



## Kingston Area Taxi Commission Meeting 06-2022

Wednesday, April 20, 2022 at 7:00pm  
in virtual electronic format hosted on Zoom and Facebook LIVE.

---

### Contents

Call Meeting to Order	3
Roll Call	3
Committee of the Whole “Closed Meeting”	3
Approval of Agenda	3
Approval of Additions	3
Disclosure of Potential Pecuniary Interest	3
Presentations	3
Delegations	3
Briefings	3
Petitions	3
Motions of Congratulations, Recognition, Sympathy, Condolences and Speedy Recovery	3
Deferred Motions	3
Reports	3
Information Reports from Commission Members	6
Miscellaneous Business	6
New Motions	6
Notices on Motions	6
Minutes	6
Tabling Documents	6
Communications	6
Other Business	6
By-Laws	6
Adjournment	8
Report 22-008	9
Report 22-009	11
Report 22-010	13



**Kingston Area Taxi Commission  
Meeting 06-2022**

Wednesday, April 20, 2022 at 7:00pm  
in virtual electronic format hosted on Zoom and Facebook LIVE.

---

Report 22-011	19
Report 22-012	22



**Call Meeting to Order**

**Roll Call**

**Committee of the Whole “Closed Meeting”**

**Approval of Agenda**

**Approval of Additions**

**Disclosure of Potential Pecuniary Interest**

**Presentations**

**Delegations**

**Briefings**

**Petitions**

**Motions of Congratulations, Recognition, Sympathy, Condolences and Speedy Recovery**

**Deferred Motions**

**Reports**

**1. Report Number 08: Received from the Standing Committee (Recommend)**

Report Number 08

To all members of the Kingston Area Taxi Commission:

The Standing Committee reports and recommends as follows:

All items listed on the Recommended Report shall be the subject of one motion. Any member may ask for any item(s) included in the Recommend Report to be separated from that motion, whereupon the Recommend Report without the separated item(s) shall be put and the separated item(s) shall be considered immediately thereafter.

1. **That** the Notice on Motion, attached as Exhibit A to Report Number 22-008, be presented to the Commission as Motion 22-004, for two readings, to amend and adopt By-Law Number 2, sec. 61, being a “By-Law to Penalty”.



## 2. Report Number 09: Received from the Standing Committee (Recommend)

Report Number 09

To all members of the Kingston Area Taxi Commission:

The Standing Committee reports and recommends as follows:

All items listed on the Recommended Report shall be the subject of one motion. Any member may ask for any item(s) included in the Recommend Report to be separated from that motion, whereupon the Recommend Report without the separated item(s) shall be put and the separated item(s) shall be considered immediately thereafter.

1. **That** the Notice on Motion, attached as Exhibit A to Report Number 22-009, be presented to the Commission as Motion 22-005, for two readings, to adopt By-Law Number 2, sec. 62, being a “By-Law to Schedules”.

## 3. Report Number 10: Received from Joseph Dowser, Chair (Recommend)

Report Number 10

To all members of the Kingston Area Taxi Commission:

The Chair of the Kingston Area Taxi Commission reports and recommends as follows:

All items listed on the Recommended Report shall be the subject of one motion. Any member may ask for any item(s) included in the Recommend Report to be separated from that motion, whereupon the Recommend Report without the separated item(s) shall be put and the separated item(s) shall be considered immediately thereafter.

1. **That** the Notice on Motion, attached as Exhibit A to Report Number 22-010, be presented to the Commission as Motion 22-007, for two readings, to adopt “Schedule J - Loyalist Township Passengers”, “Schedule K - Senior Passengers”, “Schedule L - Monthly Pass Passengers”, and “Schedule M - Accessible Taxi Passengers” as part of By-Law Number 2, being a “By-Law to Special Tariffs”.
2. **That** on consensus of the Commission, be given it’s third reading.



