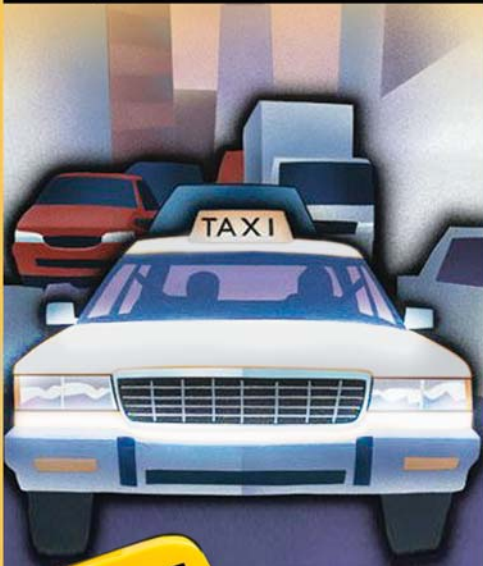


# QUÉBEC



DRIVER'S  
HANDBOOK

Québec 

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## DRIVER'S HANDBOOK

Québec 

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## FOREWORD

The *Québec Taxi Driver's Handbook* was prepared by ministère des Transports du Québec (MTQ) in cooperation with Société de l'assurance automobile du Québec (SAAQ).

Intended simply as a guide, it does not in any way constitute a legal interpretation of legislation and regulations, nor does it release taxi drivers from the obligation of knowing and applying the standards governing taxi transportation services.

The Act respecting transportation services by taxi (RSQ, c. S-6.01) and the Taxi Transportation Regulation (c. S-6.01, r. 2) are the main sources of the information presented in this handbook. Both texts are available from Publications du Québec partner bookstores. The handbook indicates the rules governing taxi drivers and may also be of use to future taxi drivers.

However, this handbook does not claim to be a complete guide to everything that Québec taxi drivers should know. It does not focus on essential knowledge of the Highway Safety Code, municipal traffic bylaws, the internal rules of taxi service associations, roads and key public places in taxi drivers' work territory.

The Québec government has established the rules indicated in this handbook. Since certain powers have been transferred to Ville de Montréal, as stipulated in the Act respecting transportation services by taxi, some of the rules are not applicable in its territory.

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# **1 PREREQUISITES FOR OBTAINING A TAXI DRIVER'S PERMIT**

## **1.1 Driver's license**

In order to obtain a taxi driver's permit, which is required to operate a taxi, a person must hold a class 4C or higher (1, 2, 3, 4A or 4B) driver's license.

To obtain a class 4C driver's license, a person must

- Have a minimum of one year of driving experience as a holder of a class 5 driver's license
- Comply with the standards for driver health
- Have the required knowledge to drive a taxi
- Pay \$14 for the issuing of a new driver's license

### **1.1.1 State of health**

The applicant's state of health is verified by means of

- A vision test taken at an SAAQ service center
- A checkup using the form prescribed by SAAQ

The applicant must submit the form completed by the physician to SAAQ as soon as possible.

### **1.1.2 Required knowledge**

A theoretical exam is used to test the knowledge required to drive a taxi. Applicants should make an appointment with SAAQ for this exam and be sure to bring

- Their driver's license
- If applicable, the SAAQ authorization letter concerning their health evaluation
- \$10 to cover the examination fee

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The examination comprises 30 multiple-choice questions focusing on

- Road signs
- The Highway Safety Code
- Taxi driving principles and techniques

The passing grade is 73%.

Applicants who fail the examination should make an appointment to retake it. A \$10 fee applies. At least seven days must elapse between the date on which the examination was failed and the date on which it is retaken.

Before the exam, applicants are encouraged to read carefully the *Driver's Handbook* and *Driving a Passenger Vehicle*, available from Publications du Québec partner bookstores.



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## 1.2 Training courses

Before becoming taxi drivers in Québec City, Longueuil or Laval, candidates must pass a training course of at least 30 hours focusing on the transportation of disabled persons, provisions of the Act respecting transportation services by taxi and the Taxi Transportation Regulation, and other common knowledge pertaining to the skills, abilities and behavior required to drive a taxi.

