mechanic

133. A *Person* must not inspect a *Livery Vehicle* or complete, in whole or part, an *Inspection Certificate* unless such person is a *Certified Mechanic*.

Livery Inspection Stations

134. An approved *Livery Inspection Station* must:

(a) display its *Livery Inspection Station Certificate* in a conspicuous location on the premises at which the *Licensee* conducts the *Livery Vehicle* inspections;

(b) renew its *Livery Inspection Station Certificate* prior to its expiry date;

(c) ensure that each person conducting *E.L.V.I.S.* is a *Certified Mechanic*;

(d) maintain, at all times, an inventory of *Inspection Certificate* forms obtained from the *Director*;

(e) upon demand of the *Director*, produce such documentation as requested in relation to the inventory of *Inspection Certificate* forms;

(f) make available, upon a reasonable request of the *Director*, at no charge, the facility to conduct a *Livery Vehicle* mechanical inspection;

(g) during normal business hours, permit the *Director* to inspect vehicles, facilities, equipment and other records pertaining to *Livery Vehicle inspections*; and

(h) provide all information related to the inspection or repair of a *Livery Vehicle* to the *Director*.

(72M2021, 2022 January 01)

Conduct of Inspections

135. A *Certified Mechanic* must conduct inspections in a manner as prescribed under Schedule "C" and must:

(a) fill out all portions of the *Inspection Certificate* form;

(b) verify that the vehicle identification number on the provincial registration certificate matches the vehicle identification number on the vehicle;

(c) give three copies of the *Inspection Certificate* to:

(i) the *T.P.L.*, *A.T.P.L.* or *L.P.L.* holder of the *Taxi*, *Accessible Taxi* or *Limousine*;

(ii) the *Transportation Network Driver*;

as applicable;

(d) keep one copy of the *Inspection Certificate* at the *Livery Inspection Station*;

(e) upon a failed inspection, immediately notify the *Director* and forward a copy of the *Livery Vehicle Inspection Certificate* to the *Director*;

(f) upon an inspection not being completed within five days of its commencement, immediately notify the *Director* and forward the incomplete copy of the *Inspection Certificate* to the *Director*;

(g) where the *Livery Vehicle* leaves the *Inspection Station* and the *Livery Vehicle* requires, pursuant to *E.L.V.I.S.*, immediate repairs or repair within twenty-four hours, immediately notify the *Director* of the defects.

(72M2021, 2022 January 01)

Inspection Certificates

136. (1) If a *Certified Mechanic* is satisfied that a *Livery Vehicle* complies with *E.L.V.I.S.,* the *Certified Mechanic* may *issue* an *Inspection Certificate*.

(2) An *Inspection Certificate* must be on a form supplied by the *Director*.

(72M2021, 2022 January 01)

(3) An *Inspection Certificate* is not valid until such time as a copy is filed with the *Director*.

(72M2021, 2022 January 01)

(4) An *Inspection Certificate* expires automatically on the date of expiry shown on the *Inspection Certificate*.

(5) A copy of the *Inspection Certificate* must be retained by the *Certified Mechanic* at the *Livery Inspection Station* of origin.

137. (1) The holder of a *Plate* must, immediately upon having an *Inspection Certificate issued* for the *Taxi***,** *Accessible Taxi* or *Limousine* to which the *Plate* is joined ensure the delivery of:

(a) a copy of the *Inspection Certificate* to the *Director*; and

(b) a copy of the *Inspection Certificate* to the *Brokerage* to which the *Taxi***,** *Accessible Taxi* or *Limousine* is affiliated.

(72M2021, 2022 January 01)

(2) Despite subsection (1), the *Driver* of the *Taxi***,** *Accessible Taxi* or *Limousine* may deliver a copy of the *Inspection Certificate* to the *Director*.

(72M2021, 2022 January 01)

138. (1) A *Person* must not *operate* a *Taxi***,** *Accessible Taxi* or *Limousine* without a valid and subsisting *Inspection Certificate*.

(2) A *Person* must not allow a *Taxi***,** *Accessible Taxi* or *Limousine* to be *operated* without a valid and subsisting *Inspection Certificate*.

139. The holder of a *Plate* must ensure that the *Taxi***,** *Accessible Taxi* or *Limousine* that the *Plate* is joined to has a valid and subsisting *Inspection Certificate*, which shall be carried in the *Taxi***,** *Accessible Taxi* or *Limousine*.

140. A *Person* must not *operate* a *Taxi*, *Accessible Taxi* or *Limousine* unless a copy of the *Inspection Certificate* is in the *Taxi*, *Accessible Taxi* or *Limousine*. The *Director* may, if a copy of an *Inspection Certificate* has been lost, certify a copy of that *Inspection Certificate* as a true copy.

(72M2021, 2022 January 01)

141. When a *Plate* holder requests that the *Plate* be joined to another *Motor Vehicle*, the *Director* must not *issue* a *Livery Vehicle Registration Certificate* for the new *Taxi*, *Accessible Taxi* or *Limousine* unless that *Taxi*, *Accessible Taxi* or *Limousine* has a valid and subsisting *Inspection Certificate* which is dated no more than 14 days previous to the date of the request for the *Livery Vehicle Registration Certificate*.

(72M2021, 2022 January 01)

142. If the *Director* has reasonable grounds to believe that a *Certified Mechanic* has improperly *issued* an *Inspection Certificate* the *Director* may refuse to accept *Livery Vehicle Inspection Certificates* signed by that mechanic and may advise the *Livery Vehicle* industry that the *Director* will not accept such *Certificates*.

(72M2021, 2022 January 01)

143. The *Director* may order the *Owner* or representative of the *Owner* of a *Livery Vehicle* which fails any *Livery Vehicle* inspection to return to the same *Livery Inspection Station* where the defects were discovered and if the *Certified Mechanic* is of the opinion, after a further inspection that the *Livery Vehicle* complies with, *E.L.V.I.S.*, the *Certified Mechanic* must *issue* an *Inspection Certificate*.

(72M2021, 2022 January 01)

Division 5 – Private For Hire Vehicle Inspections

144. (1) For all *Motor Vehicles* that a *Transportation Network Driver* has registered with the *Director* pursuant to section 50, the *Transportation Network Driver* must annually submit to the *Director*:

(a) a copy of a record of inspection for the *Motor Vehicle* pursuant to the *Vehicle Inspection Regulation*, AR 211/2006, which indicates that the vehicle was inspected by a garage approved by the Alberta Motor Vehicle Industry Council and has passed the inspection, dated no later than 12 months from the date of the last record of inspection submitted to the *Director*; or

(b) an *Inspection Certificate* for the *Motor Vehicle* dated no later than 12 months from the date of the last *Inspection Certificate* submitted to the *Director*.

(72M2021, 2022 January 01)

(2) A *Person* must not *Operate* a *Private For Hire Vehicle* without a valid and subsisting:

(a) record of inspection pursuant to subsection (1)(a); or

(b) *Inspection Certificate* pursuant to subsection (1)(b).

(3) The record of inspection or *Inspection Certificate* pursuant to subsection (1) may be submitted electronically.

(4) A *Transportation Network Driver* must keep a copy of the most recent record of inspection or *Inspection Certificate* in the *Private For Hire Vehicle* at all times when providing *App* based service.

PART 6 – RATES AND FEES

Fares

145. Fees, rates, fares, tariffs and charges for the hire of *Livery Vehicles* must be in accordance with Schedule "A".

Licence Fees

146. (1) Fees for all *Licences* issued pursuant to this Bylaw and charges for the processing of applications, renewals, reinstatements and Livery Transport Services administration must be in accordance with Schedule “B”.

(2) Despite subsection (1), where the *Director* has suspended or revoked a *Licence* pursuant to this Bylaw then, unless such suspension or revocation is overturned in the whole by the *Licence and Community Standards Appeal Board*, the *Licensee* must pay a *Licence* reinstatement fee as set out in Schedule “B” as a condition of any reinstatement or renewal of the *Licence*, including any reinstatement upon the conclusion of a suspension for a fixed term, and prior to receiving a *Licence* if the *Licensee* applies for a new *Licence*.

(72M2021, 2022 January 01)

(3) Despite subsections (1) and (2) where the *Licence* was suspended or revoked by the *Director* without a hearing, the *Licensee* must pay a *Licence* reinstatement fee as set out in Schedule “B”.

(72M2021, 2022 January 01)

147. Despite any other provision of the Bylaw, the *Director* must not:

(a) *issue*, replace, renew or reinstate a *Licence*, *Certificate* or any other Livery document;

(b) provide any service for which a fee has been specified under Schedule “B”;

(c) substitute or exempt a *Livery Vehicle*;

(d) transfer a *T.P.L.* or *A.T.P.L.*; or

(e) accept an application for a Livery *Licence* or other Livery document

unless the fees set out in Schedule “B” with respect to the service or Livery document have been paid in full.

(72M2021, 2022 January 01)

148. No *Licence* or other fee or portion thereof will be refunded or prorated except as set out in Schedule "B".

PART 7 – ACCESSIBLE TAXI INCENTIVE PROGRAM

149. (1) In addition to any other powers set out in this Bylaw, the *Director* may establish and implement an *Accessible Taxi* Incentive Program to ensure service quality or sustainability of *Accessible Taxi* services. In connection with an *Accessible Taxi* Incentive Program, the *Director* may set:

(a) requirements for eligibility in the *Accessible Taxi* Incentive Program;

(b) the criteria for receiving any incentive or grant;

(c) the amount and frequency of the disbursement of any incentive or grant, including any pro-rated or discretionary amounts;

(d) the form and manner in which a customer must be informed of a regulatory charge imposed pursuant to section 150, including how it must be displayed on a *Taximeter*, receipt, or *App*;

(e) any sanctions, including reductions in the amount of any incentive or grant, for non-compliance with the conditions of the *Accessible Taxi* Incentive Program;

(f) any reporting or auditing requirements of a *Brokerage*, holder of a *T.P.L. or A.T.P.L.* that is joined to an *Independent Livery Vehicle* and *Transportation Network Company* with respect to the *Accessible Taxi* Incentive Program;

(g) subject to section 150, a regulatory charge that may be imposed on customers and collected by *Drivers***;**

(h) the frequency and method a *Brokerage*, holder of a *T.P.L.* or *A.T.P.L.* that is joined to an *Independent Livery Vehicle* and *Transportation Network Company* must remit any regulatory fee collected by its affiliated *Drivers*;

(i) the process for changes to the *Accessible Taxi* Incentive Program and the method by which any changes will be published; and

(j) any other requirements that are needed to administer the *Accessible Taxi* Incentive Program.

(72M2021, 2022 January 01)

(2) The requirements set out pursuant to subsection (1) will be published in a form and manner as determined by the *Director*.

(72M2021, 2022 January 01)

Regulatory Charge

150. (1) Despite any other section in this Bylaw, including Schedule "A", where an *Accessible Taxi* Incentive Program has been established by the *Director,* a regulatory charge must be added to every fare charged for a trip completed by a *Taxi*, *Accessible Taxi* or *Private for Hire Vehicle*.

(72M2021, 2022 January 01)

(2) The regulatory charge authorized in subsection (1) must be set by the *Director* annually and must be calculated based on the total anticipated annual cost of the *Accessible Taxi* Incentive Program.

(72M2021, 2022 January 01)

(3) Any regulatory charge set by the *Director* pursuant to subsection (2) must not exceed $0.30 cents per trip.

(72M2021, 2022 January 01)

(4) For every trip completed, the regulatory charge required in subsection (1) must:

(a) be paid by the customer;

(b) collected by the *Driver* on behalf of The *City***;**

and remitted to The *City* pursuant to section 151.

151. (1) A Brokerage, holder of a *T.P.L.* or *A.T.P.L.* that is joined to an *Independent Livery Vehicle* and *Transportation Network Company* must remit all regulatory charges collected by all affiliated *Drivers* pursuant to section 150 to The *City* in the form, manner and frequency as prescribed by the *Director*.

(72M2021, 2022 January 01)

(2) A *Brokerage***,** holder of a *T.P.L.* or *A.T.P.L.* that is joined to an *Independent Livery Vehicle* and *Transportation Network Company* must submit any data requested by the *Director* pursuant to section 149(1)(f).

(72M2021, 2022 January 01)

PART 8 – ENFORCEMENT

Division 1 – Inspections

Inspection of Vehicles

152. (1) An *Officer* may, at any time the *Officer* finds a *Livery Vehicle operating*, inspect the *Livery Vehicle*.

(72M2021, 2022 January 01)

(2) A *Driver* who leaves prior to an *Officer* completing an inspection commits an offence.

(72M2021, 2022 January 01)

(3) The *Director* or *Officer* may require a *Brokerage*, *Owner*, *Driver* or any of them to deliver a vehicle to the Livery Transport Services office, a specific *Livery Inspection Station*, or other specified place to undergo an inspection.

(72M2021, 2022 January 01)

(4) Where the *Director* or *Officer* gives notice in writing to a *Brokerage*, *Owner*, or *Driver* of a vehicle that the vehicle is required at the Livery Transport Services office, a *Livery Inspection Station* or other specified place for an inspection, that person must ensure that the vehicle is at the specified place and at the specified time.

(72M2021, 2022 January 01)

(5) Any *Person* who interferes with an *Officer* or *Certified Mechanic* who is inspecting a vehicle commits an offence.

(72M2021, 2022 January 01)

Attendance at Premises

153. (1) The *Director* or an *Officer* may attend any premises where livery operations are carried out to inspect those premises to ensure that this Bylaw and any other laws relevant to livery operations are being complied with.

