



**Taxi By-law Number 1-2018  
of the  
Stratford Police Services Board  
For the City of Stratford**

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BEING a By-law regulating and governing owners and drivers of cabs, limousines and sightseeing coaches and establishing the rates or fares charged for the conveyance of passengers or goods wholly within the Municipality of Stratford and providing for the collection of such rates or fares and for revoking any license.

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**WHEREAS** pursuant to the provisions of Part IV of the Municipal Act, 2001 S.O. 2001 c.25, as amended, Council of The Corporation of the City of Stratford may pass by-laws for licensing, regulating and governing businesses;

**AND WHEREAS** Section 159(1) of the Act provides that a municipality may delegate to a police services board, the power to license, regulate and govern businesses specified in the by-law;

**AND WHEREAS** Section 159(2) of the Act provides that Part IV applies, with necessary modifications, to a police services board which the powers under subsection 159(1) have been delegated;

**AND WHEREAS** by By-law 20-2001, the said Council delegated to the Stratford Police Services Board, the power to license, regulate and govern the businesses described in the said by-law;

**AND WHEREAS** Section 150 of the Act allows a Police Services Board to which licensing powers have been delegated under Section 159 of the Act, to license, regulate and govern any business wholly or partially carried on within the municipality even if the business is being carried on from a location outside the municipality;

**AND WHEREAS** Sections 390-400 of the Act enable a Police Services Board to pass by-laws for imposing fees or charges for permits and services provided or done by them;

**AND WHEREAS** in accordance with the Police Services Act, proper notice of a public meeting was given and a public meeting was held at which any persons who attended had an opportunity to make representation with respect to this by-law;

**AND WHEREAS** pursuant to Section 150 of the Municipal Act, the Stratford Police Services Board is exercising its licensing powers under this section, including imposing conditions for the following reasons:

- a) health and safety; and/or
- b) nuisance control; and/or
- c) consumer protection;

**AND WHEREAS** the Stratford Police Services Board deems it desirable to license, regulate and govern the drivers, owners and brokers of taxi cabs, limousines and sightseeing coaches for the purposes of health and safety of its residents and consumers and to protect consumers within the municipality from unfair or potentially unfair business practices that could result in losses on the part of the consumer;

**NOW THEREFORE BE IT RESOLVED THAT** the Stratford Police Services Board for the City of Stratford enacts as follows:

1. For the purposes of this By-law:
  - (a) **"Accessible Cab"** shall mean any motor vehicle, excluding a limousine, having a seating capacity of not more than seven passengers regularly used for hire for the conveyance of persons within the City of Stratford that is wheelchair-accessible permitting the loading, transportation and off-loading of a person with a disability who uses a wheelchair, or other similar device, without transfer.
  - (b) **"Board"** shall mean the Stratford Police Services Board.
  - (c) **"Chief of Police"** shall mean the Stratford Police Services Board.
  - (d) **"Cab"**, including a taxi and an Accessible Cab, shall mean any motor vehicle having a seating capacity of not more than seven passengers regularly used for hire for the conveyance of persons within the City of Stratford but does not include a limousine.
  - (e) **"Taxi-stand"** to be as defined from time to time by the Traffic and Parking By-law of the City of Stratford.
  - (f) **"Sightseeing Coach"** shall mean any motor vehicle regularly used for hire as a tour vehicle, within the City of Stratford, having a seating capacity of over seven persons, not including luxury stretch limousine, double decker bus or buses or coaches owned and operated by the City of Stratford.
  - (g) **"Double decker bus"** shall mean any motor vehicle regularly used for hire as a tour or sightseeing bus, within the City of Stratford, having a seated capacity, behind the driver in excess of seven persons which has more than one level or deck with seats located on each level or spaces for passengers to stand, but shall not include buses or coaches owned and operated by the City of Stratford.
  - (h) **"License"** shall mean a permit granted under this by-law by the Board under the provisions of this by-law to own or operate any motor vehicle used for hire.
  - (i) **"Limousine"** shall mean a motor vehicle which is kept or used for hire for the conveyance of passengers on an hourly basis or for transportation to a specific point where the passengers are picked up in the City of Stratford and are delivered to a point beyond a 5 kilometre radius of the City of Stratford or leaves the City of Stratford and picks up passengers beyond the 5 kilometre radius and delivers them to the City of Stratford.