This course is given by

- Centre de formation professionnelle pour l'industrie du taxi du Québec inc.
- Centre de formation en transport de la Commission scolaire des Premières-Seigneuries
- Centre de formation du transport routier de la Commission scolaire de la Rivière-du-Nord

Candidates for the territory of Ville de Québec must also pass a training course of at least 50 hours given by Commission scolaire des Premières-Seigneuries on the area's toponymy and geography.

Candidates for the territory of Ville de Montréal must take a 150 hour training course, including 90 hours on the area's toponymy and geography.

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### **1.3 Taxi driver's permit**

In order to work as a taxi driver, you must possess a taxi driver's permit.

To obtain this permit, applicants must comply with the abovementioned conditions and

- Be Canadian citizens or permanent residents within the meaning of the Immigration Act
- Be 18 or over
- Understand, speak and read French sufficiently to exercise the occupation
- Pass an examination on the Act respecting transportation services by taxi and the Taxi Transportation Regulation and, if applicable, not have failed this examination in at least the preceding month. The passing grade is 60% and the exam fee is \$25.
- Pay a fee of \$25 (the cost of renewing the permit every two years is \$50 and the permit is renewed at the same time as the driver's license). Note that SAAQ charges an additional \$20 for priority taxi driver permit renewal. However, this surcharge is waived if the taxi driver permit renewal application is accompanied by a \$20 payment for priority processing of a plastic driver's license issue, renewal or replacement.
- Not have had their taxi driver's permit suspended or revoked within three months of the end of permit suspension or revocation, unless a restricted permit was issued
- Not have been convicted in the past five years of a criminal or indictable offense related to the operation of a taxi transportation service

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- Not have been indicted or convicted in the past five years of a criminal or indictable offence which is connected with the aptitudes and conduct required to carry on the occupation of taxi drivers (sexual misconduct, failure to provide the necessities of life, criminal operation of a motor vehicle, violent behavior, criminal negligence, fraud, theft, arson and drug- or narcotic-related offenses). For verification purposes, a search certificate must be submitted with the permit application (not in effect in February 2004).

Throughout Québec, except in Montréal, candidates may take the examination to obtain a taxi driver's permit at the nearest SAAQ service center that issues such permits.

Candidates wishing to take the examination to obtain a taxi driver's permit valid in Montréal must make an appointment with Bureau du taxi et du remorquage de la ville de Montréal at (514) 280-6600. The examination fee is \$100.

Taxi drivers have 30 days in which to notify the issuing authority of a change of name or address.

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## **2 EMPLOYER RELATIONS**

### **2.1 Contract of employment or leasing contract**

Before driving a taxi in service, unless they own the taxi, drivers must sign a contract of employment with the taxi owner permit holder stipulating remuneration by salary or commission or a taxi leasing contract. Taxi drivers must keep a copy of the contract in the vehicle in their custody or control.

### **2.2 Notice to taxi owner**

Taxi drivers must send by registered mail to each taxi owner for whom they work a copy of any document attesting to the modification, suspension or revocation of their taxi driver's permit, driver's license or class of permit authorizing taxi operation. They must do so upon receiving notification from the appropriate authority.

### **2.3 Prohibited practice**

A taxi driver is prohibited from transferring to a taxi owner the ownership of an automobile intended to be attached to the permit of that owner and from signing a contract with that same person by which the driver becomes the operator. This practice constitutes the leasing of a permit alone and runs contrary to the public interest.

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## **3 PRE-DEPARTURE CONSIDERATIONS**

### **3.1 Required documents**

Before setting off at the beginning of their work period, taxi drivers must ensure that the taxi owner's permit or a certificate in respect of this permit is in the glove compartment. This document must be available when a customer asks to see it.

Taxi drivers must also have in their possession their valid taxi driver's permit, which must be displayed in such a way that a customer sitting in the back seat can read it. A peace officer may ask to see the permit.