(72M2021, 2022 January 01)

(2) The *Director* or *Officer* may request any *Person*, including police officers, bylaw enforcement officers, safety codes officers, mechanics and accountants, to attend at a premises where livery operations are being carried out and assist in the inspection of those premises. So long as a *Person* assisting in an inspection is acting under the direction of an *Officer* that person has the same powers of inspection as an *Officer*.

(72M2021, 2022 January 01)

(3) It is an offence under this Bylaw to interfere with the *Director* or an *Officer* during an inspection pursuant to this division.

(72M2021, 2022 January 01)

<u>Division 2 – Production of Documents</u>

154. The *Director* or an *Officer* may require any *Licensee* to produce on demand any documents relating to its *Licence*. Copies of these documents must be supplied in a timely manner upon such request of the *Director* or O*fficer*.

(72M2021, 2022 January 01)

155. Where this Bylaw requires any document to be in the possession of a *Driver* or in a *Livery Vehicle*, the *Driver* of a *Livery Vehicle* must produce that document to an *Officer* immediately upon that *Officer's* demand.

(72M2021, 2022 January 01)

156. Where a document required by this Bylaw is recorded electronically, the *Licensee* must upon the demand of the *Director* or an *Officer* transmit the document to a location specified by the *Director* or *Officer*.

(72M2021, 2022 January 01)

Division 3 –Officer's Order

(72M2021, 2022 January 01)

157. (1) Where an *Officer* believes a *Person* has failed to comply with this Bylaw, the *Officer* may issue an Order to that person directing that person to remedy the non-compliance.

(72M2021, 2022 January 01)

(2) Where an *Officer* believes a *Livery Vehicle* does not meet the standards set out in this Bylaw, the *Officer* may issue an Order to any *Person* to remedy the deficiency.

(72M2021, 2022 January 01)

(3) Where an *Officer* issues an Order pursuant to subsection (1) or (2) he or she may also:

(a) suspend and take possession of any *Licence* held by the *Person* to whom the Order is issued until the Order is complied with;

(b) suspend and take possession of the *Plate* to which a *Livery Vehicle* is joined until the Order is complied with; and

(c) take possession of the *Livery Vehicle Registration Certificate* or any other document *issued* pursuant to this Bylaw.

(72M2021, 2022 January 01)

(4) Where an *Officer* believes a corporation is responsible for the non-compliance, the *Officer* may issue the Order to an officer of the corporation.

(72M2021, 2022 January 01)

(5) Service of an *Officer's* Order is effected when it is given to the *Person* to whom it is directed.

(72M2021, 2022 January 01)

(6) Every *Person* who:

(a) fails to comply with an *Officer's* Order;

(b) interferes with the issuance of an *Officer's* Order;

(c) refuses to accept an *Officer's* Order directed to him; or

(d) interferes with any *Person's* efforts to comply with an *Officer's* Order

commits an offence.

(72M2021, 2022 January 01)

(7) Nothing in this section limits any *Officer's* powers to charge a person with an offence.

(19M2022, 2022 May 11)

Division 4 – Suspensions, Revocations and Appeals

158. In this Division, "*Licence*" includes a *Certificate*.

Appeal of an Order

159. (1) Any *Person* who has been issued an *Officer's* Order may appeal that Order to the *Director*.

(72M2021, 2022 January 01)

(2) The appeal pursuant to this section must:

(a) be made in writing;

(b) attach a copy of the Order appealed from;

(c) be delivered to a Livery Transport Services office within seven business days of the date the Order was made;

(d) state why the person appealing the Order believes the Order should not have been issued; and

(e) include a daytime phone number of the person making the appeal.

(3) When considering an appeal of the *Officer's* Order, the *Director* may:

(a) call a hearing to consider evidence from both the *Officer* and the appellant and the appellants' witnesses or experts and any other person the *Director* believes may have relevant information;

(b) make inquiries into the matter without calling a hearing, or

(c) determine the matter based solely on the written appeal.

(72M2021, 2022 January 01)

(4) An appeal of an *Officer's* Order to the *Director* does not in any way act as a stay of the Order. The Order must be complied with unless and until it has been superseded by the *Director's* decision.

(72M2021, 2022 January 01)

(5) If the *Director* believes the *Officer's* Order was not warranted or the terms of the Order were not reasonable, the *Director* may:

(a) revoke the Order;

(b) change the terms of the Order;

(c) extend the time for compliance with the Order; and

(d) waive or reduce any reinstatement fees that arose as a result of the Order.

(72M2021, 2022 January 01)

(6) The *Director* may make a decision on an appeal of an *Officer's* Order orally by telephoning the appellant at the number provided in accordance with section 159(2)(e) and must in any event prepare a written decision which must be mailed to the appellant.

(72M2021, 2022 January 01)

(7) The *Director* must make a decision on an appeal of an *Officer's* Order within two business days of receiving the completed appeal, or if the *Director* holds a hearing within two business days of the hearing.

(72M2021, 2022 January 01)

(8) Except where an Order deals with a critical defect as specified in Schedule "C", the *Director's* decision is final and is not subject to further review by the *Licence and Community Standards Appeal Board* or a Court. Where an Order deals with a critical defect as specified in Schedule "C", that Order may be appealed to the *Licence and Community Standards Appeal Board* whose decision will be final.

(72M2021, 2022 January 01)

Suspension or Revocation of a Licence

160. (1) The *Director* may, with or without a hearing, refuse to *issue* a *Licence* or suspend and revoke any *Licence* granted pursuant to this Bylaw.

(72M2021, 2022 January 01)

(2) If the *Director* holds a hearing to determine whether a *Licence* should be *issued*, suspended or revoked, the *Director* may:

(a) determine the process and procedures for any hearing;

(b) hear evidence in accordance with standard legal procedures set by the *Director*;

(c) make inquiries and gather evidence in accordance with standard legal process as part of the hearing;

(d) receive evidence of relevant past convictions, *Officer's* Orders, warnings, complaints or similar evidence of prior behaviour of a *Person*;

(e) determine the weight to be given to any evidence before the *Director*;

(f) request any person to attend at a hearing and to provide that request to any person, and draw adverse inferences from any person's failure to attend;

(g) cause a record of the hearing to be made;

(h) seek the advice of counsel, mechanics, other regulatory bodies, or any person with a particular expertise; and

(i) direct that all officers of a corporate appellant obtain the written recommendation of the *Chief of Police*.

(72M2021, 2022 January 01)

Revocation or Suspension without Hearing

161. (1) The *Director* may revoke or suspend a *Licence* with or without a hearing if:

(a) the *Director* has reason to believe that the *Licensee* has failed to comply with this or any other bylaw or statute, regardless of whether the *Licensee* has been convicted of an offence;

(b) the *Director* has reason to believe that any authority, *Licence*, condition, approval or any other document or qualification pursuant to any bylaw or statute on which the issuance of the *Licence* was based has been suspended, cancelled, revoked or not complied with; and

(c) the *Director* has reason to believe not revoking or suspending the *Licence* would pose a danger to the safety, health or welfare of the public or not be in the interests of the livery industry; or

(72M2021, 2022 January 01)

(2) The *Director* may revoke or suspend a *Licence* without a hearing if the *Director* called a hearing but the *Licensee* failed to attend at the time and place where the hearing was set.

(72M2021, 2022 January 01)

Reconsideration Hearing

162. (1) Any *Person* who has been refused a *Licence* and any *Licensee* whose *Licence* has been suspended or revoked by the *Director* without a hearing may request a hearing of the *Director* to reconsider the refusal, suspension or revocation.

(72M2021, 2022 January 01)

(2) A request for the *Director* to reconsider the refusal to *issue* a *Licence* or a suspension or revocation must be made in writing to the *Director* within thirty days of the *Director's* decision to refuse, suspend or revoke the *Licence*.

(72M2021, 2022 January 01)

(3) If the *Director* decides to hold a hearing to reconsider a decision, the *Director* may stay the suspension or revocation pending the outcome of that hearing.

(72M2021, 2022 January 01)

(4) At a hearing to reconsider the refusal to *issue* a *Licence* or a suspension or revocation of a *Licence*, the *Director* has all the discretion respecting a hearing granted pursuant to section 160(2).

(72M2021, 2022 January 01)

(5) The *Director's* decision to refuse, suspend or revoke a *Licence* without a hearing is only appealable to the *Licence and Community Standards Appeal Board* if:

(a) the *Licensee* sought the *Director's* reconsideration and the *Director* refused to hold a hearing to reconsider the decision; or

(b) the *Director* did hold a hearing to reconsider a decision but the *Director* did not change the decision to refuse, suspend or revoke the *Licence*.

(72M2021, 2022 January 01)

163. (1) At a hearing, instead of suspending or revoking a *Licence*, the *Director* may allow the *Licence* to continue with conditions respecting the operation of the livery business to which the *Licence* applies.

(72M2021, 2022 January 01)

(2) It is an offence for a *Licensee* to fail to comply with a condition imposed by the *Director* pursuant to subsection (1).

(72M2021, 2022 January 01)

164. Within ten days of the conclusion of a hearing or within two days of the decision if no hearing was held, the *Director* must notify the *Applicant* or *Licensee* of the decision including:

(a) whether the *Licence* has been granted, refused, suspended or revoked;

(b) if suspended, the length of time of the suspension;

(c) if refused, suspended or revoked, the period of time during which the *Applicant* or *Licensee* may not reapply;

(d) the right of appeal if any;

(e) terms or conditions imposed; and

(f) whether the suspension or revocation is stayed pending appeal.

(72M2021, 2022 January 01)

Appeal to Licence and Community Standards Appeal Board

165. (1) A *Licensee* may appeal the *Director's* refusal to *issue* a *Licence*, suspension or revocation of a *Licence* or the imposition of a condition on a *Licence* to the *Licence and Community Standards Appeal Board* in accordance with Bylaw 50M2011, the Licence and Community Standards Appeal Board Bylaw.

(72M2021, 2022 January 01)

(2) If a *Licensee* has given notice of an intention to appeal the *Director's* decision to the *Licence and Community Standards Appeal Board*, the *Director* may stay the revocation, suspension or imposition of a condition pending the appeal if in the *Director's* judgment the continued livery operations do not create a danger to the safety, health or welfare of the public.

(72M2021, 2022 January 01)

(3) The *Director* may lift a stay of a suspension, revocation or imposition of a condition if, in the *Director's* judgment, the appellant is not diligently pursuing the appeal to the *Licence and Community Standards Appeal Board*.

(72M2021, 2022 January 01)

166. A *Person's* obligations pursuant to this Bylaw to renew a *Licence* or obtain a *Certificate* are not waived or stayed as a result of a suspension or revocation of a *Licence* or *Certificate*.

Return of Licence, Certificate or Plate

167. A holder whose *Licence* or *Certificate* is suspended or revoked shall immediately return the *Licence*, *Certificate*, *Plate* and any other related document to the *Director*.

(72M2021, 2022 January 01)

Division 5 – Offences and Prosecutions

168. Any *Person* who contravenes any provision of this Bylaw by doing any act or thing which the *Person* is prohibited from doing or failing to do any act or thing the *Person* is required to do is guilty of an offence.

169. (1) A *Person* who is convicted of an offence pursuant to this Bylaw is liable on summary conviction to a fine not exceeding ten thousand dollars or to imprisonment for a period not exceeding one year, or to both a fine and imprisonment.

(2) A *Person* who has been convicted of an offence and who fails to pay any fine imposed by a court may be liable to a period of imprisonment pursuant to the provisions of *Provincial Offences Procedures Act*, R.S.A 2000, c. P-34.

False Statements

170. A *Person* must not make a false statement in a document, application, statement, declaration or report made pursuant to or required by this Bylaw.

False Advertising

171. A *Person* must not

(a) make false, misleading or deceptive statements in any

(i) advertisement,

(ii) telephone directory listing,

(iii) circular,

(iv) electronic media,

(v) pamphlet, or

(vi) similar material via any medium,

with respect to the provision of livery services or the carrying on of livery services;

(b) advertise livery services which have not been approved by the *Director,* or

(c) advertise in such a manner as to imply that the *Person* will provide livery services that the *Person* is not *Licenced* to provide.

(72M2021, 2022 January 01)

Violation Tickets

172. (1) Where an *Officer* believes that a person has contravened any provision of this Bylaw, the *Officer* may issue a violation ticket in accordance with the *Provincial Offences Procedures Act,* R.S.A 2000, c. P-34, or lay an information.

(72M2021, 2022 January 01)

(2) The violation ticket may provide for the payment of a voluntary payment in the amount of the specified penalty for the offence set out in Schedule "D".

(3) The violation ticket may require the defendant to appear before a Justice on the initial appearance date without the alternative of making a voluntary payment.

(4) Where there is a specified penalty listed for an offence in Schedule "D" to this Bylaw, that amount is the specified penalty for the offence.

(5) (a) Where there is a minimum penalty listed for an offence in Schedule “D” to this Bylaw, that amount is the minimum penalty for the offence.

(b) Where the minimum penalty is not listed for an offence in Schedule “D”, the minimum penalty for the offence is $300.00.

(6) Despite specified and minimum penalties set out in Schedule "D" to this Bylaw:

(a) if a person is convicted twice of the same provision of this Bylaw within a 24 month period, the minimum penalty for the second conviction shall be the amount of the specified penalty for a first offence; and

(b) if a person is convicted three or more times of the same provision of this Bylaw within a 24 month period, the minimum penalty for the third and subsequent convictions shall be twice the amount of the specified penalty for a first offence.