- (j) **"Luxury stretch limousine"** shall mean a motor vehicle in excess of 28 feet in length, having a passenger capacity behind the driver of six persons which is kept or used for hire for the conveyance of passengers on an hourly basis.
- (k) **"Motor vehicle"** in this by-law shall include a cab, sightseeing coach, double decker bus, limousine, luxury stretch limousine, and any vehicle for hire.
- (l) **"Mechanical Fitness Certificate"** means a certificate issued by a qualified automotive mechanic pursuant to the provisions of the Highway Traffic Act, R.S.O. 1990, Chapter H.8, as amended.
- (m) **"Not-for-profit institution"** shall include any corporation or organization, all of the income and resources of which are devoted to charitable activities, and no part of the income or assets of which are payable to, or is otherwise available for, the personal benefit of any proprietor, member or shareholder.
- (n) **"Person with disabilities"** shall mean any individual who has:
- i) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guard dog or other animal or on a wheelchair or other remedial appliance or device;
  - ii) a condition of mental impairment or a developmental disability;
  - iii) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
  - iv) a mental disorder, or
  - v) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- (o) **"Service Animal"** means an animal that is a service animal for a person with a disability:
- i) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal, or
  - ii) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
    - A member of the College of Audiologists and Speech Language Pathologists of Ontario;
    - A member of the College of Chiropractors of Ontario;
    - A member of the College of Nurses of Ontario;
    - A member of the College of Occupational Therapists of Ontario;
    - A member of the College of Optometrists of Ontario;
    - A member of the College of Physicians and Surgeons of Ontario;
    - A member of the College of Physiotherapists of Ontario;

- A member of the College of Psychologists of Ontario; or
  - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.
- (p) **"Support Person"** means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, service or facilities.
- i) if a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the taxi cabs, limousines and sightseeing coaches together, that any fee is waived for the support person and that the person with a disability is not prevented from having access to the support person while in the vehicle.
  - ii) the provider may require a person with a disability to be accompanied by a support person when using the taxi cabs, limousines and sightseeing coaches, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,
    - a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others in the vehicle; and
    - b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others in the vehicle.
    - c) the provider shall waive any fee payable in respect of the support person.

## 2. **Duties of the Chief of Police**

All motor vehicles to which this By-law applies, including any replacement vehicle, shall be subject to the approval of the Chief of Police and the Chief of Police shall have the supervision over all persons and vehicles licensed under this By-law, together with the equipment used by them. The duties of the Chief of Police in connection with the provisions of the By-law shall be as follows, namely:

- (a) To report to the Board on the performance of his/her duties under this By-law whenever he/she shall be required to do so.
- (b) To examine every applicant for a cab driver's license, a sightseeing Coach driver's license, a double decker bus driver's license, a limousine driver's license, a luxury stretch limousine driver's license, ensuring that the applicant meets certain criteria established from time to time by the Board and to make all necessary enquiries concerning applications for a license as may be requested to secure a due observance of law and this By-law and all amendments thereto.
- (c) The Chief of Police shall cause a file to be kept concerning those persons licensed under this By-law, which shall contain the name or names of the applicant, the date of the license, a photograph of the driver (as described in Section 4(g)) and such further particulars as may be deemed necessary; and keep such other books the Board may order. Files to be destroyed in compliance with the Records Retention By-law #12(1990).

- (d) The Chief of Police shall cause to be made out all licenses issued under this By-law, the fees payable thereto to be paid to the **Stratford Police Service**.
- (e) The Chief of Police shall furnish every successful applicant for a license for a cab, a sightseeing coach, a double decker sightseeing bus, a limousine, and a luxury stretch limousine, with a copy of this By-law and each owner with a tariff card.
- (f) The Chief of Police shall ascertain by inspection and inquiry from time to time and as often as may be required by the Board, whether the persons receiving licenses continue to comply with the provisions of this By-law.
- (g) The Chief of Police shall ensure that any person that offends against any provision of this By-law is prosecuted.
- (h) Any act or duty to be performed by the Chief of Police under this By-law may be performed by any police officer authorized by the Chief of Police to do so.