#### **4. Report Number 11: Received from Joseph Dowser, Chair (Recommend)**

Report Number 11

To all members of the Kingston Area Taxi Commission:

The Chair of the Kingston Area Taxi Commission reports and recommends as follows:

All items listed on the Recommended Report shall be the subject of one motion. Any member may ask for any item(s) included in the Recommend Report to be separated from that motion, whereupon the Recommend Report without the separated item(s) shall be put and the separated item(s) shall be considered immediately thereafter.

1. **That** the Notice on Motion, attached as Exhibit A to Report Number 22-011, be presented to the Commission as Motion 22-009, for two readings, to adopt By-Law Number 2, sec.34.1, being a “By-Law to Senior and Monthly Passes”.
2. **That** on consensus of the Commission, be given it’s third reading.

#### **5. Report Number 12: Received from Joseph Dowser, Chair (Recommend)**

Report Number 12

To all members of the Kingston Area Taxi Commission:

The Chair of the Kingston Area Taxi Commission reports and recommends as follows:

All items listed on the Recommended Report shall be the subject of one motion. Any member may ask for any item(s) included in the Recommend Report to be separated from that motion, whereupon the Recommend Report without the separated item(s) shall be put and the separated item(s) shall be considered immediately thereafter.

1. **That** the Notice on Motion, attached as Exhibit A to Report Number 22-012, be presented to the Commission as Motion 22-008, for two readings, to adopt “Schedule N - Taxicab Passenger Rights and Responsibilities” as part of By-Law Number 2, being a “By-Law to Taxicab Passenger Rights and Responsibilities”.
2. **That** on consensus of the Commission, be given it’s third reading.



---

## Information Reports from Commission Members

### Miscellaneous Business

### New Motions

### Notices on Motions

### Minutes

That the Minutes of Kingston Area Taxi Commission Special Meeting Number 05-2022, held Wednesday, March 23, 2022 be confirmed.

(Distributed to all members of the Commission on April 11, 2022)

### Tabling Documents

2022-07 Standing Committee Meeting Number SC-04-2022 Agenda. The meeting is scheduled for Wednesday, April 6, 2022 at 7:00 pm in a virtual electronic format.

(Distributed to all members of the Commission on April 11, 2022)

### Communications

### Other Business

### By-Laws

- a) That By-Law (1) through (5) be given its first and second reading.
  - b) That Clause 3.28 of By-Law Number 1 be declared for the purpose of giving By-Law (1) and (2) three readings.
  - c) That By-Law (1) and (2) be given its third reading.
  - d) That on consensus of the Commission, Clause 3.28 of By-Law Number 1 be declared for the purpose of giving By-Law (3) through (5) three readings.
  - e) That By-Law (3) through (5) be given its third reading.
- 1) A By-Law to Amend and Adopt By-Law Number 2, sec. 61, being a "By-Law to Penalty".

Three Readings  
**(Clause 1, Report Number 08)**

Proposed Number 22-004



- 2) A By-Law to Adopt By-Law Number 2, sec. 62, being a “By-Law to Schedules”.

Three Readings

Proposed Number 22-005

**(Clause 1, Report Number 09)**

- 3) A By-Law to Adopt “Schedule J - Loyalist Township Passengers”, “Schedule K - Senior Passengers”, “Schedule L - Monthly Pass Passengers”, and “Schedule M - Accessible Taxi Passengers” as part of By-Law Number 2, being a “By-Law to Special Tariffs”.

First and Second Readings

Proposed Number 22-007

**(Clause 1, Report Number 10)**

- 4) A By-Law to Adopt By-Law Number 2, sec.34.1, being a “By-Law to Senior and Monthly Passes”.

First and Second Readings

Proposed Number 22-009

**(Clause 1, Report Number 11)**

- 5) A By-Law to Adopt “Schedule N - Taxicab Passenger Rights and Responsibilities” as part of By-Law Number 2, being a “By-Law to Taxicab Passenger Rights and Responsibilities”.