173. (1) The levying and payment of any fine or the imprisonment for any period does not relieve a person from the necessity of paying any fees, charges or costs for which that person is liable pursuant to the provisions of this Bylaw or any other bylaw.

(2) The levying and payment of any fine or the imprisonment for any period does not relieve a person from the obligation to comply with an *Officer’s* Order or direction of the *Director*.

(72M2021, 2022 January 01)

Records

174. Where Livery Transport Services keeps computerized records of *Certificates*, *Licences*, approvals or similar documents, print outs of those documents are admissible into evidence as business records of the Livery Transport Services and are *prima facie* evidence of the information contained within the records.

Service

175. Any notice issued or required pursuant to this Bylaw is sufficiently served on a *Person* if it is

(a) served personally; or

(b) mailed by single registered mail to the most recent address that the *Person* provided to the *Director* as shown in the records of the *Director* and service shall be deemed to be served on the fifth business day after mailing.

(72M2021, 2022 January 01)

PART 9 – TRANSITIONAL

176. (1) Any *Licence*, *Certificate*, approval, bulletin, or order issued pursuant to Bylaw 6M2007 remains in effect until the date of expiry, if any, unless earlier suspended or revoked by the *Director*.

(72M2021, 2022 January 01)

(2) A Limousine Driver's Licence (L.D.L.) issued pursuant to Bylaw 6M2007 is deemed to be a *Taxi Driver's Licence.*

Repeal

177. Bylaw 6M2007 is hereby repealed.

Coming into Force

178. This bylaw comes into force on the day it is passed.

READ A FIRST TIME ON MARCH 22, 2021

READ A SECOND TIME ON MARCH 22, 2021

READ A THIRD TIME ON MARCH 22, 2021

(Sgd. N. Nenshi)
MAYOR

(Sgd. T. Mowrey)
ACTING CITY CLERK

SCHEDULE A – RATES

PART 1 – TAXI RATES FOR STREET HAIL SERVICE AND DISPATCH SERVICE

1. A *Taxi* or an *Accessible Taxi* that is providing *Street Hail Service* or *Dispatch* service may charge the customer on the basis of either meter rate pricing in accordance with section 4 or upfront pricing in accordance with section 5.

Designation of pricing model

2. (1) A *Brokerage* must only utilize either meter rate pricing or upfront pricing for all *Taxis* and *Accessible Taxis* that are affiliated with it.

   (2) A *Brokerage* must advise the *Director* of which pricing model it will utilize.

(72M2021, 2022 January 01)

3. (1) An *Independent Livery Vehicle* must only utilize either meter rate pricing or upfront pricing.

   (2) A *Person* who holds a *Plate* which is joined to an *Independent Livery Vehicle* must advise the *Director* of which pricing model it will utilize

(72M2021, 2022 January 01)

Meter rate pricing

4. (1) When using meter rate pricing, the price charged to the passenger is calculated on the basis of:

   (a) the actual distance travelled;

   (b) the actual amount of time for which the *Taxi* or *Accessible Taxi* is hired; or

   (c) a combination of actual distance travelled and the actual amount of time for which the *Taxi* or *Accessible Taxi* is hired.

Meter Rate

   (2) The fare to be charged when using meter rate pricing shall be no greater than the following:

   (a) $4.50 for the first 120 metres travelled or any portion thereof; or

   (b) (i) $0.23 for each additional 120 meters travelled or any portion thereof when travelling at a speed greater than 20.24 kilometres per hour; and,

(ii) $33.80 per hour or the applicable portion of that rate when the *Taxi* or *Accessible Taxi* is stopped or travelling at a speed less than or equal to 20.24 kilometres per hour.

(19M2022, 2022 May 11)

(3) In addition to the maximum meter rate fares set out in subsection (2), the *Driver* of a *Taxi* or *Accessible Taxi* may charge a surcharge sufficient to cover any fee imposed by the Calgary Airport Authority for trips that start or end at the Calgary International Airport. The amount of the surcharge must be displayed on the *Taximeter* and must not be more than the amount of the fee imposed by the Calgary Airport Authority.

Upfront Pricing

5. (1) When using upfront pricing, the price charged to the passenger is calculated on the basis of:

(a) the estimated distance to be travelled;

(b) the estimated amount of time for which the *Taxi* or *Accessible Taxi* will be hired; or

(c) a combination of estimated distance to be travelled and the estimated amount of time for which the *Taxi* or *Accessible Taxi* will be hired.

Upfront Rate

(2) The fare to be charged when using upfront pricing shall be no greater than the following:

(a) $4.50 for the first 120 metres or any portion thereof of the estimated distanced to be travelled; or

(b) (i) $0.23 for each additional 120 meters or any portion thereof the estimated distance to be travelled when the *Taxi* or *Accessible Taxi* is likely to be travelling at a speed greater than 20.24 kilometres per hour; and,

(ii) $33.80 per hour or the applicable portion of that rate when the *Taxi* or *Accessible Taxi* is expected to be stopped or travelling at a speed less than or equal to 20.24 kilometres per hour.

(19M2022, 2022 May 11)

(3) In addition to the maximum upfront pricing charge set out in subsection (2), the *Driver* of a *Taxi* or *Accessible Taxi* may charge a surcharge sufficient to cover any fee imposed by the Calgary Airport Authority for trips that start or end at the Calgary International Airport. The amount of the surcharge must not be more than the amount of the fee imposed by the Calgary Airport Authority.

Flat Rate

6. (1) Despite section 4, a *Brokerage* or *Independent Livery Vehicle Operator* that utilizes meter rate pricing may set flat rate fares that may be charged by a *Taxi* or *Accessible Taxi* for trips:

   (a) to or from the Calgary International Airport and any community in the City;

   (b) to or from the Calgary International Airport and any hotel in the City;

   (c) to or from the Calgary International Airport and any hospital in the City;

   (d) between any hospitals in the City.

   (2) Flat rate fares set pursuant to subsection (1) must be communicated to the customer prior to the trip commencing.

   (3) Flat rate fares set pursuant to subsections (1)(a), (b) and (c) must be posted at the Calgary International Airport as directed by the Calgary Airport Authority.

   (4) If flat rate fares have been specified pursuant to subsection (1), the customer may, prior to the commencement of the trip, specify whether the fare will be calculated based on the meter rate or whether the flat rate fare will be charged and the *Driver* must charge the fare so specified by the customer.

   (5) If a *Brokerage* or *Independent Livery Vehicle Operator* sets flat rate fares pursuant to subsection (1), the *Brokerage* or *Independent Livery Vehicle Operator* must file the flat rate fares with the *Director*.

   (19M2022, 2022 May 11)

7. Except as set out in Part 7 – Accessible Taxi Incentive Program, no other taxes, fees or charges shall be collected other than as provided for in this Schedule.

Shared Rides

8. In the event a *Taxi* or *Accessible Taxi* is hired on a shared-ride basis by two or more passengers who specify to the *Driver* different destinations, the following provisions shall apply:

   (a) upon the *Driver* being made aware of multiple destinations by shared-ride passengers the *Driver* must inquire how the passengers agree to pay for the fare.

   (b) in the event that the passengers agree amongst themselves to the terms of the shared ride then the taximeter shall run without interruption until the last passenger is discharged at the final destination, at which time the last passenger shall be responsible for the full fare, and the hiring passengers shall be responsible for sharing such expense as they see fit.

   (c) in the event that the passengers do not agree amongst themselves as to the terms of the shared ride, then the taximeter shall be dropped (reflagged) at each individual destination and the discharging passenger(s) shall be responsible for

the amount shown on the taximeter at his or her respective destination only, and not for the total charge of the aggregate journey.

Gratuities and other charges

9. (1) A *Driver* may accept gratuities.

(2) Charges must not be levied by any person for any assistance or additional service provided:

(i) pursuant to section 45 of the Bylaw, or

(ii) to a person with disabilities.

(3) Despite subsection (2), the *Driver* of:

(i) a *Taxi* with a rated seating capacity of seven or more occupants; or

(ii) an *Accessible Taxi*;

which is providing *Street Hail* service or *Dispatch* service may charge a surcharge of $6.80 in addition to the meter rate when a customer requires or requests such a *Taxi* or *Accessible Taxi* to accommodate additional luggage or cargo and the customer agrees to the surcharge in advance of the trip.

(4) Where a surcharge pursuant to subsection 9(3) of this Schedule is charged, the *Driver* must advise the customer at the time the service is requested that the rate includes a surcharge and the surcharge must be displayed on the *Taximeter*.

SCHEDULE B – FEES

(1) No refund will be granted, in whole or in part, where a *Licence* is surrendered, suspended or revoked.

(2) No refund will be granted, in whole or in part, where the *Applicant* abandons an application.

(3) No refund will be granted, in whole or in part, where an application is refused.

(4) Annual *Licence* fees will not be prorated.

(5) The *Director* may waive a reinstatement fee.

(72M2021, 2022 January 01)

(6) Where the fees described in this Schedule are shown for a particular calendar year, the fees apply in the calendar year indicated (from January 1 to December 31, inclusive).

TABLE 1 – Licence Fees

	2023	**2024**
PART 4 – Licences		
Division 2 – Licence Application Process		
Calgary Police Service Information Check	$55	$55
Division 3 – Taxi Driver Licence and Transportation Network Driver Licence		
T.D.L. Classroom Driver Training Fee (includes 1 rewrite)	$310	$310
T.D.L. Online Driver Training Fee (includes 1 rewrite)	$95	$95
Annual *T.D.L.* Fee (includes Photo ID Badge)	$135	$135
Replacement ID Badge (Lost, Damaged)	$50	$50
Accessible *Taxi Driver* Endorsement Training Fee	$80	$80
Annual *T.N.D.L.* Fee	$219	$219
T.N.D.L. Classroom Driver Training Fee	$310	$310

	2023	**2024**
(includes 1 rewrite)		
T.N.D.L. Online Driver Training Fee (includes 1 rewrite)	$95	$95
Division 4 – Taxi Plate Licences and **Accessible Taxi Plate Licences**		
Annual *Licence* Fee for *T.P.L.* (new plate or renewal)	$495	$495
Annual *Licence* Fee for *A.T.P.L.* (new plate or renewal)	$0	$0
Replacement *Plate* for *T.P.L.* and *A.T.P.L.*	$75	$75
Application Fee for *T.P.L.* or *A.T.P.L.* for new *Plate*	$50	$50
Plate Transfer Application Fee	$260	$260
Plate Transfer Fee (approved)	$260	$260
Division 5 – Limousine Plate Licence		
Annual *Licence* Fee for *L.P.L.*	$415	$415
Replacement Decal	$50	$50
Division 6 – Brokerage Licence		
Brokerage Licence Application Fee (includes first licence)	$1725	$1725
Annual *Brokerage Licence* Fee	$1725	$1725
Division 8 – Transportation Network Company		
Transportation Network Company Licence Application Fee (includes first licence)	$1725	$1725
Annual *Transportation Network Company Licence* Fee	$1725	$1725
PART 5 – LIVERY VEHICLES		
Division 4 – Taxi, Accessible Taxi and Limousine Inspections		

	2023	**2024**
Division 5 – Private For Hire Vehicle Inspections		
Inspection Certificate Forms	$25 per package	$25 per package
Inspection Station *Certificate* Application Fee (includes first certificate)	$150	$150
Inspection Station *Certificate* Annual Fee	$180	$180
Mechanic *Certificate* Application Fee (includes first certificate)	$95	$95
Mechanic *Certificate* Annual Fee	$95	$95
PART 7 – ENFORCEMENT		
Division 4 – Suspensions, Revocations and Appeals		
Licence Reinstatement Fee	$190	$190
Licence Reinstatement Fee (subsection 146(2))	$1260	$1260
Licence Reinstatement Fee (subsection 146(3))	$400	$400
Miscellaneous Administrative Services		
Bylaw	$5	$5
Photocopying	$ 1 per page	$ 1 per page
Meter Permit Fee	$97	$97
NSF Cheque Fee	$50	$50

(37M2022, 2023 January 01)

<u>Combined Transportation Network Company/Transportation Network Driver Licence Fee</u>

Despite the *Licence* fees for *Transportation Network Driver Licences* and for *Transportation Network Company Licences* set out in Table 1, a *Transportation Network Company* may elect to pay a combined *Transportation Network Company*/*Transportation Network Driver Licence* fee ("Combined Fee") in accordance with the following provisions.

1. The Combined Fee comprises the fee for a *Transportation Network Company's Licence* and the fee for the *Transportation Network Driver Licence***s** for all *Drivers* that are authorized during a calendar year, to use any *App* that is administered or promoted by the *Transportation Network Company*.

2. A *Transportation Network Company* that elects to pay the Combined Fee must advise the *Director* accordingly at the time of the *Transportation Network Company's Licence* application or renewal.