Taxi drivers must also have in their possession a copy of the leasing or employment contract that binds them to the owner of the taxi they are about to operate. A peace officer may also ask to see this document.

### **3.2 Pre-departure inspection**

Before departure, i.e., each time the vehicle is put into service, taxi drivers must carry out a visual or auditory check, as applicable, of the following:

- The brake fluid level, which should never be under the level indicated by the manufacturer or, if not indicated, any more than 10 mm under the filler neck opening
- The parking brake, which must be activated a number of times in order to check whether its cables are operating freely, its compliance with regard to vehicle immobilization and the activation of a dashboard indicator that lights up or turns off depending on whether the brake is applied or released

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- The vehicle's headlights, lights and signals, particularly the low-beam headlights, turn-signal lights, emergency flashers and parking lights, which must be operational and securely fastened at the points specified by the manufacturer, and their dashboard indicators, which must activate the electrical circuits enabling them to work at the intensity specified by the manufacturer
  - The tires, which must not show any wear, cracks, cuts or tears exposing the rib or the steel belt, have any bulges or abnormal deformities, or be affected by materials or objects stuck in the tread or tire wall, which could cause a flat
  - The tire valves, which must not be worn, damaged, scraped or cut and the projecting part of which must be long enough to allow tires to be filled easily and tire pressure to be checked
  - The horn, which must work properly in keeping with the manufacturer's standards
  - The windshield wipers and windshield washer fluid, all components of which must be complete, properly adjusted and in good condition to ensure that they work effectively
  - The rearview mirror, which must be adjustable vertically and horizontally, remain in the desired position, be the proper size, remain securely fastened, have no sharp edges and not be broken, cracked, tarnished or dull
  - The domelight, which must be securely fastened and work properly

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### **3.3 Inspection report**

After performing an inspection and before setting off, a taxi driver must prepare a pre-departure inspection report that contains the following information:

- The date and time of the inspection
- The taxi license plate number
- A description of the defects noted during the pre-departure inspection and any defects noted after departure
- The driver's name and permit number
- The driver's signature

Taxi drivers are prohibited from having in their possession more than one report pertaining to the same inspection. The pre-departure inspection report must be kept in the taxi along with all inspection reports for the current month.

### **3.4 Steps to take following observation of a defect**

Taxi drivers, who are not the owner of the taxi they are driving, must without delay inform the owner of any defect noted and give the owner a copy of the pre-departure inspection report concerned. The same applies to any defect noted after setting off.

When the defect noted is major, the taxi may not be operated and the repair must be made before putting the taxi back into service.

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## **4 CUSTOMER SERVICE**

### **4.1 Types of services**

There are two types of taxi transportation services, i.e., private and collective. Private transportation means that a trip is reserved solely for a customer and the persons that customer designates. A taxi owner's permit authorizes only private transportation, except when

- The owner is bound by a contract with a municipal or supramunicipal authority
- The owner is bound by contract with any other person authorized by an order
- A bylaw stipulates routes and services that involve the service territory of the owner's permit. The service must be provided in the places and according to the conditions stipulated

### **4.2 Rules of ethics and cleanliness**

Taxi drivers must

- Be properly dressed in clean clothing
- Afford customers the courtesy, comfort and safety required by their occupation
- Help passengers get in or out of the vehicle safely when they obviously need assistance because of age, apparent state of health or a handicap
- Ensure that the vehicle's body and passenger compartment are clean
- Ensure that equipment such as the taximeter and domelight operate properly



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### **4.3 Work territory**

Taxi drivers must engage in their occupation in the territory for which the taxi owner's permit has been issued and are therefore authorized to undertake any trip starting in the territory covered by the taxi owner's permit or any territory not served by a taxi permit. With some exceptions, taxi drivers are also authorized to make a trip that begins outside their territory and ends inside the territory. Drivers of wheelchair accessible vehicles are authorized to provide services to disabled persons in any area where no specially equipped taxi is available.