First and Second Readings

Proposed Number 22-008

**(Clause 1, Report Number 12)**

- 6) A By-Law to Adopt “Schedule J - Loyalist Township Passengers”, “Schedule K - Senior Passengers”, “Schedule L - Monthly Pass Passengers”, and “Schedule M - Accessible Taxi Passengers” as part of By-Law Number 2, being a “By-Law to Special Tariffs”.

Three Readings

Proposed Number 22-007

**(Clause 2, Report Number 10)**

- 7) A By-Law to Adopt By-Law Number 2, sec.34.1, being a “By-Law to Senior and Monthly Passes”.

Three Readings

Proposed Number 22-009

**(Clause 2, Report Number 11)**

- 8) A By-Law to Adopt “Schedule N - Taxicab Passenger Rights and Responsibilities” as part of By-Law Number 2, being a “By-Law to Taxicab Passenger Rights and Responsibilities”.

Three Readings

Proposed Number 22-008

**(Clause 2, Report Number 12)**



Kingston Area Taxi Commission Meeting 06-2022  
Agenda  
Wednesday, April 20, 2022

**Adjournment**





## Report 22-008

To: Members of the Kingston Area Taxi Commission  
From: Standing Committee  
Resource Staff: NA  
Date of Meeting: April 20, 2022  
Subject: Penalty

---

### Commission Strategic Plan Alignment:

Theme: Oversight Administration

Goal: See above

### Executive Summary:

**Whereas** under the heading titled “Penalty”, By-Law Number 2, sec.61 states: Every person who contravenes any provision of this by-law is guilty of an offence and upon conviction is liable to a fine as provided for in the *Provincial Offences Act*, RSO 1990, c. P. 33, as amended.

**Whereas** municipalities such as Toronto, Mississauga, Ottawa, London, have similar clauses.

**Whereas** on recommendation from various municipalities such clauses are necessary to enable the Kingston Area Taxi Commission to enforce and/or levy fines upon individuals and Corporations who are in contravention of any clauses of the Kingston Area Taxi Commission’s By-Laws.

### Recommendation:

**That** the Notice on Motion, attached as Exhibit A to Report Number 22-008, be presented to the Commission as Motion 22-004, for three readings, to amend and adopt By-Law Number 2, sec. 61, being a “By-Law to Penalty”.



---

**Exhibit A to Report Number 22-008**

Moved by: Commissioner Dowser

Seconded by: Commissioner Aziz

***It is hereby moved:***

- 1. That the Kingston Area Taxi Commission repeal By-Law Number 2, sec.61.**
- 2. That the Kingston Area Taxi Commission adopt By-Law Number 2, sec.61, under the Heading “Penalty” with the appended clauses:**

**Fine - for contravention**

61(1) Every Person who contravenes any provision of this By-law, and every director or officer of a Corporation who concurs in such contravention by the Corporation, is guilty of an offence and on conviction is liable to a fine not exceeding \$25,000.00.

**Fine - for contravention – Corporation**

61(2) Despite subsection (1) every Corporation which is convicted of an offence under the provisions of this By-law is liable to a fine not exceeding \$50,000.00.

**Special Fine - for contravention**

61(3) Every person who contravenes any of the provisions of this By-Law and is found guilty of an offence may be subject to a special fine, imposed in addition to any other fine imposed as a result of a contravention of the By-Law, in an amount the court deems appropriate to eliminate or reduce the possible economic advantage that a person may otherwise receive by contravening the By-Law.



## Report 22-009

To: Members of the Kingston Area Taxi Commission  
From: Standing Committee  
Resource Staff: NA  
Date of Meeting: April 20, 2022  
Subject: By-Law Schedules

---

### Commission Strategic Plan Alignment:

Theme: Oversight Administration

Goal: See above

### Executive Summary:

**Whereas** unless otherwise contained within contents of a clause the Kingston Area Taxi Commission By-Laws do not contain a blanket clause enabling “Schedules” to be deemed as part of the By-Law.

### Recommendation:

**That** the Notice on Motion, attached as Exhibit A to Report Number 22-009, be presented to the Commission as Motion 22-005, for three readings, to amend By-Law Number 2, sec. 62, being a “By-Law to Schedules”.