(72M2021, 2022 January 01)

Calculation of Fee

3. The Combined Fee consists of an Administration Fee plus a Per Trip fee payable as follows:

   (a) the Administration Fee is payable by the *Transportation Network Company* at the time of its *Licence* application or renewal, and is based on the number of *Licensed Transportation Network Drivers* authorized, at the time of the *Licence* application or renewal, to use any *App* administered by the *Transportation Network Company* as follows:

Number of Transportation Network Drivers	**Administration Fee**
1-100	$5,000
101-1000	$15,000
1001-3000	$30,000
3001 or more	$50,000

   In addition to the initial Administration Fee payable, if during a calendar year, the number of *Licensed Transportation Network Drivers* authorized to use any *App* administered or promoted by the *Transportation Network Company* increases such that a higher Administration Fee would be payable, the *Transportation Network Company* must immediately pay the difference; and

   (b) a Per Trip Fee of $0.20 for each trip arranged, during a calendar year, through any *App* that is administered or promoted by the *Transportation*

*Network Company***,** payable by the *Transportation Network Company* on a quarterly basis.

Minimum Fee amount

4. If at the end of a calendar year, the total amount paid by the *Transportation Network Company* is less than the following:

cumulative number of *Licensed Transportation Network Drivers* who were authorized, at any time during the calendar year to use any *App* that is administered or promoted by the *Transportation Network Company*	X	$219

(“the Minimum Fee”)

the *Transportation Network Company* must pay the difference within 30 days of the end of the term of the *Transportation Network Company’s Licence*.

Reimbursement of excess fees

5. If at December 31 of any year, the total Combined Fee received by the *Director* from any *Transportation Network Company* exceeds the Minimum Fee for that *Transportation Network Company*, the *Director* must reimburse that *Transportation Network Company* for the excess amount.

(72M2021, 2022 January 01)

SCHEDULE C – ENHANCED LIVERY VEHICLE INSPECTION STANDARDS

ENHANCED LIVERY VEHICLE INSPECTION STANDARDS

Schedule C

IMPORTANT

Notwithstanding the provisions contained in this Schedule, the order of a Peace Officer takes precedence over any enforcement action outlined herein.

Instructions for conducting vehicle inspections

Application of the standard

Not all items listed in this inspection standard are present or required on every vehicle being inspected. Inspect each vehicle in accordance with the components and systems that are relevant to it.

Inspection Method

A visual inspection is required for all vehicle components and systems. In certain cases, specific additional inspection instructions are provided relevant to an item, which must be followed in addition to conducting the visual inspection.

Application of OEM specifications

In the case where a defect listed in the standard includes a specification defining the safe operating limit of any component which conflicts with the OEM specification for its safe operating limit, the OEM specifications will apply. Note: The specification given by the OEM must be documented and clearly defined as the safe operating limit for it to apply and override any specification listed in this standard. Do not confuse service recommendations with safe operating limits. (OEM documents must be provided.)

Defective vehicle conditions

This vehicle inspection standard contains <u>four categories of defective vehicle conditions</u>. Each category is based on the level of risk each condition poses to vehicle safety, the appropriate response to discovering a defect and the possible enforcement action that can be taken when a vehicle is found to be operating with a defect.

<u>A vehicle must be free of all of the defects listed in this standard to pass inspection.</u>

Defect category	Text	Level of risk	Repair action by driver, owner or broker	Enforcement Action
Defects	plain	potential risk to continued safe vehicle operation	must be repaired in 14 days	○ possible violation ○ possible repair order
	plain italics	*more serious safety concern that can deteriorate quickly*	*must be carried out within 24 hours*	○ *possible violation* ○ *repair order*
Critical defects	**bold**	**serious defect that risks safe vehicle operation**	**prohibited from carrying any passenger**	○ **violation** ○ **repair order**
	<u>bold underline</u>	**<u>such an imminent safety hazard that continued vehicle operation is prohibited</u>**	**<u>vehicle must not be operated</u>**	○ **<u>violation</u>** ○ **<u>repair order</u>** ○ **<u>vehicle towed</u>**

Correcting vehicle defects

Repairs that are completed to bring a vehicle into compliance with this standard must be carried out in accordance with the relevant and most current OEM service and repair procedures.

Body and finish repair

Body and finish repairs must be carried out in accordance with OEM or Inter-Industry Conference On Auto Collision Repair (I-CAR) standards.

Definitions

OEM – means the original manufacturer of the vehicle or a company that is authorized to modify vehicles in accordance with Canada Motor Vehicle Safety Standards.

Improperly modified – means that a vehicle, component or system has been modified in a manner that is inconsistent with the installation, service or repair instructions issued by the OEM or inconsistent with an applicable standard or regulation.

Improperly repaired – means that a vehicle, component or system has been repaired in a manner that is inconsistent with the instructions issued by the OEM or inconsistent with an applicable standard or regulation.

Not equivalent to OEM – means parts or repairs that reduce the strength, reliability, function or integrity of a vehicle component or system.

PREFACE

This inspection standard contains detailed descriptions of defective vehicle conditions. <u>Vehicles are expected to be free of all of these defective conditions at all times</u>. Regular maintenance and inspection using this standard as a guide will help to ensure that vehicles remain in a safe operating condition.

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PART 1 – POWER TRAIN

1. Drivability
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3.I Fuel System – Gasoline or Diesel
3.II Fuel System – LPG
3.III Fuel System – Other
4. Fluid Levels
5. Engine Accessory Drive Belt
6. Ignition, Interlock & Gear Selector
7. Clutch
8. Engine/Transmission Mount
9. Exhaust System
10. Transmission/Transaxle
11. Drive Shaft
12. Rear Axle

Section 1. Drivability

Inspection Method: Test-drive the vehicle to highway speed and test operation in all gear positions.

Repair Requirements:

- When a vehicle has an active engine or drivetrain fault and there is a noticeable drivability problem, repair must be carried out to correct the fault.
- When a vehicle has an active engine or drivetrain fault and there is no noticeable drivability problem, repair up to a maximum cost of $500.00 must be carried out. If the repair fails to correct the problem, additional repair can be waived for six months from the inspection that revealed the fault. If a drivability problem develops, the waiver is no longer in effect.
- All fault codes must be recorded on the inspection report form with relevant description.

Subsection	Defect(s)
(1) indicator warning lamp	a) malfunction of any system or component is indicated (active fault code) b) indicator/warning device is defeated or has been tampered with
(2) vibration & noise	a) abnormal noise or vibration is felt while driving
(3) road noise	a) abnormal road noise is heard while driving
(4) tracking	a) vehicle pulls to one side or tracks abnormally
(5) engine operation	a) poor acceleration, misfire, noise, hesitates, smoking, strong exhaust odour
(6) engine diagnostic lamp	a) 'check engine' (MIL) lamp is illuminated b) emission control component is removed, defeated or inoperative
(7) braking	a) vehicle pulls to one side b) abnormal noise is felt during braking c) pulsation is felt during braking

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 1 – POWER TRAIN (CONT.)

1

POWER TRAIN

Section 2. Accelerator Pedal

Inspection Method: With engine idling, press and release the accelerator.

Subsection	Defect(s)
(1) pedal	a) pedal installed that is not equivalent to OEM b) *anti-slip material is loose, worn smooth or missing* c) **pedal or linkage is missing** d) **throttle/pedal position sensor fails to operate** e) **binding or engine fails to return to idle**
(2) mount	a) insecure or deteriorated by corrosion
(3) linkage/cable	a) worn out or insecure b) part is used that is not equivalent to OEM c) *cable is broken, seized, binding or frayed*
(4) spring	a) missing, broken or improper type b) stretched, deteriorated or corroded

Section 3.I Fuel System – Gasoline or Diesel

Subsection	Defect(s)
(1) general	a) **strong fuel odour inside or immediately outside vehicle** b) **visible fuel leak**
(2) cap	a) improper type b) **missing or allows spillage**
(3) tank	a) improperly modified b) *not designed for the storage of automotive fuel* c) *improperly repaired* or *any repair on a non-metallic tank* d) **insecurely mounted** e) **perforated, cracked or a weld is broken**
(4) tank mount/strap	a) part used that is not equivalent to OEM b) **cracked or broken** c) **missing, loose, fastener missing or loose**
(5) line/hose (liquid or vapour)	a) improperly secured b) steel braided line is rusted at first layer c) *routed improperly and subject to being damaged* d) *crack, chaffing or wear extending to or beyond cord layer* e) **not approved for fuel system use**
(6) pump	a) *insecurely mounted* b) *damaged* c) *emergency fuel shut off system (inertia switch) is inoperative*

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 1 – POWER TRAIN (CONT.)

Section 3.II Fuel System – LPG

Subsection	Defect(s)
(1) general	a) **strong fuel odour inside or immediately outside vehicle** b) **<u>fuel is leaking</u>**
(2) tank type	a) not approved type b) **tank decal or certificate is missing, altered or invalid**
(3) component	a) **improperly modified or repaired** b) **cracked or insecurely mounted**
(4) tank & mounting	a) welding other than OEM b) valve is not identified c) *mounting bolt is smaller than 12 mm (1/2 in) diameter or less than SAE grade 5* d) **incorrect working pressure for mounting location** e) **tank not equipped with an 80% fill valve and automatic stop fill valve** f) **any mounting strap, bracket or fastener is loose, missing, broken or cracked**
(5) line/hose	a) frayed to braid, damaged, cracked, or not secured at 1.25 m intervals or less b) flex line other than approved type II or III is used c) metal line other than seamless steel or approved sheathed copper is used d) less than 9.5 mm (3/8 in) in diameter e) **quick coupler is installed in line** f) **non-approved hose is used**
(6) hydrostatic relief valve	a) one is not located between each pair of shutoffs b) **not approved type or not labelled**
(7) gauge	a) missing or inoperative

Section 3III. Fuel System – Other

Inspection Method: Inspect system in accordance with OEM instructions or applicable standard.

Subsection	Defect(s)
(1) condition	a) any part of system fails to comply with requirements b) **<u>any part of system is in a hazardous condition</u>**

Section 4. Fluid Levels

Inspection Method: Check the level of each fluid required for vehicle operation.

Subsection	Defect(s)
(1) level	a) any fluid is at or below minimum specified level

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **<u>bold underline text</u>** require the vehicle **<u>to cease operation immediately</u>**.

PART 1 – POWER TRAIN (CONT.)

Section 5. Engine Accessory Drive Belt

Subsection	Defect(s)
(1) condition	a) *frayed* or *cracked* b) *worn beyond OEM specification* c) *oil soaked* d) **missing or broken**
(2) adjustment	a) *deflection/tension is outside OEM specification*
(3) pulley	a) *misaligned or bent* b) *cracked*

Section 6. Ignition, Interlock & Gear Selector

Inspection Method: Test gear selector, shift interlock and engine start function. Test engine start function at least three times.

Subsection	Defect(s)
(1) ignition & interlock	a) engine will not shut down when ignition switch is turned off b) *engine starts when clutch is engaged (manual transmission)* c) *engine starts in any position other than "P" or "N" (automatic transmission)*
(2) starter	a) engine fails to start normally each time b) starter fails to engage and disengage normally
(3) gear selector	a) gear selection indicator not aligned with gear selector b) *gear selector can be shifted from "P" position without pressing the brake pedal*
(4) shift pattern	a) not in clear view of driver

Section 7. Clutch

Inspection Method: Operate the clutch with the engine running and place transmission into gear.

Subsection	Defect(s)
(1) operation	a) **fails to properly engage/disengage transmission and engine**
(2) pedal	a) loose or insecurely mounted b) body area of mounting bracket severely corroded, or rusted through c) repaired by welding d) anti-slip material is loose, worn smooth or missing e) *broken or cracked* f) **missing**
(3) adjustment	a) free-play is not within OEM specification

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

Section 8. Engine/Transmission Mount

Subsection	Defect(s)
(1) condition & attachment	a) mount is bent or loose b) fastener missing, insulator deteriorated or swollen c) *part used that is not equivalent to OEM* d) **any part is missing, cracked or broken** e) **engine and/or transmission is shifting out of place**

Section 9. Exhaust System

Inspection Method: Inspect with the engine running. (Some minor leaking and soot tracks are normal at the pipe joints of diesel engine exhaust systems.)

Subsection	Defect(s)
(1) general	a) *exhaust leak outside the perimeter of the passenger compartment* (some minor leaks at joints are normal) b) **any component is perforated or separated** c) **exhaust odour or fumes in the passenger compartment**
(2) exhaust component: manifold, muffler, catalytic converter, resonator or pipe	a) part used that is not equivalent to OEM b) loose, non-welded patch or repair, collapsed and restricting exhaust c) *part missing* d) **any part of exhaust system is closer than 25 mm (1 in) from any part of fuel or brake system, or any other combustible material that is not protected by shields** e) **catalytic converter is closer than 50 mm (2 in) from any part of fuel or brake system or any other combustible material**
(3) mounting hardware	a) missing b) loose, broken or insecurely mounted
(4) heat shield	a) insecure b) missing
(5) turbocharger	a) leaking exhaust
(6) pipe termination	a) does not direct exhaust away from the vehicle b) terminates farther than 50 mm (2 in) away from the vehicle's exterior envelope

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 1 – POWER TRAIN (CONT.)

1

POWER TRAIN

10. Transmission/Transaxle

Inspection Method: See test-drive instructions in 1. Driveability.

Subsection	Defect(s)
(1) gear change	a) harsh or missed shift, incorrect shift point
(2) noise/vibration	a) *abnormal noise or vibration is felt or heard*
(3) shift linkage	a) *bent or misaligned* b) *broken* or *improperly installed*
(4) leakage	a) leaking from seal, housing or other component b) lubricant is below minimum level c) **major lubricant leakage**
(5) park mechanism	a) **fails to hold vehicle stationary**

Section 11. Drive Shaft

Inspection Method: Remove load from shaft(s) and check for movement.