### **4.4 Rules governing trip distribution**

When arriving at a public taxi station, taxi drivers must line up, taking the first available space and moving up one space when the space ahead becomes free. Except in the circumstances mentioned below, drivers who are not at the head of the line must turn down customers who ask for a ride and direct them to the first taxi in the lineup. By the same token, taxi drivers waiting at a public taxi station must turn down a trip called in by their taxi transportation service intermediary if a taxi with the same intermediary is ahead in line. A taxi transportation service intermediary is an organization that provides taxi owners and taxi drivers with advertising, call dispatching or other similar services.

Taxi drivers who are not first in line at a public taxi station may take on customers under any of the following exceptional circumstances:

- The customer wishes to use a specific means of payment, e.g., a credit card or direct payment, and no other taxi driver ahead in line at the station accepts this type of payment

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- The customer needs a special accessory, e.g., a luggage rack, that no other taxi driver ahead in line at the station possesses
  - The customer requires a disabled accessible vehicle

These exceptions also apply when a taxi transportation service intermediary assigns a trip to a taxi driver when no taxi ahead in line from the same association is able to satisfy the specific request. The same is true when customers calling the association request the services of a driver with special qualifications or a vehicle with a specific wheelbase.

Once taxi drivers reach the head of the line, they may not refuse to make a trip requested by a customer unless the destination is over 50 km outside their authorized work territory or if one of the cases mentioned above applies.

Taxis at a public taxi station are ensured exclusivity of service within a 60 m radius. Taxi drivers may not take on customers who hail them if there is a public taxi station less than 60 m away and a taxi is parked there and available for service. If this is the case, taxi drivers must inform the customer that the taxi already waiting can meet his need for service. However, this prohibition does not apply if the customer is a disabled person in a wheelchair.

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## **4.5 Domelight**

Except in the cases specified in the regulation, taxis must be equipped with a domelight affixed to the front of the roof.

At night, taxi drivers available for service must turn on the domelight when driving in their work territory or parked in the first space at a public taxi station.

## **4.6 Trips**

Unlike collective transportation, private transportation means that the customer, whether alone or accompanied, need not travel with other passengers.

After finding out the destination and ensuring they may make the trip, taxi drivers must

- Turn off the domelight
- Start the taximeter, if applicable
- Take the most direct route to the destination, unless the customer indicates otherwise

## **4.7 Rates**

Commission des transports du Québec sets the rates for taxi transportation services, which must be displayed inside the taxicab. Obviously, taxi drivers may only request a price in keeping with the rate structure and rate applicable to the service provided. The rules below apply to rates and payment.

The taxi driver must start the taximeter at the beginning of the trip. A taxi trip begins when the customer gets into the taxi or explicitly asks the driver to wait either verbally, through gestures or in another unmistakable manner.

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Unless the customer directs otherwise, the taxi driver must stop the taximeter as soon as the taxi arrives at the destination.

The foregoing rules do not apply when the use of the odometer is prescribed, in which case the taxi driver takes into account only the pickup charge and distance covered with the customer.

If the taximeter or odometer becomes defective during a trip, the taxi driver must agree with the customer on the fare, which must correspond to that normally calculated by taximeter or odometer, as the case may be. Note that the driver may not make any other trips until the taximeter or odometer has been repaired or replaced.

When a trip entails meals or accommodation for the taxi driver, reimbursement of these expenses must be agreed upon with the customer prior to departure. When a trip involves bridge crossing, ferry or highway toll expenses, these fees are added to the amount for the trip.

When a trip requires the use of special equipment at the customer's request, with the exception of equipment needed to compensate for a physical handicap, reimbursement of the related expenses must be agreed upon with the customer prior to departure.

Taxi drivers must give the customer exact change but are not required to accept payment for a trip with a bill that is over \$30 more than the fare. Drivers who choose to accept a bill for which they lack sufficient change must inform the customer and may charge for the cost of driving to a place where exact change can be obtained.

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Taxi drivers must give each customer a receipt upon request that includes at least the following information

- The name of the taxi owner or taxi transportation service intermediary
- The driver's name and signature
- The date
- The trip fare

#### **4.8 Service contract**

Taxi owners, taxi transportation service intermediaries or taxi drivers may sign a contract allowing them to agree upon a fare with customers that differs from that set by Commission des transports du Québec. The parties must agree freely to the contract and the customers' consent must be entirely voluntary. Customers must not be put in a position where they have no choice if they wish to obtain transportation.