**Exhibit A to Report Number 22-009**

Moved by: Commissioner Dowser

Seconded by: Commissioner Aziz

***It is hereby moved:***

**That the Kingston Area Taxi Commission adopt the below clause as By-Law Number 2, sec.62, under the Heading “Schedules” with the appended clauses:**

62. All schedules referred to in this By-Law and attached to this By-law shall be deemed to be a part of the By-Law.



---

## Report 22-010

To: Members of the Kingston Area Taxi Commission  
From: Joseph Dowser, Chair, Kingston Area Taxi Commission  
Resource Staff: NA  
Date of Meeting: April 20, 2022  
Subject: Special Tariffs

---

### Commission Strategic Plan Alignment:

Theme: Oversight Administration

Goal: See above

### Executive Summary:

**Whereas** unless otherwise contained within contents of a clause the Kingston Area Taxi Commission By-Laws do not contain a blanket clause enabling “Schedules” to be deemed as part of the By-Law.

**Whereas** the meeting of the Standing Committee, meeting number SC-04-2022 held on April 6, 2022 carried a motion to enable Schedules as part of By-Law Number 2, and to present to the Commission during the general meeting number 06-2022 as motion 22-005.

**Whereas** tiered fares or rates provide a balance to fares for all, provides riders with options, creates healthy competition, long-term sustainability, and secures guaranteed ridership.

**Whereas** upon motion 22-005 being carried by the Commission, the following schedules can be adopted by the Commission as part of By-Law Number 2;

1. “Schedule J - Loyalist Township Passengers”,
2. “Schedule K - Senior Passengers”,
3. “Schedule L - Monthly Pass Passengers”,
4. “Schedule M - Accessible Taxi Passengers”

### Recommendation:

**That** the Notice on Motion, attached as Exhibit A to Report Number 22-010, be presented to the Commission as Motion 22-007, for two readings, to adopt “Schedule J - Loyalist Township Passengers”, “Schedule K - Senior Passengers”, “Schedule L - Monthly Pass Passengers”, and



Kingston Area Taxi Commission Meeting 06-2022

Agenda

Wednesday, April 20, 2022

Page 14 of 24

---

“Schedule M - Accessible Taxi Passengers” as part of By-Law Number 2, being a “By-Law to Special Tariffs”.

**That** on consensus of the Commission, be given it’s third reading.



Exhibit A to Report Number 22-010

It is hereby moved that the Kingston Area Taxi Commission adopt “Schedule J - Loyalist Township Passengers”, “Schedule K - Senior Passengers”, “Schedule L - Monthly Pass Passengers”, and “Schedule M - Accessible Taxi Passengers” as part of By-Law Number 2 as follows:

**Schedule J - Loyalist Township Passengers**

The rates or fares to be charged by the Brokers, Plateholders, and Drivers of Taxicabs from a point within the Area of the Commission to any point within the Area of the Commission or from a point within the Area of the Commission to a point within five (5) kilometres beyond the Area of the Commission shall be calculated as follows, inclusive of Harmonized Sales Tax.

Pursuant to Schedule A, the rates or fares charged by the Brokers, Plateholders, and Drivers of Taxicabs whereas a trip originates within the boundaries of Loyalist Township and concludes within the boundaries of Kingston or whereas a trip originates within the boundaries of Kingston and concludes within the boundaries of Loyalist Township and whereas the total distance is greater than ten (10) kilometers as prescribed by Schedule J.