Subsection	Defect(s)
(1) condition	a) **failure of any driveline component is imminent**
(2) U-joint	a) rotational free play exists in U-joint b) rust is being expelled from bearing cup
(3) U-clamp	a) **U-clamp missing**
(4) fastener	a) loose or stripped b) **missing**
(5) centre bearing	a) loose, worn or rubber mount is deteriorated
(6) CV joint	a) loose or noisy during acceleration or deceleration
(7) axle shaft	a) repaired by welding b) *bent*
(8) CV boot	a) cut, damaged or missing b) leaking (lubricant is being lost)

12. Rear Axle

Subsection	Defect(s)
(1) condition	a) repaired by welding b) *bent* c) *noise or other evidence of impending failure*
(2) seal/lubricant	a) lubricant is below minimum level b) leaking from seal, housing or other component c) **major lubricant leakage**

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 2 – SUSPENSION

13. Suspension & Frame Attachments
14. Axle Attaching & Tracking Components
15. Springs and Attachments
16. Air Suspension
17. Shock Absorber

General Instructions

Inspection Method: Unless otherwise specified by the OEM, inspect ride height while vehicle is parked on a flat level surface and then raise the vehicle to access the suspension components.

Section 13. Suspension & Frame Attachments

Subsection	Defect(s)
(1) vehicle ride height	a) *suspension is sagged so that the vehicle is more than 38 mm (1.5 in) from manufacturer's specified height when measured at the tire centerline* b) *one side of vehicle is 25 mm (1 in) or more, higher or lower than the other when measured at the tire centerline*
(2) frame bracket	a) improperly repaired b) *loose, missing, cracked, broken or worn out*
(3) fastener	a) *missing or loose*

Section 14. Axle Attaching & Tracking Components

Subsection	Defect(s)
(1) axle attachment & saddle	a) bent b) **cracked, broken, loose or missing** c) **<u>axle has shifted from its normal position</u>**
(2) bushing	a) *worn out or loose* b) *shifted out of place* c) **missing**
(3) arm, rod, strut	a) *bent, cracked or loose* b) **repaired by welding** (OEM welding of components is acceptable) c) **<u>broken or missing</u>**
(4) stabilizer bar or link	a) *bent, cracked or loose* b) **broken or missing** c) **repaired by welding** (OEM welding of components is acceptable)

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **<u>bold underline text</u>** require the vehicle **<u>to cease operation immediately</u>**.

PART 2 – SUSPENSION (CONT.)

Section 15. Springs & Attachments

Subsection	Defect(s)
(1) leaf spring	a) *spring leaf is broken, missing, cracked or shifted out of place* b) **main leaf or ¼ of the leaves in one assembly are broken or missing** c) **leaf is shifted and contacting another vehicle part**
(2) composite spring	a) worn more than 3 mm (1/8 in) in load bearing area (some 'fuzzing' is normal) b) **broken, crack of any length visible on both opposite sides of a spring, splintered, delaminating, not the same type on each side of vehicle**
(3) shackle, pin & bushing	a) loose or shifted out of place, vertical movement of a spring or shackle against a spring pin exceeds OEM specification b) **fastener missing or loose** c) **broken or missing**
(4) U bolt & hardware	a) loose or shifted out of place b) **missing**
(5) hanger	a) loose, cracked or repaired by welding b) **broken or missing**
(6) coil spring	a) spacer is used b) *broken* c) **broken and shifted out of place** d) **contacting other part in hazardous manner**
(7) torsion bar	a) *cracked or repaired by welding* b) **missing or broken**
(8) bump pad	a) missing, loose, split or deteriorated

Section 16. Air Suspension

Inspection Method: Inspect with air in system and supports placed under the vehicle to protect against dropping of the vehicle in the event of air loss.

Subsection	Defect(s)
(1) ride height	a) *height is above or below OEM specification* b) *vehicle leans to one side or air spring pressure is unequal* c) **suspension is bottomed out**
(2) air lines	a) restricted or insecurely mounted b) *leaking*
(3) air spring	a) patched, cut, improperly seated, cracked or weathered to reinforcing ply b) *leaking*
(4) height control valve	a) *inoperative*

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

Section 17. Shock Absorber

Inspection Method: Bounce vehicle and release it.

Subsection	Defect(s)
(1) operation	a) *vehicle oscillates more than two cycles after release*
(2) shock absorber	a) *damaged, disconnected, missing*
(3) mount & hardware	a) *loose, broken or missing*
(4) oil leakage	a) *leaking* (some oil seepage is normal)

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 3 – BRAKES

18. Parking Brake
19. Hydraulic System
20. Vacuum Assist
21. Hydraulic Assist
22. Drum Brake Components
23. Disc Brake Components
24. Antilock Brake System

Important Note: Brake component measurements

The following measurements must be taken for every wheel brake of every vehicle inspected, and the measurements must be recorded in the appropriate section of the inspection report form.

- The thinnest section of the brake lining or pad.
- The inside diameter of the brake drum at its widest point.
- The thinnest area of the brake rotor friction surface.

When new components are installed, record 'new' on the inspection report form.

Section 18. Parking Brake

Inspection Method:

Manual transmission: Test parking brake operation with the brake applied, run the engine at approximately 800 rpm and partially engage the clutch.

Automatic transmission: Test parking brake operation with the brake applied. With the engine running and the transmission in drive, accelerate lightly.

Subsection	Defect(s)
(1) function	a) **parking brake fails to hold vehicle during test**
(2) indicator lamp	a) *fails to illuminate during self test and when brake is applied*
(3) release	a) **parking brake holds or drags when released**
(4) mechanism	a) *binding* b) **missing, inoperative or broken**
(5) cable/linkage	a) *cable is frayed, seized or swelling* b) **broken or missing**
(6) lining	a) *oil soaked* b) **missing**

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 3 – BRAKES (CONT.)

Section 19. Hydraulic System

Subsection	Defect(s)
(1) brake pedal	a) *cracked, insecurely mounted or repaired by welding* b) *body area of mounting bracket severely corroded or rusted through* c) *anti-slip material is loose or worn smooth* d) **missing or broken**
Inspection Method: With engine running, depress brake pedal with about 55 kg of force.	
(2) metal line & fitting	a) *repaired by welding or soldering, chafing insecure, heavy corrosion scaling* (some surface rust is normal) b) **cracked, flattened or restricted sections, not equivalent to OEM and intended for brake use** c) **leaking**
(3) flexible hose	a) *cracked or chafed to first braid (rubber composite material only), insecurely mounted, twisted* b) **flattened or restricted sections, bulged or swells under pressure, not equivalent to OEM and intended for brake use** c) **leaking**
(4) master cylinder	a) **insecurely mounted** or **fluid is below minimum level shown** b) **leaking**
(5) fluid fill cap	a) *loose, vent holes plugged, cap gasket missing, swelled or damaged* b) **missing**
(6) warning (failure) lamp	a) **indicator fails to operate when ignition is in the test position** b) **indicator remains illuminated with ignition in 'on' position**
(7) brake valve	a) **any brake valve is inoperative or leaking** b) **not equivalent to OEM and intended for brake use**
Inspection Method: Apply moderate force (30 kg) to the brake pedal and maintain it for one minute. The engine must be running for power assisted brake systems.	
(8) leakage	a) **pedal moves in the applied direction** (refer to OEM specification)
(9) pedal travel	a) *free travel is below OEM specification* b) *applied travel is 65% or more of total travel* c) **applied travel is 80% or more of total travel**

3

BRAKES

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 3 – BRAKES (CONT.)

Section 20. Vacuum Assist

Subsection	Defect(s)
(1) vacuum line/hose	a) *incorrect type of line or hose is used* b) *cracked or chafed, or less than 38 mm (1.5 in) from any exhaust system part* c) **leaking, missing, broken or collapsed**
(2) check valve	a) *leaking, missing or inoperative*
(3) clamp	a) *loose, missing or broken*
(4) vacuum tank	a) *loose* b) *damaged or deteriorated from corrosion* c) **missing or leaking**
Inspection Method: Stop the engine, deplete vacuum reserve by applying and releasing brake pedal several times. Apply light force (12 kg) to the brake pedal and restart the engine.	
(5) operation	a) **pedal fails to move downward during test or no vacuum boost**
Inspection Method: Start the engine, build to full vacuum, shut engine off. Make 2 full brake applications.	
(6) reserve	a) *pedal assist is lost before second brake application is made during test*
(7) pump	a) *fails to achieve and maintain 4.5 kPa (18 in of vacuum) with engine running at 1200 rpm.* (note: altitude may affect vacuum level) b) **fails to operate**

Section 21. Hydraulic Assist

Subsection	Defect(s)
(1) pump reservoir	a) *leaking* b) **fluid below minimum level**
(2) line/hose	a) *incorrect type* b) *insecurely mounted* c) **leaking or missing**
(3) belt	a) *frayed cracked or worn beyond OEM specification* b) *oil soaked* c) **missing or broken**
Inspection Method: With engine stopped, apply brake pedal with ignition in both 'off' and 'on' positions. Then with engine running, apply the brake pedal.	
(4) motor operation	a) **the electric backup for power assist unit fails to run when engine is stopped and ignition in either 'off' or 'on'** b) **the electric backup for the power assist unit runs when engine is running**
Inspection Method: With engine stopped, deplete pressure reserve by applying and releasing brake pedal several times. Apply moderate force (30 kg) to the brake pedal and restart the engine.	
(5) operation	a) **pedal fails to move downward during test**

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 3 – BRAKES (CONT.)

Section 22. Drum Brake Components

Inspection Method: Refer to the instructions at the beginning of this section for the measurements to be taken and recorded.

Subsection	Defect(s)
(1) operation	a) **brake is not functioning**
(2) self adjuster	a) *inoperative, seized, worn out or incorrect thread direction*
(3) anchor pin & return spring	a) *loose, bent, worn out, broken or stretched* b) **broken or missing**
(4) backing plate	a) *loose, bent or damaged* b) *land area worn or grooved and restricting shoe movement*
(5) axle & spindle	a) *wheel seal leaking* b) **axle or spindle cracked**
(6) wheel cylinder	a) *damaged* b) *dust seal, cracked, damaged or missing* c) **mounted insecurely** d) **leaking, inoperative or seized**
(7) brake shoe lining	a) *worn unevenly* b) *bonded lining insecurely bonded to shoe* c) *rivet loose or missing* d) **installed incorrectly, broken, cracked or contaminated** e) **bonded lining worn to 1.6 mm (1/16 in) or less at thinnest point** f) **riveted lining worn to 1.6 mm (1/16 in) or less above any rivet**
(8) brake drum	a) *internal crack extends to the open edge of the drum* b) *hot spot that cannot be removed by machining* c) *any groove deeper than the 'machine to' limit* d) *out of round more than:* *0.25 mm (0.01 in) on drum 280 mm (11 in) or less* *0.63 mm (0.025 in) on drum larger than 280 mm (11 in)* e) *inside diameter exceeds OEM wear limit* f) **out of round more than:** **0.5 mm (0.02 in) on drum 280 mm (11 in) or less** **1.25 mm (0.05 in) on drum larger than 280 mm (11 in)** g) **externally cracked, broken or piece missing**

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 3 – BRAKES (CONT.)

Section 23. Disc Brake Components

Inspection Method: Refer to the instructions at the beginning of this section.

Subsection	Defect(s)
(1) operation	a) **brake is not functioning**
(2) disc/rotor	a) *pitted, damaged or groove deeper 'machine to' limit* b) *disc not vented properly* c) *hot spot exists that cannot be removed by machining* d) *thickness is at minimum thickness indicated on rotor* e) *lateral run out or thickness variation exceeds 0.128 mm (0.005 in)* f) **lateral run out or thickness variation causes noticeable pedal pulsation** g) **cracks on surface extend to outer edges** h) **thickness is below minimum thickness indicated on rotor** i) **broken rotor**
(3) caliper	a) *piston dust seals split or cracked* b) **mounting hardware not equivalent to OEM, mounted incorrectly or caliper guides are improperly repaired** c) **mismatched, assembly worn beyond OEM specification** d) **leaking, piston seized, caliper seized** e) **retainer or fastener is loose, broken or missing**
(4) pad	a) *damaged* b) *rivets loose on riveted lining or bonded pad loose* c) **contaminated, broken, cracked, installed incorrectly** d) **bonded pad worn to 1.6 mm (1/16 in) or less at thinnest point** e) **riveted pad worn to 1.6 mm (1/16 in) or less above any rivet**

Section 24. Antilock Brake System

Inspection Method: Cycle ignition switch and monitor warning/indicator lamp. Scan system for active fault codes whenever a fault is evident or suspected. Record fault code(s) and description on inspection report form. (Follow OEM instructions if different from above.)

Subsection	Defect(s)
(1) indicator lamp	a) *missing* b) *inoperative (does not operate during self-test cycle)* c) *indicates system fault (remains illuminated when ignition switch is "ON")*
(2) control unit, wheel speed sensor & wiring	a) *missing* b) *inoperative* c) *damaged, insecurely mounted, improper or corroded connection* d) *part used that is not equivalent to OEM*

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 4 – STEERING

25. Steering Wheel Lash
26. Steering Wheel Travel
27. Steering Components
28. Ball Joints
29. Power Steering
30. Wheel Alignment

Section 25. Steering Wheel Lash

Inspection Method: Begin with front wheels in the straight ahead position and turn the steering wheel in each direction just until movement of the front wheels is observed. Measure the lash distance at the outside rim of the steering wheel.