The contract must be written and include

- The names and signatures of the parties
- The name of the persons or group of persons to be transported
- The contract date and duration
- The fare determined or the method used to calculate it
- The trip starting point and destination

Moreover, a copy of the contract must be kept in the automobile or at the principal establishment of the taxi owner or taxi transportation service intermediary.



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## **MORE INFORMATION**

For information on driver's licenses, taxi driver's permits or compensation in the event of traffic accidents, please contact SAAQ

- In Montréal at (514) 873-7620
- In Québec City at (418) 643-7620
- Elsewhere in Québec at 1-800-361-7620 (toll free)

Or visit the SAAQ Website at [www.saaq.gouv.qc.ca](http://www.saaq.gouv.qc.ca).

For more information on the legal texts pertaining to taxi transportation services, please contact MTQ at one of the following locations:

- Ministère des Transports du Québec  
700, boulevard René-Lévesque Est, 27<sup>e</sup> étage  
Québec (Québec) G1R 5H1  
Phone: 1-888-355-0511 (toll free)
- Ministère des Transports du Québec  
800, rue du Square-Victoria, 6<sup>e</sup> étage  
Montréal (Québec) H4Z 1H9  
Phone: 1-888-355-0511 (toll free)

Or visit the MTQ Website at [www.mtq.gouv.qc.ca](http://www.mtq.gouv.qc.ca).

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For information on taxi owner's permits, please contact Commission des transports du Québec at one of the following locations:

- Commission des transports du Québec  
200, chemin Sainte-Foy, 7<sup>e</sup> étage  
Québec (Québec) G1R 5V5  
Phone: 1-888-461-2433 (toll free)
- Commission des transports du Québec  
545, boulevard Crémazie Est  
10<sup>e</sup> étage, bureau 1000  
Montréal (Québec) H2M 2V1  
Phone: 1-888-461-2433 (toll free)

Or visit the Commission Website at  
[www.ctq.gouv.qc.ca](http://www.ctq.gouv.qc.ca).

For information on the issuing of taxi driver's permits within the territory of Ville de Montréal or the rules governing taxi operation in this territory, please contact

- Bureau du taxi et du remorquage  
de la ville de Montréal  
4949, rue Molson  
Montréal (Québec) H1Y 3H6  
Phone: (514) 280-6600



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For information on training course content, schedules, and rates, please contact one of the following locations:

- Centre de formation professionnelle pour l'industrie du taxi du Québec inc.  
230, boulevard Henri-Bourassa Est  
Montréal (Québec) H3L 1B8  
Phone: (514) 274-7373  
Fax: (514) 274-2013
- Centre de formation en transport  
Commission scolaire des Premières-Seigneuries  
700, rue de l'Argon  
Charlesbourg (Québec) G2N 2G5  
Phone: (418) 634-5580  
Fax: (418) 849-0290
- Centre de formation du transport routier  
Commission scolaire de la Rivière-du-Nord  
5643, rue Clark, bureau 202  
Montréal (Québec) H2T 2V5  
Phone: (514) 279-6873 or  
1-877-435-0167 (toll free)  
Fax: (514) 279-9973

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## **PUBLICATIONS DU QUÉBEC**

To obtain a copy of the Act respecting transportation services by taxi or the Taxi Transportation Regulation, please contact Publications du Québec. You may place an order by mail, phone or fax. The legislation and regulation are also available from partner bookstores.

- **Mail orders**

Les Publications du Québec  
1500D, rue Jean-Talon Nord, 1<sup>er</sup> étage  
Sainte-Foy (Québec) G1N 2E5

- **Phone orders Monday through Friday,  
8:30 a.m. to 5 p.m.**

Phone: (418) 643-5150  
or 1-800-463-2100 (toll free)

- **Fax orders**

Fax: (418) 643-6177  
or 1-800-561-3479 (toll free)

For a complete list of partner bookstores, visit the Publications du Québec Website at [www.publicationsduquebec.gouv.qc.ca](http://www.publicationsduquebec.gouv.qc.ca).