### 3. **Licenses and Insurance**

- (a) The owner of a motor vehicle for hire shall not use or operate the same or allow the same to be used without a license from the Board.
- (b) Prior to a license being issued by the Board, the applicant for a license shall furnish to the Chief of Police or his designate proof of insurance,
  - i) **for a sightseeing coach**, the insurance shall be at the rate of \$2,000,000.00 for the first seven passenger seats and \$7,500,000.00 for additional passenger seats over seven for risks including public liability, property damage and passenger hazard damage, for any one accident, such policy of insurance is to be kept in force so long as the license granted by the By-law is in force and effect.
  - ii) **for a double decker sightseeing bus**, the operator shall secure insurance for a minimum of \$7,500,000.00 for risks including public liability, property damage and passenger hazard damage, for any one accident, such policy of insurance is to be kept in force so long as the license granted by this By-law is in force and effect.
  - iii) **for a cab having a seating capacity of not more than seven passengers, limousines and luxury stretch limousines**, a policy of insurance shall be kept in force on each of their motor vehicles or other vehicles to be licensed, covering public liability and property damage and passenger hazard risk to at least the amount of \$2,000,000.00 inclusive, for any one accident, and such policy of insurance shall cover and include any motor vehicle or other vehicle used by the insured as a cab or limousine in substitution for the motor vehicle or other vehicle mentioned or described in the said policy, so long as the license to be granted is in force and effect.
- (c) Prior to a license being issued or renewed annually, the owner of a vehicle to which this By-law applies shall provide to the Chief of Police, a letter signed by the insurer of the vehicle that the insurer irrevocably undertakes to immediately notify of the insurers intention to cancel or the actual

cancellation of the policy of insurance. The Chief of Police, on receipt of a notice of cancellation, shall immediately contact the holder of the license and if liability insurance in the amount required is not produced immediately, he shall automatically suspend the license.

4. (a) (i) The owner of a sightseeing coach or double decker bus shall not use, operate or allow the same to be used or operated without a license from the Board in the form attached as Schedule "A". The fee for an Owner's License shall be \$1,500.00 for the first sightseeing coach or double decker bus and \$1,500.00 for each additional sightseeing coach or double decker bus.
- (ii) On or before the 1<sup>st</sup> day of May in each year after the year in which the initial licensing fee was paid, before the owner of the sightseeing coach or double decker bus uses, operates or allows the same to be used or operated, the owner shall pay to the Stratford Police Service an annual license renewal fee of \$125.00.
- (b) No person shall drive or act as a driver of any motor vehicle without having a license from the Board, such license shall be in the form of Schedule "A" to the By-law annexed, and such person shall:
  - (i) Prior to obtaining their license, pay an initial fee of \$100.00 and annually thereafter on the first day of May, pay to the Stratford Police Service, an annual fee of \$75.00.
  - (ii) If a driver should fail to renew prior to the first day of May, they shall be allowed to renew; however, must pay the renewal fee for the year missed. This renewal shall only be for the current licensing year plus the previous year. If the driver does not renew within this time period, they must begin the licensing process from the start.
- (c) The fee for an Owner's License shall be \$1,500.00 for the first motor vehicle and \$1,500.00 for each additional motor vehicle. The annual renewal fee shall be \$125.00 for each cab, limousine or luxury stretch limousine for which a license has been issued in a previous year.
  - i) If an owner fails to renew the taxi license for a motor vehicle, and at a later date request to license this vehicle or any other motor vehicle, they shall be required to pay the full licensing fee of \$1,500.00.
  - ii) In the event that an applicant's cheque is dishonoured, the license issued to the applicant may be revoked and the applicant shall pay the application fee by way of certified cheque, and in addition, an administration fee of \$125.00 as a result of the dishonoured cheque.
  - iii) In the event an owner wishes to transfer an existing license from one vehicle to another, other than during the annual license renewal process, there will be a \$25.00 administrative fee for each license transferred.
- (d) The license year of licenses required under this By-law shall be effective from May 1<sup>st</sup> to April 30<sup>th</sup> of the year following.
- (e) In the event that the Chief of Police in his/her discretion, considers that any cab, sightseeing coach, double decker bus, limousine or luxury stretch

limousine driver should be re-examined in respect to their capabilities, they will pay a re-examination fee of \$75.00.