1. If the Taximeter is not on, the ride is FREE.
2. Distance travelled, number of passengers, and waiting time:
  - (1) For the first 135 metres or part thereof \$4.50  
(As of June 1, 2022, \$0.25 directly to Taxicab vehicle owner)
  - (2) For each additional 135 metres or part thereof \$0.30
  - (3) For each additional passenger in excess of one \$0.50  
(Charge does not apply when specific request for van for passengers)  
***\*additional passenger surcharge does not apply to children twelve (12) years of age or younger when in the company of an adult or to Personal Care Attendants for Disabled Passenger(s).***
  - (4) For waiting while under engagement for each twenty-five (25) seconds \$0.30

Moved by: Commissioner Dowser

Seconded by: Commissioner Aziz



**Exhibit A to Report Number 22-010**

**Schedule K - Senior Passengers**

The rates or fares to be charged by the Brokers, Plateholders, and Drivers of Taxicabs from a point within the Area of the Commission to any point within the Area of the Commission or from a point within the Area of the Commission to a point within five (5) kilometres beyond the Area of the Commission shall be calculated as follows, inclusive of Harmonized Sales Tax.

Pursuant to Schedule A, the rates or fares to be charged by the Brokers, Plateholders, and Drivers of Taxicabs to Senior Passengers, whereas a valid Senior Citizens Privilege card is produced prior to the start of the trip, as prescribed by Schedule K.

1. If the Taximeter is not on, the ride is FREE.
2. Distance travelled, number of passengers, and waiting time:
  - (1) For the first 135 metres or part thereof \$4.50  
(As of June 1, 2022, \$0.25 directly to Taxicab vehicle owner)
  - (2) For each additional 135 metres or part thereof \$0.30
  - (3) For each additional passenger in excess of one \$0.50  
(Charge does not apply when specific request for van for passengers)  
***\*additional passenger surcharge does not apply to children twelve (12) years of age or younger when in the company of an adult or to Personal Care Attendants for Disabled Passenger(s).***
  - (4) For waiting while under engagement for each twenty-five (25) seconds \$0.30
3. Baggage:
  - (1) For use of trunk or storage area NO CHARGE

Moved by: Commissioner Dowser

Seconded by: Commissioner Aziz





**Exhibit A to Report Number 22-010**

**Schedule L - Monthly Pass Passengers**

The rates or fares to be charged by the Brokers, Plateholders, and Drivers of Taxicabs from a point within the Area of the Commission to any point within the Area of the Commission or from a point within the Area of the Commission to a point within five (5) kilometres beyond the Area of the Commission shall be calculated as follows, inclusive of Harmonized Sales Tax.

Pursuant to Schedule A, the rates or fares to be charged by the Brokers, Plateholders, and Drivers of Taxicabs, whereas a valid monthly pass card is produced prior to the start of the trip, as prescribed by Schedule L.

1. If the Taximeter is not on, the ride is FREE.
2. Distance travelled, number of passengers, and waiting time:
  - (1) For the first 135 metres or part thereof \$4.50  
(As of June 1, 2022, \$0.25 directly to Taxicab vehicle owner)
  - (2) For each additional 135 metres or part thereof \$0.30
  - (3) For each additional passenger in excess of one \$0.50  
(Charge does not apply when specific request for van for passengers)  
***\*additional passenger surcharge does not apply to children twelve (12) years of age or younger when in the company of an adult or to Personal Care Attendants for Disabled Passenger(s).***
  - (4) For waiting while under engagement for each twenty-five (25) seconds \$0.30

Moved by: Commissioner Dowser

Seconded by: Commissioner Fraser



**Exhibit A to Report Number 22-010**

**Schedule M - Accessible Taxi Passengers**

The rates or fares to be charged by the Brokers, Plateholders, and Drivers of Taxicabs from a point within the Area of the Commission to any point within the Area of the Commission or from a point within the Area of the Commission to a point within five (5) kilometres beyond the Area of the Commission shall be calculated as follows, inclusive of Harmonized Sales Tax.

Pursuant to Schedule A, the rates or fares charged by the Brokers, Plateholders, and Drivers of Accessible Taxicabs to Accessible Passengers as prescribed by Schedule M and is not applicable to non-accessible passengers.

