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the Québec taxi driver's HANDBOOK

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Québec 

Ministère
des Transports



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taxi driver's

HANDBOOK

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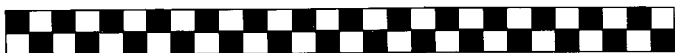


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FOREWORD

The **Québec Taxi Driver's handbook** has been prepared by the ministère des Transports du Québec in collaboration with the Société de l'assurance automobile du Québec.

The information it contains is for your guidance only. In no case does it constitute a legal interpretation of the laws or regulations, nor does it exempt taxi drivers from learning and applying the standards governing their work.

This handbook is based on the **Act respecting transportation by taxi** and the **Transportation by taxi Regulation**, which may be obtained from Les Publications du Québec. It focuses on the provisions in the Act and Regulation that are applicable to taxi drivers in the course of their work. It will also be helpful to those who wish to prepare for the examination for a taxi driver's permit.

However, this handbook is not intended to be a complete guide to everything a taxi driver needs to know. It does not discuss what taxi drivers must know about the **highway Safety Code**, municipal traffic regulations, relations with employers, the by-laws of service associations, or the roads or main public places in their territories.

Lastly, the rules contained in the handbook are those laid down by the Québec government. Given the decentralization of some powers to the benefit of the Montréal Urban Community, as provided for in the **Act respecting transportation by taxi**, a number of these rules do not apply on the territory of the MUC.



**CHAPTER I:
TRANSPORTATION BY TAXI**



1. Licence and permit required

You must hold a Class 4C driver's licence or a licence in a higher class (1, 2, 3, 4A or 4B), and a taxi driver's permit.

(A) Driver's licence

To drive a taxi, you must hold a Class 4 C, or 1, 2, 3, 4A or 4B driver's licence.

To obtain a Class 4C driver's licence, you must:

- have one year's previous driving experience as the holder of a Class 5 licence;
- meet the **standards governing driver's health**;
- have the knowledge required for driving a taxi.

State of health

A person's state of health is verified by means of:

- an eye test given in a SAAQ service centre;
- a medical examination, the results of which are on the form required by the SAAQ.


The person must ensure that, once the form is filled out by the physician, it is sent to the SAAQ as soon as possible.

Theoretical examination

Make an appointment at the Société to take the theoretical examination.

Remember to bring with you:

- your driver's licence;
- where applicable, the letter of authorization you received from the SAAQ following the assessment of your state of health;
- \$10 for the examination fee;



The theoretical examination contains 30 multiple-choice questions about the following:

- road signs;
- the **Highway Safety Code**;
- the principles and techniques of driving a taxi.

The pass mark is 73%.

If you fail, you must make an appointment to take the examination again. The fee is \$10. Seven days must elapse between the date on which you first take the examination and the date on which you take it again.

We suggest that you read the **Driver's Handbook and Driving a Passenger Vehicle**, available in bookstores, before you take the examination.

(B) Training courses

Anyone wishing to become a taxi driver in the Québec or Montréal urban communities, or in the regional county municipalities of Laval or Champlain (Longueuil) must successfully complete a 50-to-60-hour course. For the Montréal Urban Community, this course lasts 150 hours.

(C) Taxi driver's permit or work permit

Lastly, to become a taxi driver, you must pass an examination. You must hold a permit for each territory (urban or regional community, or regional county municipality) in which you wish to drive a taxi.



The examination tests your knowledge of:

- **the Act respecting transportation by taxi and the Transportation by Taxi Regulation;**
- the territory in which you wish to drive a taxi.

For the territory of the Montréal Urban Community, make an appointment with the taxi office at 280-6600. The examination fee is \$50.

Elsewhere in Québec, go to the nearest regional Société service centre that issues taxi driver's permits. The examination fee is \$25.

If you take the examination in English, before you obtain your permit you must pass a test given by the Office de la langue française; the results will be sent to you by mail. You then make another appointment with the taxi office of the Montréal Urban Community or the Société service centre, and bring the letter you received from the Office with you.

The cost of a taxi driver's permit is \$25 a year in all of Québec and \$25 a year in the Montréal Urban Community. Remember that if you fail this examination, you must wait one month before taking it again.

2. Types of service

There are two types of transportation by taxi — private and shared.