Subsection	Defect(s)
(1) manual steering	a) lash is greater than 75 mm (3.0 in) b) **lash is greater than 100 mm (4.0 in)**
(2) power steering	a) lash is greater than 50 mm (2 in) b) **lash is greater than 75 mm (3.0 in)**
(3) rack and pinion steering	a) lash is greater than 12 mm (0.5 in) b) **lash is greater than 25 mm (1.0 in)**

Section 26. Steering Wheel Travel

Inspection Method: With engine running turn the steering wheel to full right and full left positions.

Subsection	Defect(s)
(1) operation	a) *number of steering wheel turns from centre to full left and from center to full right differs by ½ turn or more* b) **binds or jams**
(2) steering wheel	a) off-center b) *modified or damaged* c) **more than ¼ turn off center when in straight ahead position** d) **broken or loose on spline**
(3) clearance	a) *tire contacts frame, fender or other part* (check OEM clearance specifications)

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 4 – STEERING (CONT.)

Section 27. Steering Components

Inspection Method: Rock the steering wheel rapidly to the left and right and check for movement in steering linkage and joints.

(Note: "Lateral movement" refers to movement perpendicular to the axis of a pivot. "Vertical movement" refers to movement in line with the axis of a pivot.)

Subsection	Defect(s)
(1) general	a) *noise or roughness is felt when steering wheel is turned to right or left* b) **failure of any part or component appears imminent**
(2) steering rod or link	a) *fastener improperly installed* b) *bushing worn out* c) **cracked, bent, damaged or repaired by welding** d) **fastener loose or missing** e) **adjusting sleeve is loose**
(3) pitman/idler arm	a) **lateral movement is present** b) **damaged, bent, repaired by welding or heated** c) **spline is loose or stripped** d) **vertical movement exceeds 3.2 mm (1/8 in) or OEM limit** e) **threads are stripped or damaged** f) **attaching nut is missing or loose**
(4) ball & socket joint (tie rod end)	a) **lateral movement is present** b) **damaged or bent** c) **repaired by welding or heated** d) **attaching nut is loose, threads are stripped or damaged**
(5) steering rack/box	a) **mounting fastener missing or loose** b) **steering rack/box is loose or insecurely mounted**
(6) strut bearing	a) **binding or worn out**
(7) steering mount and frame support	a) **frame or support cracked or damaged** b) **bushing worn out** c) **fastener missing or loose** d) **insecurely mounted**
(8) cotter pins	a) improperly installed or part used that is not equivalent to OEM b) *missing*
(9) steering column	a) **loose or improperly secured, fastener loose or missing** b) **repaired by welding** c) **movement in spline or slip joint exceeds OEM limit**
(10) tilt or telescoping wheel	a) **fails to lock** b) **play at tilt lock or telescoping lock exceeds 6 mm (0.250 in)**

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 4 – STEERING (CONT.)

Section 28. Ball Joints

Inspection Method: Inspect in accordance with OEM instructions. When any movement is present, check vertical and lateral movement using a dial indicator. Inspect ball joints with wear indicators while in a loaded condition.

Subsection	Defect(s)
(1) general	a) **failure of any part or component appears imminent**
(2) condition	a) *improperly installed or repaired* b) *improper retainer or fastener is used* c) *wear is at OEM limit* d) **wear exceeds OEM limit** e) **loose in knuckle or control arm missing or loose retainer**

Section 29. Power Steering

Subsection	Defect(s)
(1) general	a) fluid is contaminated b) *fluid leak* (some seepage is normal) c) **major fluid leakage or fluid below minimum level** d) **failure of any component appears imminent** e) **vehicle control or operation is noticeably affected by steering problem**
(2) hose	a) rubbed by moving parts b) within 25 mm (1 in) of exhaust system c) *cracked*
(3) pump	a) noisy operation b) *loose* c) **inoperative**
(4) cylinder	a) *loose* b) **inoperative**
(5) mounting bracket	a) **cracked or broken** b) **loose, fastener missing or loose**
(6) assist	a) **no power assist**

Section 30. Wheel Alignment

Inspection Method: Inspect tire wear patterns and check during test drive.

Subsection	Defect(s)
(1) alignment	a) tire shows evidence of misalignment b) **vehicle control or operation is noticeably affected by misalignment**

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 5 – INSTRUMENTS & CONTROLS

31. Wiring
32. Battery
33. Warning & Indicator Lamps
34. Speedometer & Odometer
35. Horn
36. Window Wiper & Washer
37. Heater & Defroster
38. Air Conditioning
39. Vehicle Identification/Certification

Section 31. Wiring

Subsection	Defect(s)
(1) security	a) wire or harness is loose and contacting moving parts b) fuse panel or live circuit in passenger compartment or trunk is not covered c) *wires are routed improperly* d) **wires are positioned in a way that is hazardous to driver and/or passenger**
(2) insulation	a) peeled, cracked or rubbed through b) sections missing
(3) condition	a) damaged or burnt wiring b) improperly connected wiring or part used that is not equivalent to OEM c) **wire or harness is burning, shorting or arcing**

Section 32. Battery

Subsection	Defect(s)
(1) mounts	a) cracked, weakened or missing
(2) cover or hold down	a) missing, insecure or improperly vented b) part used that is not equivalent to OEM c) **battery gas odour is present in passenger compartment**

Section 33. Warning & Indicator Lamp

Subsection	Defect(s)
(1) general	a) any fault is indicated by a warning or indicator lamp b) warning or indicator lamp is not clearly visible
(2) high beam indicator	a) *inoperative*
(3) turn signal indicator	a) *inoperative, incorrect direction is indicated*
(4) hazard warning lamp indicator	a) *inoperative*
(5) SRS indicator	a) **fails to operate during test cycle** b) **indicates system fault** (scan and record active fault code and description)

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 5 – INSTRUMENTS & CONTROLS (CONT.)

Section 34. Speedometer & Odometer

Subsection	Defect(s)
(1) operation	a) odometer is inoperative b) **speedometer is inoperative**
(2) visibility	a) *speedometer not clearly visible from driver's position* b) **speedometer not illuminated**

Section 35. Horn

Subsection	Defect(s)
(1) control	a) *inoperative or non-OEM switch installed*
(2) sound	a) *OEM horn is inoperative or fails to provide a clearly audible sound*

Section 36. Window Wiper & Washer

Inspection Method: Test operation of controls and functions in all positions.

Subsection	Defect(s)
(1) control	a) control or system fails to operate normally in all speeds and positions b) **fails to operate in at least one speed or position**
(2) wiper operation	a) portion of windshield wiped by blades is less than 75% of windshield area b) rear window wiper inoperative or fails to clear glass c) *wipers fail to 'park'*
(3) wiper arm	a) *bent, loose or missing*
(4) wiper blade	a) *missing, incorrect size or improperly installed* b) *worn out (fails to clear water from glass)*
(5) windshield washer	a) *inoperative* b) *fails to deliver adequate volume of fluid or directs fluid improperly*

Section 37. Heater & Defroster

Inspection Method: Test operation of controls and functions in all positions.

Subsection	Defect(s)
(1) control	a) control or system fails to operate normally in all speeds and positions b) **fails to operate in at least one speed or position**
(2) type	a) incorrect heater type (use of auxiliary fuel burning heater is not permitted)
(3) fan	a) fails to operate in all speeds
(4) leakage	a) engine coolant leaks from heater, hoses or connections
(5) windshield defroster	a) *air flow is not sufficient to clear area of windshield swept by wiper blades and the windows of the front doors*
(6) rear defroster	a) inoperative b) *inoperative in winter conditions*

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

Section 38. Air Conditioning

Inspection Method: Air conditioning system must be functional when OEM equipped.

Subsection	Defect(s)
(1) operation	a) control or system fails to operate normally in all speeds and positions b) inadequate cooling c) improperly repaired, incorrect refrigerant gas

Section 39. Vehicle Identification/Certification

Subsection	Defect(s)
(1) compliance label	a) *CMVSS National Safety Mark, or **RIV decal or certificate is missing b) CMVSS tire information label is missing
(2) VIN (Serial Number)	a) missing, damaged, obscured, defaced, mismatched at different vehicle locations b) mounting rivets are not original or appear to have been tampered with c) not located inside passenger compartment, adjacent to left front door post and visible from outside vehicle d) vehicle information decal or equivalent OEM documentation is missing

* Canadian Motor Vehicle Safety Standards

** Registrar of Imported Vehicles

Note: When original vehicle labels are not present, other documentation can be used to verify compliance with CMVSS requirements. For more information on vehicle label requirements, contact a local OEM dealer, Municipal, State/Provincial and/or Federal Government.

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 6 – LAMPS

40. Lamp Operation
41. Lamp Controls & Switches

Section 40. Lamp Operation

Subsection	Defect(s)
(1) required lamps	a) *any required lamp is missing or improperly modified* b) any non-approved lamp is installed on vehicle
(2) operation	a) *any required lamp fails to illuminate or incorrect bulb filament illuminates* b) *not clearly visible, covered with non-approved material, discoloured or tinted* c) *missing, broken, cracked or insecurely mounted* d) *moisture is visible inside any lamp* e) *lamp, lens or cover does not indicate compliance with CMVSS, DOT or SAE standards* f) *lamp is improperly installed or improperly aimed*
(3) LED lamps	a) 25% or more of LED's of any one lamp assembly do not illuminate
(4) headlamp	a) **both low beams are inoperative** b) **both low beams are inoperative anytime between one-half hour before sunset and one-half hour after sunrise**
(5) daytime running lamps	a) *inoperative or improperly wired*
(6) tail lamp	a) **all are inoperative** b) **all are inoperative anytime between one-half hour before sunset and one-half hour after sunrise**
(7) stop lamp	a) **all are inoperative**
(8) turn signal	a) **inoperative at rear** b) **all are inoperative between one-half hour before sunset and one-half hour after sunrise**

Section 41. Lamp Controls & Switches

Subsection	Defect(s)
(1) headlamp control & dimmer	a) *missing, broken or inoperative* b) *improperly wired or part used that is not equivalent to OEM*
(2) turn signal control	a) *missing, broken or inoperative* (fails to remain in selected position or fails to cancel) b) *improperly wired or improper replacement*
(3) hazard warning control	a) *missing, broken or inoperative* b) *improperly wired or improper replacement*

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

Table of Minimum Lamp Requirements

Lamp	No.	Location	Control	Colour
headlamp	▪ two or four	▪ facing front ▪ as far apart as practical ▪ between 560 mm and 1370 mm (22-54 in) above road surface when measured at the centre of the lamp	▪ operate by headlamp control ▪ operate on high and low beam	▪ white
tail lamp	▪ two	▪ at the rear, facing rear ▪ as far apart as practical ▪ between 380 mm and 1.83 m (15-72 in) above the road surface	▪ operated by headlamp control	▪ red
stop lamp	▪ two	▪ facing the rear ▪ as far apart as practical	▪ activated by brake lamp switch	▪ red
stop lamp, centre high mount	▪ one	▪ on rear of vehicle	▪ activated by brake lamp switch	▪ red
turn signal lamps	▪ four	▪ as far apart as practical ▪ two facing front ▪ two facing rear	▪ continuous flashing operation ▪ operated by turn signal control	▪ front: amber ▪ rear: amber or red
hazard warning lamp	▪ four	▪ two facing front ▪ two facing rear	▪ continuous flashing operation ▪ operated by hazard warning control	▪ front: amber ▪ rear: amber or red
side marker lamp	▪ four	▪ two on each side ▪ as close to corners as practical ▪ 380 mm (15 in) above ground or higher	▪ operated by headlamp control	▪ front: amber ▪ rear: red
clearance lamps	▪ four	▪ only required if OEM installed ▪ as far apart as practical ▪ at widest point of vehicle ▪ two facing front, as high as practical	▪ operated by headlamp control	▪ amber
licence plate lamp	▪ one	▪ located so that license plate is illuminated	▪ operated by headlamp control	▪ white
daytime running lamp	▪ two	▪ required on vehicles manufactured after December 1, 1989 ▪ facing front	▪ operate equivalent to OEM	▪ white or yellow
auxiliary/fog lamp	▪ n/a	▪ facing front and/or rear	▪ operate on low beam only	▪ front: white or amber ▪ rear: red

PART 7 – BODY

42. Body Panel
43. Hood
44. Frame/Sub-Frame
45. Unibody Component
46. Bumper
47. Trailer Hitch/Cargo Carrier
48. Door
49. Side & Rear Window
50. Sun Visor
51. Windshield
52. Rear View & Side Mirror
53. Seat
54. Occupant Restraints & Protective Devices
55. Trunk

Section 42. Body Panel

Subsection	Defect(s)
(1) condition	a) any panel is loose, damaged or modified so that lamps don't fit properly b) hole intentionally made or perforation caused by rust, corrosion or damage c) *improperly repaired* d) *section is missing and body fails to control road spray as intended by OEM* e) **torn, cut, or unfinished metal edge is exposed in a way that can be hazardous to any person** f) **there is evidence of structural damage or weakness**
(2) moulding	a) *loose or protruding from body*
(3) floor	a) **hole intentionally made or perforation caused by rust, corrosion or damage**

Section 43. Hood

Subsection	Defect(s)
(1) hood	a) damaged b) *metal is perforated or corroded through in the hinge or latch area* c) **missing**
(2) primary & secondary latch	a) hood does not open and close properly b) part is used that is not equivalent to OEM c) **a latch is inoperative, broken, missing, seized or insecurely mounted** d) **hood cannot be securely latched**
(3) hinge & support	a) *hinge or support is cracked, seized or inoperative* b) *missing or improper support for holding hood in open position* c) **missing or broken**

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BODY

Defect Status:

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- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 7 – BODY (CONT.)