1. If the Taximeter is not on, the ride is FREE.
2. Distance travelled, number of passengers, and waiting time:
  - (1) For the first 135 metres or part thereof \$4.50  
(As of June 1, 2022, \$0.25 directly to Taxicab vehicle owner)
  - (2) For each additional 135 metres or part thereof \$0.30
  - (3) For each additional passenger in excess of one \$0.50  
(Charge does not apply when specific request for van for passengers)  
***\*additional passenger surcharge does not apply to children twelve (12) years of age or younger when in the company of an adult or to Personal Care Attendants for Disabled Passenger(s).***
  - (4) For waiting while under engagement for each twenty-five (25) seconds \$0.30

Moved by: Commissioner Dowser

Seconded by: Commissioner Chapelle



## Report 22-011

To: Members of the Kingston Area Taxi Commission  
From: Joseph Dowser, Chair, Kingston Area Taxi Commission  
Resource Staff: NA  
Date of Meeting: April 20, 2022  
Subject: Senior and Monthly Passes

---

### Commission Strategic Plan Alignment:

Theme: Oversight Administration

Goal: See above

### Executive Summary:

**Whereas** there are no provisions or clauses in By-Law Number 2 for Seniors and Monthly Passes.

**Whereas** By-Law Number 2 requires provisions or clauses to detail and regulate the process of Senior and Monthly Passes.

**Whereas** said provisions or clauses shall include registration and collection of information, collection of fees, set rates for fees, disbursement of Passes, and sharing of information between the Commission and Brokers.

### Recommendation:

**That** the Notice on Motion, attached as Exhibit A to Report Number 22-011, be presented to the Commission as Motion 22-009, for two readings, to adopt By-Law Number 2, sec.34.1, being a "By-Law to Senior and Monthly Passes".

**That** on consensus of the Commission, be given it's third reading.



---

**Exhibit A to Report Number 22-011**

Moved by: Commissioner Dowser

Seconded by: Commissioner Aziz

***It is hereby moved:***

**That the Kingston Area Taxi Commission adopt the below clause as By-Law Number 2, sec.34.1, under the Heading “Senior Pass” with the appended clauses:**

Senior Pass

1. Notwithstanding sections 32 and 34(1), where a passenger presents a valid Seniors Privilege Card, the rates or fares to be charged by Brokers, Plateholders and Drivers within the Area of the Commission or from within the Area of the Commission to any point not more than five (5) kilometres beyond its limits, shall be no higher and no less than the amount contained in Schedule "K" to this By-Law.
2. Registration and information collected for a Seniors Pass shall be performed by the Commission, and will include registrants name, address, phone number and email address (where applicable).
3. Cost of a Senior Pass is free, and do not expire.
4. Senior Passes are issued upon successful registration with the Commission to qualifying individuals that are;
  - a. Residents of Kingston and Loyalist Township
  - b. 65 years of age or older.
5. The Commission will forward at the end of each calendar month information relating to registered Seniors Passholders to the Brokers, and will include at a minimum:
  - a. Name
  - b. Address
  - c. Email Address (where applicable)
  - d. Date of issuance



---

**It is further moved that the Kingston Area Taxi Commission adopt the below clause as By-Law Number 2, sec.34.2, under the Heading “Monthly Pass” with the appended clauses:**

Monthly Pass

1. Notwithstanding sections 32 and 34(1), where a passenger presents a valid Monthly Pass, the rates or fares to be charged by Brokers, Plateholders and Drivers within the Area of the Commission or from within the Area of the Commission to any point not more than five (5) kilometres beyond its limits, shall be no higher and no less than the amount contained in Schedule "L" to this By-Law.
2. Registration and information collected for a Monthly Pass shall be performed by the Brokers, and will include registrants name, address, and phone number.
3. Cost of a Monthly Pass is \$10 per month.
  - a. All costs and monetary fees collected that are associated with a Monthly Pass are to remain with the Brokers.
  - b. Review of the Month Pass fee shall be conducted each calendar year prior to March 31.
4. Monthly Passes are valid from the first of the calendar month to the end of the calendar month and are not subject to pro-rated fees.
5. Monthly Passes are issued by the Brokers to individuals that;
  - a. Are 12 years of age or older.
  - b. Have submitted their registration form.
  - c. Have submitted successful payment of the Monthly Pass fee.
6. The Brokers will forward at the end of each calendar month information relating to registered Monthly Passholders to the Commission, and will include at a minimum:
  - a. Name
  - b. Address
  - c. Email Address