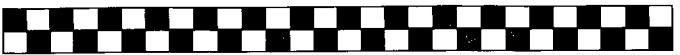
Transportation by taxi is considered private when it is offered exclusively to one customer or group of customers. It is considered shared when it entails the actual or possible sharing of the taxi by the customer and other passengers.



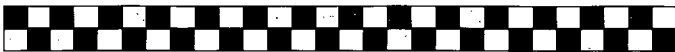
Shared taxi transportation is permitted only if specific authorization is obtained, either under a government regulation, a bylaw of a regional authority, or under a contract with:

- a public transportation agency;
- one or more municipalities;
- an intermunicipal board;
- an intermunicipal transportation council.

There is also transportation by limousine and stretch limo, which, because it is specialized, will not be discussed in this handbook.



**CHAPTER II :
RULES APPLICABLE
TO TAXI DRIVERS**



1. Documents required

Before beginning work, you must be certain you hold:

- a class 4C driver's licence;
- a taxi driver's permit, which must be displayed prominently;
- a taxi permit (or owner's permit) issued for the vehicle used or a permit certificate.

2. Principal rules of conduct

You must respect **the Charter of human rights and freedoms at all times**. You must not discriminate in your relations with customers, or with other taxi drivers who apply for membership in your association.

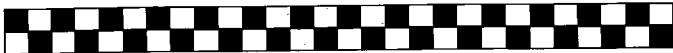
While working, you must:

- be neatly and suitably dressed;
- treat your passengers courteously and provide them with the required comfort and safety;
- help passengers who need assistance getting in or out of your taxi safely.

3. Territory

You must provide transportation by taxi within the territory for which your taxi permit (owner's permit) was issued. Even if your taxi driver's permit authorizes you to provide transportation over the entire territory of an urban or regional community, or a regional county municipality, you are in fact restricted to the territory to which your taxi permit applies.

You are authorized to provide transportation originating in the territory stipulated in your taxi permit or in any territory not covered in a taxi permit. You are also authorized, under certain conditions, to



provide transportation when the starting point is outside the territory and the destination is within it. However, for this type of trip, the taxi must be hired by phone or written contract.

You are forbidden to pick up customers at the Dorval, Mirabel or Sainte-Foy airports if the taxi is hired by phone. Trips from these airports are provided exclusively by taxis waiting at these locations, except in the case of the Sainte-Foy airport, where under provincial regulations a taxi driver is allowed to pick up a fare under a written contract, a copy of which must be kept in the vehicle during the trip.

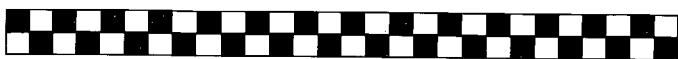
4. Taxi stations and stands

In order to offer your services, you may park at taxi stations, or public or private stands. You may not park elsewhere.

A taxi station is a location reserved for taxis of members of one association who are waiting for customers. The station is also a dispatching area and a gathering place for members.

A public stand is a location recognized by the Québec government or a municipal authority, where taxis in service may park. It is usually located on a public thoroughfare.

A private stand is a parking area reserved by a private business for its taxis. It is never situated on a public thoroughfare.



5. Rules governing taxi stands

When you arrive at a taxi stand, you park in the first available space and move forward as the spaces in front of you become vacant. If you are not first in line, you must refuse customers, telling them that they may obtain service from the taxi at the front of the line. The same rule applies to you if you receive a call from your service association. The driver in your association who is ahead of you in line at the stand must take the customer where he wishes to go.

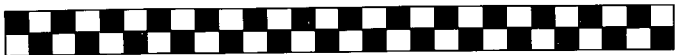
This rule does not apply if you receive a call from your association for a special request with which no driver for the same association in the line ahead of you is able to comply.

Such a special request may involve:

- the ability to take a person in a wheelchair;
- your having taken the course on the transportation of disabled persons, recognized by the Transportation by Taxi Regulation;
- the means to accept payment by credit card.

If you are at the head of the line, you may not refuse to transport a customer, unless the destination is more than 50 kilometres from your territory.

Taxis at a public stand have exclusivity within a 60-metre perimeter. Any other driver circulating nearby, whose taxi is hailed by a customer, must tell him to take the taxi at the head of the line at the stand.