- (f) Any applicant for a cab license, sightseeing coach license, double decker bus license, limousine license or luxury stretch limousine license, who, in the opinion of the Chief of Police, does not qualify on their first attempt for such license and requires to be re-examined, will pay an additional fee of \$75.00 for each subsequent re-examination.
  - (g) Every driver and operator of a motor vehicle license under this By-law shall display in a prominent place within the motor vehicle, clearly visible to the passenger, a Taxi Driver Identification card in the form of Schedule "B" containing their name and description and shall have a photograph showing a true likeness to the driver attached. Such card shall be encased in transparent plastic to protect it from damage. The picture shall be black and white, size 2 inches by 2 ¼ inches and have a ½ inch white signature strip below the picture. The picture is to be provided by the driver. A set of two new pictures shall be provided to the Chief of Police and displayed as hereinbefore provided at least at four-year intervals after the first license is issued.
  - (h) Every driver or operator shall produce at least at two-year intervals following the date the first license is issued, a medical certificate signed by a physician, licensed to practice in the Province of Ontario, certifying that the licensee does not suffer from any condition which would adversely affect the licensee's ability to safely operate the vehicle.
  - (i) Every owner or operator shall ensure that the vehicle registration taxi plate is securely affixed to the driver's side rear bumper and prominently displayed.
  - (j) Every driver and operator of a motor vehicle license under this By-law shall have completed required training on the customer service standard under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, the Ontario Human Rights Code, RSO 1990, as it pertains to persons with disabilities, c. H. 19, and the Corporate Accessibility Policy of the City of Stratford.
  - (k) The number plate issued to each owner shall be exhibited in plain view on their vehicle and securely attached to the back thereof.
  - (l) Every owner of more than one motor vehicle required to be licensed under this By-law shall take out a license for each motor vehicle.
5. (a) Without in any way limiting the Powers conferred in the Board pursuant to the provisions of the Municipal Act, R.S.O. 1990, M. 45, or any successor legislation, upon the driver or operator having been found guilty of an offence under:
- The Criminal Code of Canada,
  - The Controlled Drug and Substance Act,
  - The Food and Drug Act,
  - The Liquor License Act,
  - The Highway Traffic Act,
  - Fire Arms Act,

- This By-law,

Or any other statute, the violation of which, in the sole discretion of the Board, interferes with the license holder's ability to discharge their duties as the operator of a motor vehicle for hire, the Board shall suspend the license issued under this By-law for not less than:

- 30 days for the first offence,
  - 90 days for the second offence, and
  - Upon a third offence declare the license forfeited and void.
- (b) (i) Any driver or operator of a motor vehicle for hire, whose driver's license is suspended by reason of the provisions of the Highway Traffic Act or the Criminal Code of Canada, shall immediately surrender to the Chief of Police, their taxi driver's license, or other license issued under this By-law, to operate a motor vehicle.
- (ii) In the event of a finding of guilt of a driving related offence under the Criminal Code of Canada, the driver or operator shall automatically be prohibited from driving or operating a motor vehicle for hire or obtaining a license under this By-law for a two-year period following the reinstatement of the driver's license.
6. The person in whose name a license is taken out for a motor vehicle shall be considered as the owner of the same for the purposes of this By-law and shall be liable for the penalties therein described.