## Report 22-012

To: Members of the Kingston Area Taxi Commission  
From: Joseph Dowser, Chair, Kingston Area Taxi Commission  
Resource Staff: NA  
Date of Meeting: April 20, 2022  
Subject: Taxicab Passenger Rights and Responsibilities

---

### Commission Strategic Plan Alignment:

Theme: Oversight Administration

Goal: See above

### Executive Summary:

**Whereas** unless otherwise contained within contents of a clause the Kingston Area Taxi Commission By-Laws do not contain a blanket clause enabling “Schedules” to be deemed as part of the By-Law.

**Whereas** the meeting of the Standing Committee, meeting number SC-04-2022 held on April 6, 2022 carried a motion to enable Schedules as part of By-Law Number 2.

**Whereas** By-Law Number 2 does not contain clauses or refer to details specific to a passenger’s rights and responsibilities while engaged in the use of or services of a taxicab.

**Whereas** By-Law Number 2 requires a schedule to guarantee and protect such rights, and to clearly indicate their [passengers] responsibilities while engaged in the use of or services of a taxicab.

### Recommendation:

**That** the Notice on Motion, attached as Exhibit A to Report Number 22-012, be presented to the Commission as Motion 22-008, for two readings, to adopt “Schedule N - Taxicab Passenger Rights and Responsibilities” as part of By-Law Number 2, being a “By-Law to Taxicab Passenger Rights and Responsibilities”.

**That** on consensus of the Commission, be given it’s third reading.



---

**Exhibit A to Report Number 22-012**

**It is hereby moved that the Kingston Area Taxi Commission adopt “Schedule N - Taxicab Passenger Rights and Responsibilities” as part of By-Law Number 2, as follows:**

Schedule N - Taxicab Passenger Rights and Responsibilities

Taxicab Passengers are Entitled to a **PROFESSIONAL DRIVER WHO:**

- Is licensed by the Kingston Area Taxi Commission and prominently displays his/her Taxicab Driver ID Card inside the taxicab;
- Is knowledgeable and knows the major routes and destinations in the City;
- Is well-groomed, neat and clean in personal appearance, and dressed in pants (no jeans or sweat pants) or skirt, shirt or blouse with a collar and shoes, all free from obvious wear or damage;
- Is courteous and provides assistance;
- Provides a safe ride;
- Knows and obeys City by-laws and all traffic laws;
- Offers a silent ride if desired;
- Takes the most direct route to the destination unless otherwise directed by the passenger;
- Is physically able to assist passengers into the vehicle and to assist them with their belongings;
- Keeps the interior of his/her taxicab clean and free of debris; and
- Issues a receipt upon request noting the date and time of the trip, place of pick up, place of discharge, Taxicab Plate number, Driver Badge number and the fare charges and paid.

Taxicab Passengers are Entitled to a **QUALITY TAXICAB:**

- In good mechanical and physical condition;
- With a properly calibrated and sealed taximeter;
- With a clean exterior, passenger area and trunk;
- Is heated or air conditioned on demand;
- With easy access to seatbelts; and
- With a smoke-free environment.



**TAXICAB PASSENGERS** are Responsible For:

- Not eating or drinking inside the taxicab;
- Not smoking in the taxicab;
- Not interfering with the taxicab driver in the conduct of his/her duties;
- Any damage caused to the taxicab, such as cigarette burns; and
- Paying the required fare.

Customer compliments and/or complaints may be directed to the Kingston Area Taxi Commission Information Hotline at (877) 613-TAXI (8294) or by e-mail at [info@katc.ca](mailto:info@katc.ca).

Moved by: Commissioner Dowser

Seconded by: Commissioner Aziz