

# Proposed changes to the Livery Licence (Taxi) By-law

*An overview*



# What is happening and why

- Taxis are a vital service – the City must ensure safe, efficient, reliable transportation services for residents and visitors
- Taxi by-laws are for the benefit and protection of both drivers and passengers
- The Livery Licence Bylaw adopted in 2009 – last updated in 2022
- The City is working on a comprehensive update in 2025 to address:
  - the increased cost of operating taxis
  - safety considerations
  - other matters raised by taxi operators and taxi users

# What the proposed changes are based on

- Comments and complaints received by passengers and drivers
- Observations by City staff who inspect taxis
- Research into how other jurisdictions deal with similar issues – Whitehorse, Edmonton and Calgary

# Seeking feedback

- The City is seeking feedback on proposed changes from:
  - Taxi companies
  - Drivers
  - Groups with a particular interest in taxi regulations
- Also looking for feedback from the general public through an online survey
- Engagement will be completed by early December
- Draft by-law to Council in early 2025

# 10 proposed changes

1. Increasing taxi meter rates by about 25%
2. Requiring each company to have one accessible vehicle available 24 hours a day
3. Requiring the installation of security cameras in all taxis
4. Allowing taxi drivers to request a maximum \$30 deposit before a trip
5. Adding a \$50 fee to write the driver's exam and a delay period before each re-write
6. Requiring taxi drivers to make reasonable efforts to return items left in vehicles
7. Prohibiting taxis that have logged over 450,000 km
8. Updating sections regarding taxi condition (exterior and interior)
9. Updating sections regarding driver conduct
10. Updating the information that must be displayed in taxis



# Increasing taxi meter rates

## Proposing an increase of about 25%

→ Flag rate stays at \$4.70

→ Increase from \$0.24 to \$0.30 per 100/meters

- Last fare increase to the taxi meter rates was in 2019 – since then inflation has increased 18% and the price of gasoline has increased 21%
- Increase also accounts for the cost of required improvements like security cameras and accessible vehicles

# Accessible vehicles

**Each company must have one accessible vehicle available 24 hours a day**

- **Serve passengers who use a wheelchair or have other mobility challenges**
- **Into force on January 1, 2026 to allow time to buy or modify vehicles**

- Accessibility and human rights issue
- City interested in learning more about the costs and how it can facilitate implementation

# Mandatory security cameras

**Cameras required in all cars, capture video and audio, hardwired so they can't be turned off**

- **City or taxi company hold the footage, with rules for when and how it can be accessed**
  - **Taxi owners pay for installation; Taxi companies pay for software**
  - **City specifies the camera models and software**
- Cameras will protect drivers and passengers, provide reliable evidence when needed
  - Estimated cost of cameras is estimate between \$900 and \$1,500
  - More engagement and research is needed to work out the details of implementation
  - Experience in other jurisdictions suggests that installation of cameras significantly decrease taxi-related crimes such as assault



# Deposits

**The City proposes to give drivers permission to ask for a deposit from passengers**

→ **Would still require the meter to be run**

→ **Goal is to avoid situations where drivers have to refund small amounts**

- To address problem of people running out on fares
- Looking for feedback on how to implement this

# Driver exams

**Exams would no longer be free. Drivers would pay \$50 to take the exam. Drivers who fail the exam would have a waiting period before they can retake the exam**

- **Waiting period between exams would get longer each time a driver fails**
- **A person found to be cheating or lying during the application or testing process would be subject to a one-year ban**

- Supervision and grading of exams takes significant staff time
- City staff have supervised the same drivers failing the exam several times before passing. The change will encourage drivers to study properly for the exam.

# Return of items left in taxis

**The City is considering different options to ensure drivers make reasonable efforts to return items left in taxis**

→ **Could be driver's responsibility to return or items could be left for pick up at dispatch**

- The City has received complaints about items left in taxis not being returned or made available for pick up
- Looking for feedback on how to address this in the by-law

# Maximum vehicle kms

**The City is recommending that once a vehicle reaches 450,000 kilometers, it can no longer be used as a taxi**

→ **After 450,000 kms, the vehicle could no longer be used as a taxi**

- Since vehicle age limit was increased to 15 years, some inspections are finding very high kms, which is a safety concern

# Standards for condition of taxi

**The City proposes updating language in the by-law to be more specific about the condition of taxis (both exterior and interior) and to enforce this bylaw to a higher standard**

- Current by-law has sections that regulate the mechanical and body condition of taxis
- City has noted issues with taxis that are not clean or operating with body damage and wants to ensure standards are clear and enforced



# Driver conduct

## The City is proposing to include a Driver's Code of Conduct in the by-law

- Expectations about how drivers conduct appear in several places in the current bylaw.
- The City is proposing to update and bring all these sections together in one place.

# Proposed Driver Code of Conduct

## Taxi Drivers must:

- provide service to an individual with a mobility or non-mobility disability, where service can be accommodated
- be courteous and offer a silent ride if requested
- communicate in English
- know the major routes and destinations in Yellowknife
- obey all traffic laws
- extend taxi service as is practicable from curb to curb;
- unless otherwise directed by a passenger, drive the most direct practicable route to the destination;
- upon request by a passenger, issue a receipt of the fare paid;

## Taxi Drivers must not:

- collect fees or give change while the Taxi is in motion;
- take on additional passengers after the Taxi has departed, unless with the consent of the passengers already in the Taxi;
- discriminate in any way against any person while on duty because of sex, race, colour or creed;
- refuse service to an individual accompanied by a service animal by reason only of the presence of the service animal;
- use abusive, insulting or profane language;
- permit a greater number of passengers to be carried in the Taxi than the number of seats equipped with seatbelts provided;
- not talk on a cellphone when transporting a passenger.

# Information displayed in taxis

**The City recommends updating the information displayed in taxis to include a decal that:**

- **States current meter rates**
- **Notice that a deposit may be requested**
- **Notifies passengers they are being recorded**
- **Provides a number to contact in case of questions or complaints**

# Draft Decal

DRAFT

## NOTICE

For security this vehicle is equipped  
with audio and video recording devices

### TAXI RATES

**\$4.70 base fare,**

\$0.30 per for each additional 100 meters

*\*Drivers may request a deposit of up to \$30  
and must run the meter for all trips.*



**Contact us if you have questions or concerns:**  
Municipal Enforcement Division **(867) 920-2737**  
Online at: **[www.yellowknife.ca/taxi-complaints](http://www.yellowknife.ca/taxi-complaints)**



# We want your feedback

- Feedback on the changes
  - General comments
  - Input on specific aspects and language
- Ideas on how to implement changes
- Anything else you would like us to consider