## **Equipment and Its Uses**

7. No person licensed under this By-law shall carry in any motor vehicle used for hire, a greater number of passengers than the manufacturer's rating.
8. Every owner and driver licensed under the provisions of this By-law shall submit to the Chief of Police every post, hand bill, card, novelty or other such matter used to advertise their cab or limousine business and no such advertising matter shall be published or used until approved by the Chief of Police.
9. Every owner and driver licensed under the provisions of this By-law shall make available the vehicle license plate, vehicle registration, identification information and the name of the business that the Cab belongs to in an accessible format, upon request, to passengers who are Persons with Disabilities.
10. No owner or driver licensed under this By-law shall exhibit on or about their motor vehicle any number, sign or card, other than those approved by or obtained from the Board except their motor vehicle license plates. No smoking signs shall be permitted within or on the taxi cab at the discretion of the owner.
11. The owner or driver of any motor vehicle licensed under this By-law shall keep the interior and exterior of such motor vehicle clean and in good repair and when such owner of such motor vehicle has received notice (either given to them or to their driver) and signed by the Chief of Police, that such motor vehicle is not in the fit and proper condition for use, stating briefly the items complained of, such owner shall within the time mentioned in such notice, put the same in a fit and proper condition.



12. (a) The owner of every motor vehicle in respect of which such a license has been issued under this By-law shall when required, submit their motor vehicle for examination by the Chief of Police, or other police officer authorized by him/her, and no owner or driver shall, at any time hinder or prevent him/her from entering the same, or at any time prevent or hinder him/her from entering their garage or other building for the purpose of entering the same.
  - (b) Every owner of a motor vehicle when making application for a license under the Taxi By-law must produce a mechanical fitness certificate relating to the motor vehicle or any replacement motor vehicle for a previously licensed vehicle, prior to the motor vehicle being licensed for the current or the taxi year beginning May 1 whichever applies. The mechanical fitness certificate must be signed and dated within one month of making application for a license. The owner or driver of a motor vehicle shall advise the Chief of Police in advance if a substitute motor vehicle is going to be used. Any substitute motor vehicle shall meet all the requirements for a motor vehicle to which this By-law applies.
13. No driver or owner of a motor vehicle shall make use of the horn for the purpose of summoning a person or persons from a private dwelling, house or public place.

### **General Provisions**

14. No licensed owner shall employ a person other than a properly licensed driver to drive their motor vehicle(s) licensed under this By-law. The Stratford Police Service's guidelines for taxi driver applicants and licensed drivers are attached hereto as Schedule "C".
15. Every holder of a taxi driver's license issued under this By-law from the Board shall:
  - (a) Be neatly attired and clean.
  - (b) Be civil and well behaved.
  - (c) While on duty in any taxi stand, sit in or stand behind their cab except when assisting a fare. A cab which is parked or stopped in any taxi stand will be construed to be on duty.
  - (d) Not stand in groups of 3 or more or, in any way obstruct the sidewalk.
  - (e) Not make any loud noise or disturbance.
  - (f) Comply by permitting a person with a disability who is accompanied by a service animal, to use a taxicab, limousine or luxury stretch limousine he or she is driving, by allowing the service animal to remain with the passenger.
  - (g) Comply at all times with the provisions of the Highway Traffic Act and the Accessibility for Ontarians with Disabilities Act.
16. Owners and drivers licensed under this By-law shall, at all times, obey the orders of the Police, and every owner and driver licensed under this By-law shall, when called upon, assist any police officer in the conveyance of any person to the police station or hospital.

