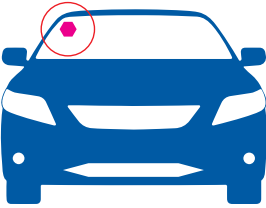


Saskatoon
**Transportation
Network Company
Drivers**



As a TNC driver, here are some important points to remember



Transportation Network Company Affiliation

You must be affiliated with a licensed Transportation Network Company (TNC). A driver may prove their affiliation through their profile on their TNC app. Your vehicle must also display your approved TNC company decal on the front and rear windows.



Documents

You must keep these documents in your vehicle when you are available for hire:

- ✓ Valid Saskatchewan Driver's License
- ✓ Proof of TNC affiliation through their app
- ✓ Vehicle registration documents
- ✓ SGI Light Vehicle Inspection Certificate



Enforcement & Inspections

The City of Saskatoon 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 the vehicle and driver are in compliance with the Bylaw, your vehicle may be inspected by a Vehicle 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

TNC/rideshare drivers may only park where permitted or directed by signage. TNC/rideshare vehicles cannot stop or park in taxi stands. Parking complaints can be made 24/7 to 306-975-8344.

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?

Every TNC/rideshare driver must provide service to any passenger unless the passenger engages in abusive, violent or threatening behaviour.

Can I pick up people off the street if they want a ride?

No, TNC drivers may only accept trips through their app.

Can I accept cash for trips?

No, TNC drivers may only accept payment through their app.

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

Any passenger having received vehicle for hire services 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. It is also a criminal offence to receive transport services without paying.

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



City of
Saskatoon

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