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APPENDIX I

**MTQ FIELD OFFICES**

**Direction de l'Abitibi-Témiscamingue–  
Nord-du-Québec**

80, avenue Québec  
Rouyn-Noranda (Québec) J9X 6R1  
Phone: (819) 763-3237  
Fax: (819) 763-3493

**Direction du Bas-Saint-Laurent–Gaspésie–  
Îles-de-la-Madeleine**

92, 2<sup>e</sup> Rue Ouest, 1<sup>er</sup> étage  
Rimouski (Québec) G5L 8E6  
Phone: (418) 727-3674  
Fax: (418) 727-3673

**Direction de la Chaudière-Appalaches**

1156, boulevard de la Rive-Sud  
Saint-Romuald (Québec) G6W 5M6  
Phone: (418) 839-5581  
Fax: (418) 834-7338

**Direction de la Côte-Nord**

625, boulevard Laflèche, bureau 110  
Baie-Comeau (Québec) G5C 1C5  
Phone: (418) 295-4765  
Fax: (418) 295-4766

**Direction de l'Est-de-la-Montérégie**

201, place Charles-Le Moyne, 5<sup>e</sup> étage  
Longueuil (Québec) J4K 2T5  
Phone: (450) 677-8974  
Fax: (450) 442-1317

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**Direction de l'Estrie**

200, rue Belvédère Nord, bureau 2.02  
Sherbrooke (Québec) J1H 4A9  
Phone: (819) 820-3280  
Fax: (819) 820-3118

**Direction de l'Île-de-Montréal**

440, boulevard René-Lévesque Ouest, 10<sup>e</sup> étage  
Montréal (Québec) H2Z 2A6  
Phone: (514) 873-7781  
Fax: (514) 864-3867

**Direction des Laurentides-Lanaudière**

222, rue Saint-Georges, 2<sup>e</sup> étage  
Saint-Jérôme (Québec) J7Z 4Z9  
Phone: (450) 569-3057  
Fax: (450) 569-3072

**Direction de Laval-Mille-Îles**

1725, boulevard Le Corbusier  
Laval (Québec) H7S 2K7  
Phone: (450) 680-6333  
Fax: (450) 973-4959

**Direction de la Mauricie-Centre-du-Québec**

100, rue Laviolette, 4<sup>e</sup> étage  
Trois-Rivières (Québec) G9A 5S9  
Phone: (819) 371-6896  
Fax: (819) 371-6136

**Direction de l'Ouest-de-la-Montérégie**

245, boulevard Saint-Jean-Baptiste  
Châteauguay (Québec) J6K 3C3  
Phone: (450) 698-3400  
Fax: (450) 698-3452

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**Direction de l'Outaouais**

170, rue de l'Hôtel-de-Ville, 5<sup>e</sup> étage  
Gatineau (Québec) J8X 4C2  
Phone: (819) 772-3107  
Fax: (819) 772-3338

**Direction de Québec**

475, boulevard de l'Atrium, 2<sup>e</sup> étage  
Charlesbourg (Québec) G1H 7H9  
Phone: (418) 380-2003  
Fax: (418) 646-0003

**Direction du Saguenay–Lac-Saint-Jean–  
Chibougamau**

3950, boulevard Harvey, 1<sup>er</sup> étage  
Jonquière (Québec) G7X 8L6  
Phone: (418) 695-7916  
Fax: (418) 695-7926

APPENDIX II  
**USEFUL PHONE NUMBERS**

Use this section to write the phone numbers you wish to keep on hand.

EMPLOYER: \_\_\_\_\_

POLICE: \_\_\_\_\_

AMBULANCE: \_\_\_\_\_

SÛRETÉ DU QUÉBEC: \_\_\_\_\_

FIRE DEPARTMENT: \_\_\_\_\_

OTHER: \_\_\_\_\_

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