17. Every licensee, when called upon by any person to perform any lawful acts within purview of their license, shall do so and use their motor vehicle when necessary to do so upon payment or tender of their legal fare unless otherwise lawfully excused.
18. Every licensed motor vehicle shall keep a record of the time, date, origin and destination of each trip and the name of the driver, license number of the motor vehicle and such records shall be retained for at least six months, and shall give full information to any Police Officer upon being requested to do so, with reference to the house or the place to or from which they have driven any passenger, with the description, name and address, if known to them, or with reference to all matters within their knowledge relating to such passenger.
19. The refusal of a licensed driver of any motor vehicle carrying passengers for hire to give information to any Police Officer with reference of the house or place to which they have driven any passenger, or any other information connected with their occupation required by this By-law or by any resolution of the Board, of which they shall have full information or notice, shall be sufficient grounds when established to the satisfaction of the Board, for suspending or canceling the license of the driver who refused to give information aforesaid.
20. Every owner or operator having charge of any licensed motor vehicle for carrying passengers for hire in the said city, or elsewhere, shall, upon being requested to do, make available vehicle registration and identification information and such information is to be provided in an accessible format for Persons with Disabilities.
21. Every holder of a cab or limousine license and employee thereof, (unless they have had some previous order) shall serve the person that first requests the service of their motor vehicle at any place within the city at any specified time by day or night and if they plead some previous engagement, they shall upon demand give to the caller the address of the person to whom they are so engaged. They shall punctually keep all their appointments and engagements and shall not accept any engagement that a previous appointment would prevent them from fulfilling, and shall they neglect to fulfill their appointment, they shall not be compelled to accept any order from a person who owes them money from a previous fare of service unless and until the same is paid.
22. Every owner licensed under this By-law, or driver employed by them, shall take due care of all property delivered or entrusted to them for conveyance or safe keeping. Every driver of a motor vehicle locating any property or money left therein, shall forthwith deliver it over to the person owing the same, and if the owner cannot at once be found, deliver it to the Police Station with all of the information in their motor vehicle if a report is received that property or money was suspected to have been left in the motor vehicle.
23. No owner or driver licensed under this By-law shall make repairs to their motor vehicle upon any public street unless such repairs are immediately required.
24. No driver licensed under this By-law shall be permitted by the owner to work more than eight hours within any fifteen consecutive hours. In no case shall the driver be permitted to work from than fifteen hours within any twenty-four consecutive hours.
25. No owner licensed under this By-law shall drive their motor vehicle more than fifteen hours within any twenty-four consecutive hours.

26. No licensed owner or driver shall consume or illegally have in their possession, any alcoholic beverage or an illegal drug as defined as such under The Controlled Drug and Substance Act, for an illegal purpose, while they are in charge of their motor vehicle nor shall the use of alcoholic beverages or illegal drugs as defined as such under The Controlled Drug and Substance Act or Food and Drug Act, for an illegal purpose, by them be apparent while they are in charge of such motor vehicle.
27. Every driver, while in charge of a motor vehicle who commits any breach of this By-law shall be liable to the penalties of this By-law and to having their license cancelled.
28. No person licensed under this By-law shall solicit any person to take or use their motor vehicle but the person wishing to use or engage any licensed motor vehicle for carrying passengers shall be left to choose without interference or solicitation.
29. No owner or driver licensed under this By-law and in charge of a motor vehicle licensed for the carrying of passengers for hire, shall induce any person to employ them by either knowingly or wantonly or ignorantly misinforming, misleading or deceiving such a person as to the time of arrival or departure of any train, car or other conveyance, or as to the location or distance from any part of the City of any railroad depot, hotel, public place, or private residence, or shall induce any person to employ their motor vehicle by any false representation, or shall in any manner or form impose upon persons employing them, and any owner or driver who does so shall be subject to the penalties of this By-law and to having their license cancelled.
30. Every person licensed under this By-law shall, upon changing their address, notify the Chief of Police within two (2) days of their new address.
31. No owner or driver of any motor vehicle, while on duty shall drive, or permit to be driven, any person other than the fare in their motor vehicle.

### **Tariff and Tariff Cards**

32. No owner or driver of a cab, licensed under this By-law shall publish or use any tariff, except for the tariff attached hereto as Schedule "D" as amended by the Board from time to time to demand or receive rates and charges other than those authorized by this By-law, whether such rates or charges are determined by distance or time.
  - (a) Each owner or operator of a cab, sightseeing coach, luxury stretch limousine, double-decker bus or limousine shall be at liberty to demand or receive any rate or charge as the owner or operator sees fit and such rate may be determined by distance or time or on a fixed tariff basis.
  - (b) Notwithstanding subsection (a) of Section 32 or any other provision in this By-law to the contrary, each driver of a vehicle licensed under this By-law shall, prior to setting out for a destination, advise each passenger of the basis for calculation of the tariff and each owner and operator of a vehicle shall display in a prominent and conspicuous place, a printed tariff card in an accessible format to persons with disabilities that are passengers.
  - (c) In the event a driver of a motor vehicle states or expresses to a passenger or passengers a fixed tariff to a particular destination, no driver shall be entitled to receive or recover any fare greater than the fixed rate stated to

the passenger or passengers and no driver shall be entitled to recover any fare from any passenger to whom the driver has refused to show their tariff card that is required to be displayed in the vehicle pursuant to the provisions of Section 32(b) of this By-law.

