

Saskatoon **Taxi Drivers**



As a holder of a Taxi Driver License, these are some important points to remember



Documents

You must keep these documents in your taxi:

- ✓ Taxi ID Card (must be displayed so passengers can easily see it)
- ✓ Valid Saskatchewan Driver's License
- ✓ Taxi Driver's Permit
- ✓ Vehicle registration
- ✓ SGI Light Vehicle Inspection Certificate

A Vehicles for Hire Inspector or Police Officer may request to see them.



Enforcement & Inspections

The City has a dedicated team of Bylaw Inspectors who specialize in the Vehicles for Hire Bylaw. Saskatoon Police Service are also our enforcement partners who support our team.

To ensure compliance with the Bylaw, your taxi may be inspected by a Vehicles for Hire Inspector or Police Officer at any time. Obstructing or delaying an inspection is an offence and may result in a license suspension or fine.



Parking

A taxi license does not grant you free parking in paid parking areas such as downtown. You may only park your taxi for free in designated taxi stand areas. Only on-duty taxis may stop in taxi stands. Parking complaints can be made to the City 24/7 by calling 306-975-8344.



License Renewal

Your taxi driver license is valid for one year. Please check your permit to confirm your license expiry date. Apply to renew your license a least one month before it expires.

Remember, as a driver you are expected to perform your duties in a professional, courteous and safe manner. Your safety and the safety of your passengers is paramount.

Frequently Asked Questions

When can I refuse a passenger service?

Service must be provided to any passenger unless they are abusive, violent or threatening.

A passenger soiled my taxi, what should I do?

A driver may add a \$100 cleaning fee on top of the fare for bodily fluids such as vomit, urine or feces. A cleaning fee may not be charged for dirty boots, spilled food or drinks. The driver must document the soiling and report the incident and cleaning fee charge to their taxi company immediately.

A passenger is refusing to pay the fare, what should I do?

Passengers must pay the fare at the end of the trip. Failure to do so is a bylaw violation and subject to a fine of \$250.00. If this happens you should calmly advise the passenger about fare payment and the requirement to pay. If a passenger refuses to pay, you should contact police for assistance and take notes of where the passenger departed and their description.

I found lost property in my vehicle, what should I do?

If you find lost property after a passenger leaves and you cannot easily return it to them, you must bring it to the Saskatoon Police Service Lost & Found at 76 25th St E. A fee for returning the lost property may not be charged.

How do I make a bylaw complaint about a taxi or rideshare?

All bylaw complaints relating to the Vehicles for Hire industry can be made by email to vehicleforhire@saskatoon.ca or by phone Monday to Friday, 8:00am - 5:00pm at 306-975-3336.

Please take note of things such as date and time of the trip, taxi license number, license plate, taxi driver license number or name and trip receipts.



This document has been provided as a reference guide only. Detailed regulations for TNCs are included in Bylaw No. 9651, *The Vehicles for Hire Bylaw*. In the event of a discrepancy between this guide and the Bylaw, the Bylaw prevails.

If you have any questions please contact the City at vehicleforhire@saskatoon.ca or visit saskatoon.ca/vehiclesforhire for more information



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September 2020