Section 44. Frame/Sub-Frame

Subsection	Defect(s)
(1) rail or cross member	a) bent, weakened or improperly repaired b) **cracked, broken or perforated by rust, corrosion or damage** c) **<u>failure appears imminent</u>**
(2) body & sub-frame mounts	a) mount insulator is damaged or deteriorated b) *mount insulator is missing, weakened or improperly repaired* c) **mount is missing, cracked or broken**
(3) jounce bumper	a) bottom-out contact point on frame or body is damaged or poorly reinforced

Section 45. Unibody Component

Inspection Method: Inspect visually and if necessary, tap with a blunt instrument to confirm integrity. Confirm critical measurements when there is evidence of damage, distortion or improper repairs.

Subsection	Defect(s)
(1) structural metal parts	a) any part is improperly repaired b) **perforated or weakened by rust, corrosion or damage** c) **cracked, separated or damaged in way that weakens any part** d) **<u>failure of any part appears imminent</u>**

Section 46. Bumper

Subsection	Defect(s)
(1) condition	a) modified or improperly repaired b) tear or cut exposing a protruding edge c) energy absorbing foam missing or damaged d) *loose or broken* e) **bumper is missing**
(2) impact absorber & support	a) loose, leaking or inoperative b) modified or improperly repaired c) **collapsed, missing**
(3) height	a) improperly repaired or installed so that height has changed from OEM position

Section 47. Trailer Hitch/Cargo Carrier

Subsection	Defect(s)
(1) condition	a) any part is bent, damaged or broken
(2) attachment	a) any part is improperly installed, insecure or fastener is missing

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **<u>bold underline text</u>** require the vehicle **<u>to cease operation immediately</u>**.

PART 7 – BODY (CONT.)

Section 48. Door

Inspection Method: Test the operation of each door, latch and lock, and the opening and closing action of each door. (Including sliding doors and tailgates.)

Subsection	Defect(s)
(1) door action	a) door or tailgate is misaligned, improperly repaired or improperly modified b) finger pinch sensor on power sliding door is damaged or inoperative c) *tailgate supporting gas spring inoperative* (not able to support tailgate) d) *binds, jams* e) **fails to open or close fully**
(2) handle	a) improperly repaired or installed b) *binds or jams* c) **missing, broken or inoperative,**
(3) hinge	a) cracked or seized b) **missing, broken or worn out**
(4) seal	a) damaged b) *missing or fails to seal completely*
(5) latch	a) loose or misaligned b) **missing or fails to lock on both primary and secondary latch positions**
(6) lock	a) button or knob is missing or broken b) lock is inoperative or incorrect type
(7) sliding door track & roller	a) misaligned, excessive play in track or roller is worn out b) *sliding door binds or jams*
(8) inner panel	a) missing or loose b) interferes with latch, lock or window control

Section 49. Side & Rear Window

Subsection	Defect(s)
(1) operation	a) **any window is missing or fails to open or close properly**
(2) type	b) not factory marked as being AS-1, AS-2, AS-10 or AS-11
(3) condition	a) exposed sharp edge b) **cracked**
(4) visibility	a) *side window in either front door has non-factory tinting*

Section 50. Sun Visor

Subsection	Defect(s)
(1) location & position	a) fails to stay in set position b) *missing on either side of vehicle*
(2) attachment	a) broken, bent, loose missing (includes secondary attachment)

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 7 – BODY (CONT.)

Section 51. Windshield

Subsection	Defect(s)
(1) condition	a) **missing** b) **any condition that blocks driver's view**
(2) crack or chip	a) any crack, or any chip larger than 13 mm (1/2 in) in diameter, in the area swept by the wipers and in direct view of the driver b) two cracks extending from one edge to any other edge c) crack or chip has exposed sharp edge d) star chip larger than 50mm (2 in) in diameter, in the area swept by the wipers e) *crack or damage through both layers of glass*
(3) visibility	a) decal or tint covers more than 10% of windshield area b) glass is discoloured over more than 10% of windshield area c) tint or decal extends more than 75 mm (3 in) from top of windshield d) pitting or damage that causes glare or reduces driver's visibility
(4) type	a) *not factory marked as being AS-1 type glass*
(5) obstruction	a) *decal or covering is located in the area swept by the wipers*
(6) adhesive	a) improper adhesive or sealant is used

Section 52. Rear View & Side Mirror

Subsection	Defect(s)
(1) location & position	a) fails to stay in set position b) *center inside, left side or right side mirror is missing*
(2) condition	a) *cracked or discoloured, or fails to provide unobstructed view to rear of vehicle*
(3) mount	a) perforated by rust, corrosion or damage b) *loose or not adjustable*

Section 53. Seat

Inspection Method: Test adjustment controls, range of adjustment and operation of seat locks.

Subsection	Defect(s)
(1) condition	a) padding is missing or out of position b) seat is distorted or bent c) **any metal part normally covered by upholstery is exposed** d) **seat is not properly secured**
(2) adjustment & lock	a) *seat adjuster or lock is damaged or inoperative* b) **driver seat fails to lock in any set position**
(3) headrest	a) *missing* b) *bent, damaged or adjustment is inoperative*

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 7 – BODY (CONT.)

Section 54. Occupant Restraints & Protective Devices

Inspection Method: Extend each seat belt, test each seat belt buckle and retractor. Inspect each anchor point, latch plate and belt positioner. {SRS = Supplemental Restraint System}

Subsection	Defect(s)
(1) seat belt, buckle & latch, anchor & positioner	a) any part is missing, damaged or inoperative b) belt stitching is damaged or weakened c) belt is frayed or torn through any strand of webbing d) belt fails to retract e) latch sticks, binds or jams f) anchor or positioner is insecure, out of place or damaged
(2) child seat anchor	a) missing, insecure or damaged (only required if OEM equipped)
(3) air bag & SRS component	a) any part is missing or part is used that is not equivalent to OEM b) any part is improperly repaired or improperly installed c) air bag deployment is potentially obstructed by any object
(4) air bag & SRS control	a) fault code present (record code and description) b) control is inoperative or any part is bypassed c) wiring is damaged, improperly repaired or improper connector is used

Section 55. Trunk

Subsection	Defect(s)
(1) lid	a) misaligned when closed b) hole or perforation caused by rust, corrosion or damage
(2) hinge	a) damaged b) missing
(3) latch/lock	a) improperly repaired b) latch fails to open or close properly
(4) seal	a) *missing, damaged or fails to seal completely*
(5) floor	a) hole or perforation caused by rust, corrosion or damage

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BODY

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 8 – ACCESSIBILITY

56. Mobility Aid Ramp
57. Mobility Aid Lift
58. Mobility Aid Securement
59. Mobility Aid Interlock & Alarm
60. Raised Roof
61. Lowered Floor
62. Air Bag Disable
63. Emergency Equipment

Mobility Aid = (device such as a wheelchair or scooter)

Section 56. Mobility Aid Ramp

Inspection Method: Follow manufacturer instructions and operate the ramp manually and/or under power through full deployment and stowing cycles. Inspect for proper operation and securement in all positions. Inspect surface, side barriers, seals, stowing and securement devices.

Subsection	Defect(s)
(1) condition & operation	a) improperly modified b) counterbalance is missing, damaged or ineffective c) slider or hinge binds or jams d) **inoperative** (fails to operate in every intended manner)
(2) hydraulic deployment mechanism	a) hydraulic fluid leak b) incorrect hydraulic fluid c) *loose on vehicle mounting location or at ramp attachment* d) **manual override system damaged or inoperative**
(3) ramp surface	a) ramp is bent or distorted more than 13 mm (1/2 in) across width or length b) *anti-skid material is worn out or missing over a total area larger than can be completely covered by a 75 mm (3 in) diameter circle*
(4) ramp barrier	a) inadequate height (refer to OEM specifications) b) **bent, loose or broken**
(5) securement	a) *fails to secure in stowed position to prevent moving into passenger area*
(6) seals	a) *damaged or ineffective allowing water or debris to enter vehicle*
(7) operating instructions	a) operating instructions not located in vehicle b) warning/instruction label missing or illegible
(8) hinge & mounting	a) hinge is damaged or worn out b) *mount or mounting hardware is damaged, loose or missing*
(9) handle	a) missing or damaged

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 8 – ACCESSIBILITY (CONT.)

Section 57. Mobility Aid Lift

Inspection Method: Follow manufacturer instructions and operate lift under power through full deployment, lift and stowing cycles. Also operate lift manually. Inspect for proper operation and securement in all positions. Inspect surface and side barriers

Subsection	Defect(s)
(1) condition & operation	a) improperly modified b) binds or jams c) **inoperative** (fails to operate in every intended manner)
(2) hydraulic lift mechanism	a) hydraulic fluid leak b) incorrect hydraulic fluid c) *loose on vehicle mounting location or at ramp attachment* d) **manual system damaged or inoperative**
(3) barriers	a) insecure b) *damaged or out of position*
(4) operating instructions	a) operating instructions not located in vehicle b) warning/instruction label missing or illegible

Section 58. Mobility Aid Securement

Inspection Method: Assemble tie-down straps and/or retractors to vehicle securement locations and inspect attachment. Fully extend and retract straps and/or retractors. Test automatic locking and retracting features.

Subsection	Defect(s)
(1) vehicle securement point	a) **floor or wall mounted tie-down hardware is damaged or insecure** b) **less than 4 securement points are available at any PMAD location**
(2) tie-down strap	a) **tie-down straps and/or retractor belts damaged or frayed through one strand** b) **retractor mechanism does not retract, lock or hold properly** c) **less than 4 restraint devices available for any PMAD location**

Section 59. Mobility Aid Interlock & Alarm

Inspection Method: Test driver alarm and/or interlock preventing vehicle operation when wheelchair lift or ramp is deployed in accordance with manufacturer instructions.

Subsection	Defect(s)
(1) operation	a) *interlock or alarm does not function as intended*

Section 60. Raised Roof

Subsection	Defect(s)
(1) condition	a) *support frame cracked or separating from frame* b) *roof or frame leaking*

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 8 – ACCESSIBILITY (CONT.)

Section 61. Lowered Floor & Floor Plate

Subsection	Defect(s)
(1) condition	a) *frame or frame welds cracked* b) **anti-skid material is worn out or missing over a total area larger than can be completely covered by a 75 mm (3 in) diameter circle**

Section 62. Air Bag Disable

Subsection	Defect(s)
(1) function	a) switch to disable airbag is inoperative

Section 63. Emergency Equipment

Subsection	Defect(s)
(1) general	a) roadside hazard warning is missing, damaged or incorrect type b) **first aid kit is missing or incomplete** c) **emergency seat belt cutter is missing** d) **fire extinguisher is missing, incorrect type, discharged or expired**

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 9 – TIRE & WHEEL

64. Tire Condition
65. Tire Tread
66. Tire sidewall
67. Tire Pressure
68. Wheel/Rim
69. Wheel Fastener
70. Wheel Bearing/Hub

Section 64. Tire Condition

Inspection Method: Measure and record the tread depth in a major groove at the lowest point of the tread. If the tread depth is near the wear limits, measure in several spots around the tire and record the lowest tread depth. Record tire size and brand.

Subsection	Defect(s)
(1) general	a) **failure of any tire appears imminent**
(2) tread depth	a) 1.6 mm (2/32 in) of tread remaining b) **less than 1.6 mm (2/32 in) of tread remaining** c) **wear bar is exposed** d) **cord is exposed**
(3) retread	a) retread tire is used
(4) type	a) *tires on all axles are not exactly the same brand and tread pattern* b) tire speed rating is below OEM specification (speed rating not applicable to 'winter' rated tires when used in all wheel positions during winter driving conditions) c) **tire is marked "temporary use only" or "Not for Highway Use"**
(5) size	a) *does not match OEM specified width, aspect ratio or load rating* b) **mixed tire sizes used on vehicle**

Section 65. Tire Tread

Subsection	Defect(s)
(1) cut	a) tire tread has a cut greater than 25 mm (1 in) in length that extends below bottom of tread b) piece of tire greater than 625 sq mm (1 sq. in) is missing c) **body cord of tire is exposed in cut**
(2) separation	a) **tire tread is separating**
(3) re-grooving	a) tire tread has been re-grooved or modified
(4) tread condition	a) *any single tread bar is worn away around the tire's circumference* b) *flat spot or cupped area is worn to wear bar* c) **flat spot or cupped area where tread is less than 1.6 mm (2/32 in)**
(5) repair	a) tire has a section repair b) *hole or puncture is improperly repaired*

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours.*
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried.**
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately.**

PART 9 – TIRE & WHEEL (CONT.)

Section 66. Tire Sidewall

Subsection	Defect(s)
(1) condition	a) weather cracks are visible b) **casing is broken or distorted, cord is exposed or bulge in sidewall**

Section 67. Tire Pressure

Subsection	Defect(s)
(1) pressure	a) *not within 3 psi of specified inflation pressure* b) **audible air leak**

Section 68. Wheel/Rim

Subsection	Defect(s)
(1) condition	a) damaged or discoloured as a result of heating, or repaired by welding (unless remanufactured through approved process) b) part used that is not equivalent to OEM c) *damaged or bent* d) **cracked** e) **broken**
(2) valve stem	a) damaged b) cap is missing or damaged
(3) installation	a) incorrect size or type for vehicle, or incorrectly installed

Section 69. Wheel Fastener

Inspection Method: Test fastener security using a torque wrench set to OEM specified setting.