- (d) A call originating within the Corporation limits and destined outside the Corporation Limits within five kilometres shall be shown on the Tariff Card for a within city call and in addition, mileage at a per-kilometre rate as set out in Schedule "D" from the Corporation Limits to the destination shall be the tariff chargeable. If the passenger or passengers wish to take advantage of the return trip, no additional charge shall be made for the return trip to the Corporation Limits other than for waiting time.
  - (e) Every owner or operator of a vehicle licensed under this By-law is prohibited from charging a higher tariff or additional fee for persons with disabilities than for persons without disabilities for the same trip and shall not charge a fee for the stowage or storage of mobility aids or mobility assistive devices.
  - (f) Every owner or operator of a vehicle licensed under this By-law is prohibited from charging a fee for support persons for persons with disabilities.
33. No owner or driver under this By-law shall be entitled to receive or recover any fare or charge from any person or persons from whom they shall have demanded any fare or charge greater or less than those authorized by this By-law, or to whom they have refused to show their tariff card as provided by this By-law.
34. It shall be lawful for the owner or driver of any licensed motor vehicle for carrying passengers for hire to demand prompt payment of their lawful fare from such passengers, and no person or persons using the same, and no person hiring such coach, motor vehicle or other vehicle, shall refuse, as soon as they reach their destination, to pay the fare established by this By-law, and every person refusing to pay such fare forthwith, shall be guilty of breach of this By-law and every owner or driver, as aforesaid, who shall demand or accept any greater sum than the lawful fare according to the provisions of this By-law shall be guilty of a breach of this By-law.
35. It shall be lawful for the owner or driver of any licensed motor vehicle for carrying passengers for hire outside the City of Stratford to demand pre-payment of their lawful fare.
36. Every licensed person operating a cab shall be permitted to operate on an hourly basis at the request of the passengers and then only at the rate fixed by Schedule "D" of this By-law as amended from time to time.
37. The tariff card furnished by the Chief of Police shall be placed in or upon the cab in plain view of the passenger(s) and no licensed person operating a cab shall use any tariff card other than that authorized by the Board and obtained from the Chief of Police or remove, exchange, lend or otherwise dispose of the said tariff card.
38. Notwithstanding Section 32 or Section 33, or any other provision in this By-law to the contrary, a not-for-profit institution which hires a taxi to convey a passenger or passengers for in excess of twelve round trips per calendar month shall be

entitled to negotiate or tender a price per trip that is less than the tariff set out in this By-law, as amended from time to time.

39. Any act done by, or by the authority of the Chief of Police, under any provision of this By-law, shall be subject to an appeal to the Board by any person feeling aggrieved thereby.
40. Every person or corporation who contravenes any provisions of this By-law is guilty of an offence and upon conviction is liable to a fine not exceeding \$25,000.00 exclusive of costs.
41. Any person licensed under this or any preceding by-law, who is found by the Board not to be observing the provisions of this By-law, may have their license revoked or suspended for such length of time as the Board may deem fit.
42. The provisions of this By-law as amended shall come into force and effect when passed by the Board.
43. By-law 3-2004 and any amendments thereto are hereby repealed.
44. This By-law shall come into force and take effect on the 19<sup>th</sup> day of April, 2018.

Read a FIRST, SECOND and THIRD time and

FINALLY PASSED this 19<sup>th</sup> day of April, 2018.

"Daniel B. Mathieson"

Dan Mathieson, Chair

"Tim Doherty"

Tim Doherty, Vice-Chair

**SCHEDULE "A"**  
**Taxi By-law Number 1-2018**

**Taxi Driver's License under Taxi By-law**

**Part 1 – Application**

I, \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Hereby apply for a license under the Taxi By-law of the City of Stratford and any amendments that may be made thereto from time to time, to operate as a "Cab Driver" within the meaning of the By-law governing same.