6. Identifying signs

At night, you must turn on your identifying sign (or dome light) when you are circulating in your territory without a customer, or parked at the head of the line at a public taxi stand.

Once you take a customer you must turn off the sign. When driving a fare to a baptism, marriage or funeral, you may turn off your identifying sign.

7. Trips

Unlike shared transportation, private transportation assures a customer that, whether he is alone or accompanied by others, no other person may impose his presence upon him.

Once you have been informed of the destination and are able to make the trip, you must:

- turn off your identifying sign;
- start your taximeter, if applicable;
- proceed to the destination by the most direct route.

8. Payment for services

The Commission des transports du Québec sets the rates and scales for transportation by taxi: these must be posted inside the taxi.

Obviously, you must charge a fare in accordance with the rates and scales in force for the service being offered.

Here are few of the rules applicable to rates and the payment of fares.



(A) Use of taximeters and odometers

You must start your taximeter when the trip begins, that is, when a customer enters the taxi or when he explicitly asks you, either verbally, by gestures or by some other clear means, to wait for him.

If you do not wish to wait an unduly long time for a customer, it is up to you to make the customer aware of your arrival.

Except when a customer indicates otherwise, you must stop the taximeter as soon as the destination is reached.

The rules outlined above do not apply when the use of an odometer (a meter for measuring distance in kilometres) is prescribed, since in this case you must take into account only the distance travelled with a customer.

(B) Defective taximeters or odometers

A taximeter or odometer may break down during a trip. You must then agree with the customer on the fare for the trip, which must correspond approximately to the amount that would normally have been calculated by the taximeter or odometer.

It should be emphasized that you may not make other trips until the taximeter or odometer has been repaired or replaced.



(C) Other charges

When a trip involves expenses for meals or accommodation for you, payment of such expenses must be agreed upon with the customer before departure. When a trip involves tolls for crossing a bridge or using a ferry, such expenses are charged to the customer.

No other amounts may be charged to the customer, even if he has packages or baggage.

(D) Payment of fares

You must give passengers the exact change, but you are not required to accept payment with a bill exceeding the cost of the trip by more than \$30.

You must, at the request of a customer, give him a receipt containing at least the following information:

- the identity of the holder of the taxi permit or his service association;
- your identity and signature;
- the date;
- the cost of the trip.

9. OFFENCES

If you contravene any of the provisions of the **Act respecting transportation by Taxi** or the **Transportation by Taxi Regulation**, you are guilty of an offence and are liable to a fine of \$75 to \$1 400, plus costs. For certain exceptional violations, the fine may be higher.

Anyone who knowingly aids a person in committing such an offence is considered equally responsible. Any person who does not prevent such an offence from being committed when in a position to do so is a party to the offence. The same applies to anyone who



advises, encourages or incites another person to commit an offence.

The Commission des transports du Québec will suspend a taxi permit for three months if its holder, or the driver to whom the holder entrusts the taxi, is found guilty of or confesses to fraud related to the provision of transportation by taxi (for example, charging a fare not in accordance with the rates and scales) and has not been pardoned.

The same three-month suspension applies to a taxi permit used by a driver not holding the necessary taxi driver's permit or driver's licence.



FOR MORE INFORMATION

For information about the driver's licence, taxi driver's permit or compensation in the event of a road accident, call the Société de l'assurance automobile du Québec toll free at:

- 873-7620 in Montréal;
- 643-7620 in Québec City;
- 1 800 361-7620 elsewhere in Québec.

For more information about the laws and regulations governing taxi transportation, contact the ministère des Transports du Québec at:

- 700, boul. René-Lévesque Est
Place Haute-Ville, 27^e étage
Québec (Québec)
G1R 5H1
Tel.: (418) 643-6864
- 35, rue de Port-Royal Est, 4^e étage
Montréal (Québec)
H3L 3T1
Tel.: (514) 864-1637

For information about the issuing of taxi driver permits and licences or the rules governing taxi operation on the territory of the Montréal Urban Community, contact the:

- Bureau du taxi de la Communauté urbaine de Montréal
4949, rue Molson
Montréal (Québec)
H1Y 3H6
Tel.: (514) 280-6600



LES PUBLICATIONS DU QUÉBEC

You can obtain a copy of the law and regulations governing taxi transportation at Les Publications du Québec bookstores or points of sale:

- at Les Publications du Québec bookstores:

SAINTE-FOY

Place Laurier
2740, boul. Laurier
3^e étage
G1V 4P7
Tel.: (418) 651-4202

MONTRÉAL

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150, rue Sainte-
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Transports Québec

625, boulevard Laflèche, bur. 110

Baie-Comeau (Québec) G5C 1C5

Tel.: (418) 295-4765

Fax: (418) 295-4766

Direction Chaudière-Appalaches

Transports Québec

1156, boulevard de la Rive-Sud

Saint-Romuald (Québec) G6W 5M6

Tel.: (418) 839-5581

Fax: (418) 834-7338

Direction de l'Outaouais

Transports Québec

170, rue de l'Hôtel-de-Ville, bur. 5.110

Hull (Québec) J8X 4C2

Tel.: (819) 772-3107

Fax: (819) 772-3338

Direction de Laval – Mille-Îles

Transports Québec

1725, boul. Le Corbusier

Laval (Québec) H7S 2K7

Tel.: (450) 680-6330

Fax: (450) 973-4959

Direction de Québec

Transports Québec

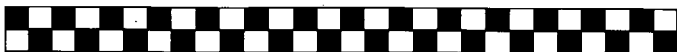
Les Cours de l'Atrium

475, boulevard de l'Atrium, 4^e étage

Charlesbourg (Québec) G1H 7H9

Tel.: (418) 380-2003

Fax: (418) 646-0003

**Direction des Laurentides-Lanaudière**

Transports Québec

85, rue de Martigny Ouest, bureau 3.18

Saint-Jérôme (Québec) J7Y 3R8

Tel.: (450) 569-3057

Fax: (450) 569-3072

Direction de la Mauricie – Centre-du-Québec

Transports Québec

100, rue Laviolette, 4^e étage

Trois-Rivières (Québec) G9A 5S9

Tel.: (819) 371-6896

Fax: (819) 371-6136

Direction de l'Est-de-la-Montérégie

Transports Québec

201, place Charles-Lemoyne, 5^e étage

Longueuil (Québec) J4K 2T5

Tel.: (450) 677-8974

Fax: (450) 442-1317

Direction de l'Ouest-de-la-Montérégie

Transports Québec

245, boul. Saint-Jean-Baptiste

Châteauguay (Québec) J6K 3C3

Tel.: (450) 698-3400

Fax: (450) 698-3452

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

Transports Québec

3950, boulevard Harvey, 1^{er} étage

Jonquière (Québec) G7X 8L6

Tel.: (418) 695-7916

Fax: (418) 695-7926



Direction de l'Île-de-Montréal

Transports Québec

800, Place Victoria, 13^e étage, C.P. 395

Montréal (Québec) H4Z 1J2

Tel.: (514) 873-7781

Fax: (514) 864-3867

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

Transports Québec

92, 2^e Rue Ouest, 1^{er} étage

Rimouski (Québec) G5L 8E6

Tel.: (418) 727-3674

Fax: (418) 727-3673

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

Transports Québec

80, boulevard Québec, 1^{er} étage

Rouyn-Noranda (Québec) J9X 6R1

Tel.: (819) 763-3237

Fax: (819) 763-3493

Direction de l'Estrie

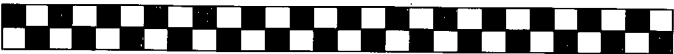
Transports Québec

200, rue Belvédère Nord, 2^e étage

Sherbrooke (Québec) J1H 4A9

Tel.: (819) 820-3280

Fax: (819) 820-3118



USEFUL TELEPHONE NUMBERS

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AMBULANCE _____

SÛRETÉ DU QUÉBEC _____

FIRE DEPARTMENT, _____

OTHER. _____

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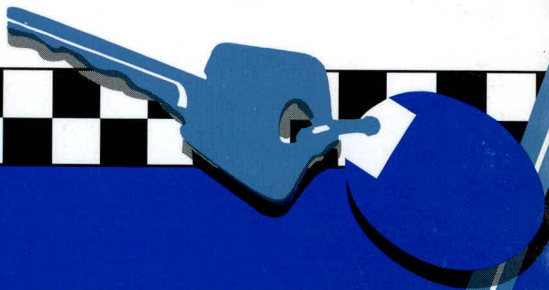
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