Subsection	Defect(s)
(1) condition	a) **broken, bent, missing, loose or ineffective**
(2) installation	a) *incorrect fastener* b) **nut is not fully engaged with the stud**
(3) security	a) *any fastener rotates before the lowest torque value specified by the manufacturer is applied*

Section 70. Wheel Bearing/Hub

Inspection Method: Elevate axle so that the tire is clear of floor. Rotate wheel and check for roughness or noise. Check wheel bearing play by rocking wheel toward and away from vehicle. When end play is present, measure and compare to OEM specifications. Re-torque hub nut as specified by OEM.

Subsection	Defect(s)
(1) condition	a) end play exceeds OEM specifications b) **binding, noise or roughness is detected when wheel rotates**
(2) hub nut	a) **loose or missing**
(3) seal	a) *lubricant is leaking from hub, seal or grease cap* (some minor seepage at seal is normal on non-sealed bearing)

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 10 – CUSTOMER SERVICE

71. Interior
72. Exterior
73. Trunk
74. Taxi Meter
75. Communication Equipment
76. Top Light

Section 71. Interior

Subsection	Defect(s)
(1) licence	a) **any mandatory licence or licence holder is missing**
(2) condition	a) *litter, loose article or equipment is present in passenger area* b) *potentially offensive material or advertising is displayed* c) **normal driver or passenger view is obstructed in any way** d) **offensive odour is present that can't be vented away**
(3) trim	a) missing, damaged or defaced b) **condition is potentially hazardous to driver or passenger**
(4) upholstery & carpet	a) *missing, dirty, stained, discoloured or torn* b) *cushioning or padding missing or damaged* c) *hole or burn mark through outer layer* d) **condition is potentially hazardous to driver or passenger**
(5) seat belts	a) *stained or dirty*
(6) glass & mirror	a) *broken or stained*

Section 72. Exterior

Subsection	Defect(s)
(1) decals & plates	a) **mandatory decal or plate is missing or not properly displayed**
(2) paint	a) surface is rough or improperly repaired b) colour of car fails to match registered broker colour
(3) body	a) dent that can't be completely covered by a 75 mm (3 in) diameter circle b) more than 1 dent that can't be completely covered by a 50 mm (2 in) diameter circle c) scratch or damage through paint that can't be completely covered by a 12 mm (1/2 in) by 150 mm (6 in) template d) improperly repaired e) one or more area(s) of surface rust where the combined area can't be completely covered by a 75 mm (3 in) diameter circle

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours*.
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

PART 10 – CUSTOMER SERVICE (CONT.)

Section 73. Trunk

Subsection	Defect(s)
(1) condition	a) *loose article or equipment is present that can damage luggage* b) *litter, dirt or debris is present* c) *liner, trim or carpet is missing, wet, dirty, stained or torn* d) offensive odour is present that can't be vented away

Section 74. Taxi Meter

Subsection	Defect(s)
(1) mounting & location	a) *not located so that it can clearly be seen by passenger in any seated position* b) *insecure* c) *obstructing any vehicle control, indicator lamp or instrument*
(2) display	a) inoperative or not fully illuminated
(3) operation & seal	a) inoperative, non-approved type, seal missing or broken b) evidence of tampering, improperly repaired

Section 75. Communication Equipment

Subsection	Defect(s)
(1) general	a) required communication equipment is missing or inoperative
(2) mounting & location	a) not located so that it can be accessed by driver b) *obstructs any vehicle control or display* c) *insecure*

Section 76. Top Light

Subsection	Defect(s)
(1) operation	a) *inoperative or insecure*

Section 77. Camera

Subsection	Defect(s)
(1) operation	a) required camera equipment is missing or inoperative

Defect Status:

- Defect shown in plain text must be repaired within 14 days.
- Defect shown in *plain italics text* must be *repaired within 24 hours.*
- Defect shown in **bold text** must be **repaired immediately and no passengers may be carried**.
- Defect shown in **bold underline text** require the vehicle **to cease operation immediately**.

SCHEDULE D – OFFENCE AND PENALTY

OFFENCE		PENALTY	
Section	**Description**	**Minimum**	**Specified**
7	Improper placement of *Plate*s, decals or identification markings	$200	$700
10	Offer, promote, solicit or accept a *Street Hail*	$300	$1000
12	Accept *Dispatch Hail*	$300	$1000
18(1)	Make available unapproved *App*	$800	$1500
19(2)	Fail to transmit data	$1000	$2000
24	*Operate Taxi* or *Limousine* contrary to restriction or condition	$800	$1500
25	Possess more than one copy of same *Licence*	$200	$700
37	*Licensee* fail to advise *Director* of change in status	$200	$700
40(1)	*Operate Taxi* or *Limousine* without *T.D.L.*	$300	$1500
40(2)	*Operate Accessible Taxi* without accessible endorsement	$800	$1500
40(3)	*Operate Taxi* or *Limousine* without *T.D.L.* or *L.D.L.* in possession	$200	$700
41	*Operate Private For Hire Vehicle* without *T.N.D.L.*	$300	$1500
43(1)(a)	Refuse to accept passenger	$200	$700
44(g)	Refuse to accept passenger with *Service Dog*	$200	$700
46(1)	*Taxi Driver* fail to provide receipt	$200	$700
46(2)	Fail to clearly display *T.D.L.*	$200	$700
47(a)	Fail to be booked onto dispatch system	$500	$1000
47(b)	Fail to respond to dispatched service request	$500	$1000
48	*Limousine Driver* fail to provide receipt	$200	$700
49(2)	Fail to advise *Director* of affiliation	$300	$1000
49(4)	Fail to produce *T.N.D.L.*	$200	$400
52(1)	Fail to display authorized trade markings	$200	$700
52(2)	Place unauthorized trade markings	$200	$700
53	Use unauthorized *Motor Vehicle*	$300	$1000

OFFENCE		PENALTY	
Section	**Description**	**Minimum**	**Specified**
76	Conduct *Brokerage Operations* without *Brokerage Licence*	$1500	$3000
77(a)-(h)	*Brokerage* fails to carry out responsibilities	$400	$750
78(a)-(c)	*Brokerage* fails to comply with administrative provisions	$400	$750
80(a)	*Brokerage* fails to post *Licence*	$200	$700
80(b)	*Brokerage* fails to post conditions	$200	$700
81(a)-(g)	*Brokerage* fails to comply with obligations	$200	$700
82	*Brokerage* fails to provide receipts to *Driver*, *T.P.L.* or *L.P.L.* holder	$200	$700
83	*Brokerage* fails to provide records	$500	$1000
84(1)	*Brokerage* fails to record complaint	$1000	$2000
84(2)	*Brokerage* fails to transmit complaint	$1000	$2000
85(1)(a)	*Brokerage* fails to equip AVL	$1000	$2000
85(1)(b)	*Brokerage* fails to equip *Taximeter*	$1000	$2000
85(2)	*Brokerage* fails to transmit AVL or *Taximeter* data	$1000	$2000
86(1)	*Brokerage* fails to utilize adequate taxi dispatch system	$1000	$2000
86(2)	*Brokerage* fails to transmit taxi dispatch system data	$1000	$2000
89	*Operate Independent Livery Vehicle* without independent endorsement	$800	$1500
90(a)-(h)	*Independent Livery Vehicle Plate* holder fails to carry out responsibilities	$400	$750
92	*Independent Livery Vehicle Plate* holder fails to provide records	$500	$1000
93(1)	Fail to record complaint	$1000	$2000
93(2)	Fail to transmit complaint	$1000	$2000
94(1)	Fail to maintain list of complaints	$1000	$2000
94(2)	Fail to produce list of complaints	$1000	$2000
95(1)(a)	Fail to equip AVL	$1000	$2000
95(1)(b)	Fail to equip *Taximeter*	$1000	$2000

OFFENCE		PENALTY	
Section	**Description**	**Minimum**	**Specified**
95(2)	Fail to transmit AVL or *Taximeter* data	$1000	$2000
101(1)	Offer unlicensed vehicle for hire	$800	$1500
101(2)	Charge a fee for unlicensed vehicle	$800	$1500
101(3)	Operate an unlicensed vehicle to suggest it is for hire	$800	$1500
102(2)	Offer a *Private for Hire Vehicle* for hire outside *App*	$800	$1500
103	Offer accessible service without accessible endorsement	$300	$1000
107	Operate a *Livery Vehicle* without *Livery Vehicle Registration Certificate*	$800	$1500
108	Offer for hire a *Motor Vehicle* in the City with markings of a *Taxi*, *Accessible Taxi* or *Limousine* unless that *Motor Vehicle* has a valid *Livery Vehicle Registration Certificate*	$300	$1000
109(1)	*Plate* holder fail to ensure *plate* joined to vehicle with *Livery Vehicle Registration Certificate*	$200	$700
109(2)	Attach *Plate* to unapproved *Motor Vehicle*	$300	$1000
110	Attach a *Plate* to a *Motor Vehicle* without *Livery Vehicle Registration Certificate*	$300	$1000
112(1)	Operate with unsealed *Taximeter*	$200	$700
112(2)	Operate with broken seal on *Taximeter*	$200	$700
112(3)	Charge fare greater than *Taximeter*	$200	$700
112(4)	Carry a passenger without engaging *Taximeter* computing correct fare	$200	$700
113	*Operate* a *Taxi* or *Accessible Taxi* with the *Taximeter* turned on when not engaged by a customer	$500	$1000
114	Evade payment of the fare or fee	$500	$1000
119(1)(a)	Fail to install security camera	$200	$700
119(1)(b)	Fail to post decal in a conspicuous location	$200	$700
119(2)	Fail to retain recordings	$200	$700
119(3)	Fail to disclose the recordings to the *Director* or Calgary Police Service within the specified time	$200	$700

OFFENCE		PENALTY	
Section	**Description**	**Minimum**	**Specified**
119(5)	Tamper, interfere, block or obstruct a security camera	$200	$700
119(6)	*Operate* a *Taxi* or *Accessible Taxi* with an inoperable security camera	$200	$700
120	Fail to post decal in a conspicuous location	$200	$700
126(1)	Pick up passengers without pre-arrangement	$300	$1000
127(4)	Charge more than the posted rate	$300	$1000
129	*Limousine* parked on *Highway*	$200	$700
130	*L.P.L.* holder fail to ensure written or electronic agreement	$800	$1500
133	Person other than *Certified Mechanic* complete *Inspection Certificate*	$800	$1500
137	*Plate* holder fail to deliver copies of *Inspection Certificate*	$200	$700
138(1)	*Operate Taxi*, *Accessible Taxi* or *Limousine* without valid *Inspection Certificate*	$300	$1000
138(2)	Allow *Taxi*, *Accessible Taxi* or *Limousine* to be *operated* without *Inspection Certificate*	$300	$1000
139	*Plate* holder fail to ensure *Taxi*, *Accessible Taxi* or *Limousine* joined to *Plate* has *Inspection Certificate*	$300	$1000
140	*Operate Taxi*, *Accessible Taxi* or *Limousine* without *Inspection Certificate* in vehicle	$200	$700
144(2)	*Operate* a *Private For Hire Vehicle* without a record of inspection or *Inspection Certificate*	$300	$1000
144(4)	Fail to keep a copy of record of inspection or *Inspection Certificate* in *Private For Hire Vehicle*	$200	$700
150(4)(b)	*Driver* fail to collect regulatory charge from customer	$500	$1000
151(1)	*Brokerage*, holder of *T.P.L.* or *A.T.P.L.* of *Independent Livery Vehicle*, or *Transportation Network Company* fail to remit regulatory charge	$800	$1500
151(2)	*Brokerage*, holder of *T.P.L.* or *A.T.P.L.* of *Independent Livery Vehicle*, or *Transportation Network Company* fail to submit data	$1000	$2000
152(2)	*Driver* leave before *Officer* complete inspection	$800	$1500

OFFENCE		PENALTY	
Section	**Description**	**Minimum**	**Specified**
152(4)	Person fail to ensure vehicle at specified location and time	$300	$1000
152(5)	Interfere with *Officer* or mechanic	$800	$1500
153(3)	Interfere with inspection of premises	$800	$1500
155	Fail to produce required documents	$200	$700
156	Fail to transmit required documents	$1000	$2000
157(6) (a)-(d)	Fail to comply with *Officer's* Order or interfere with Order	$300	$1000
163(2)	Fail to comply with *Licence* conditions	$700	$1500
170	Make false statement in a document, application or report	$800	$1500
171	Make false advertisement	$800	$1500

(72M2021, 2022 January 01)

SCHEDULE E – REPORTING REQUIREMENTS

Metric	Time Unit	Reporting Items
Trip Volumes	Daily	Daily Number of Trips: • Total trips • Trips dispatched • Trips hailed • Total *Accessible Taxi* trips • Total *Accessible Taxi* requests dispatched • Total *Accessible Taxi* dispatch requests unfilled
Vehicle Counts	Daily	• # Vehicles in service • # Vehicles booked into dispatch • # Vehicles meter on

Explanatory notes:

In this Schedule,

> "entering system" means the point in time in which a request for a *Taxi* or *Accessible Taxi* is made to a *Brokerage.*
>
> "meter on" means the point in time when a trip commences.
>
> "vehicles" means *Taxis* and *Accessible Taxis*.