\_\_\_\_\_  
Signature of Applicant

**Part 2 – Authority to Issue Taxi License**

Driver's License: \_\_\_\_\_ City License Number: \_\_\_\_\_

Expiry Date: \_\_\_\_\_ Date Issued: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Company Driving for: \_\_\_\_\_

\_\_\_\_\_  
License Authorized by:  
Chief of Police

**Part 3 – License Certificate**

This is to certify that \_\_\_\_\_ is licensed as a Taxi Driver for the current year or part thereof ending \_\_\_\_\_, subject to City By-laws and By-law of the Stratford Police Services Board in and for the City of Stratford, regulating the same.


Receive: \_\_\_\_\_, being the fee for a City of Stratford Taxi Driver's Licence.

Receipt Number: \_\_\_\_\_

\_\_\_\_\_  
Fee Received by

**SCHEDULE "B"**  
**Taxi By-law Number 1-2018**  
**Taxi Driver Identification**

**City of Stratford**  
TAXI DRIVER IDENTIFICATION



TAXI DRIVER No. \_\_\_\_\_

NAME \_\_\_\_\_

HEIGHT \_\_\_\_\_

COMPANY \_\_\_\_\_

RENEWED \_\_\_\_\_

RENEWED \_\_\_\_\_

*This card is the property of the City of Stratford*

**SCHEDULE "C"**  
**Taxi By-law Number 1-2018**  
**Stratford Police Services Guidelines**  
**Taxi Driver Applicants and Licensed Drivers**

1. A Taxi Driver applicant is required to produce a medical certificate stating that they are medically fit to drive a taxi and three letters of recommendation.
2. A Taxi Driver applicant shall have possessed a VALID CLASS "G" Driver's License for at least one year prior to making application for a Taxi Driver's License.
3. An applicant shall be required to complete a written test and must obtain a mark of 80% - 4 marks off each question answered incorrectly.
4. Any applicant having accumulated over three demerit points within the preceding 12 month period will not qualify to become a Taxi Driver or anyone having accumulated over six points in the preceding 24 month period will not qualify.
5. Any licensed driver that accumulates over six demerit points over the past year is subject to an interview with the Chief of Police and may result in a recommendation to suspend his or her Taxi Driver's License.
6. Any licensed driver that accumulates over nine demerit points shall be required to appear before the Board to justify why their Taxi Driver's License should not be suspended.
7. Any liquor or criminal record that an applicant may possess in addition to any Highway Traffic Act record will be considered by the Chief of Police when his recommendation to the Board.
8. Anyone having their driver's license suspended under authority of the Criminal Code will not be considered to become a Taxi Driver for a minimum of two years after reinstatement, subject to a shorter term at the discretion of the Board.



**SCHEDULE “D”**  
**Taxi By-law Number 1-2018**

**Fares**

(rates listed below include HST)

**Passengers – Base Rate**

Description	Rates as of October 16, 2024
Anywhere within the corporate limits of the City of Stratford	Up to a maximum of \$16.00 Up to a maximum of \$17.00 for three or more people
Persons 65 years of age or older	Up to a maximum of \$15.00 Up to a maximum of \$16.00 for three or more people
Children under 12 years of age, with an adult	Free

**Waiting Time**

Description	Rates as of October 16, 2024
Waiting time, at the request of the passenger	\$60.00 per hour

**Groceries/Luggage**

Description	Rates as of October 16, 2024
Groceries/luggage/strollers/etc.	\$1.00 over base rate

**Stop or Drop Along the Way**

Description	Rates as of October 16, 2024
Stop along the way	\$5.00 extra

**General Deliveries**

Description	Rates as of October 16, 2024
General deliveries anywhere within the Corporate limits of the City of Stratford	Up to a maximum of \$16.00

That the rates and fares contained in Schedule “D” be reviewed annually (no later than the end of the first quarter of each calendar year) and amended as necessary to adjust taxi fares.