




WINNIPEG PARKING AUTHORITY
Vehicle for Hire Division
VEHICLE FOR HIRE REGULATIONS

SUBJECT:	REFUSAL OF SERVICE & PRE-PAYMENT	VFH-18-006
CATEGORY:	Taxis	REVISION DATE: September 16, 2019
PURPOSE:	To provide guidance on information and reporting requirements for refusal of service or drop off and to outline the situations where a taxi driver may request that the fare be paid in advance of the provision of the transportation service.	
REFERENCE:	<ul style="list-style-type: none">• Vehicle for Hire By-law 129/2017, s. 26,• Vehicle for Hire By-law 129/2017, s. 57(1)(2)(3)• Vehicle for Hire By-law 129/2017, s. 59(1)(a)	
General	The above noted sections of the Vehicle for Hire By-law ("the By-law") provide the authority for the designated employee to specify the requirements relating to refusal of service and prepayment. The requirements below are outlined in detail in the noted schedules to this Regulation: <ul style="list-style-type: none">• Refusal of Service; Schedule A;• Pre-payment of Fares; Schedule B;• Reporting Requirements; Schedule C.	
DATE OF ISSUE:	SEPTEMBER 30, 2019	SUPERSEDES ISSUE OF: April 12, 2019
APPROVED:	 Grant Heather Manager, Vehicles for Hire Winnipeg Parking Authority	

**Vehicle for Hire Regulation 18-006
Schedule A**

Refusal of Service

In accordance with section 58 of the By-Law a taxi driver may not refuse service except in the following circumstances:

- where a request for pre-payment under section 59(1) of the By-law is allowed and pre-payment is refused;
- if, based on the circumstances, the driver reasonably believes there is a danger to his or her personal safety; or
- if, based on the circumstances, the driver reasonably believes there is a danger of serious damage to property.

If service is refused, the driver must immediately notify the dispatcher of the refusal and the reason(s) for the refusal.

Reasonable Grounds

Reasonable grounds for concerns related to personal safety or serious damage to property may include:

- threatening, violent or erratic behaviour; or
- possession of a weapon, or other objects that may cause harm to the driver or vehicle.

Where a driver has concerns for personal safety, but does not feel refusal of service is warranted they should take all precautions, including prohibiting the passenger from using the front seat.

**Vehicle for Hire Regulation 18-006
Schedule B**

Request for Pre-payment

In accordance with section 59(1)(a) of the By-law, a taxi driver may request pre-payment during the days and times specified by the designated employee.

The following dates and times are specified as being periods when pre-payment may be requested:

- In accordance with the Vehicle for Hire Taxi pre-payment pilot project, specific terms for pre-payments have been approved. Please refer to VFH Regulation **VFH-19-011** for details of the approved times.

Dispatchers may wish to develop a standardized company policy with respect to pre-payment in order to provide consistency, predictability and fairness for their customers. Any policy developed must be in accordance with direction from the designated employee, and cannot provide for terms that are in contradiction to those approved by the City.

**Vehicle for Hire Regulation 18-006
Schedule C**

Reporting

If service is refused, the taxi driver must immediately notify the dispatcher of the refusal and the reason(s) for the refusal.

Section 26 of the By-law specifies the dispatcher must report any such refusal of service to the City in writing within 24 hours.

Information to be Reported:

Information to be recorded by the Dispatcher and reported to the City includes, but is not limited to:

- date, time and location of refusal of service;
- taxi driver's licence number;
- taxi licence number;
- method by which the service was requested (through dispatch or street hail);
- a complete description of the circumstances and reasons for refusing the request for service.

This information must be reported within 24 hours of the refusal, and may be reported as a daily set of all refusals. A sample template that may be used is included in Appendix 1 to this Schedule.

Information may be provided in a format acceptable to the Vehicles for Hire office.

Refusal of Pre-Payment

Where a customer refuses pre-payment, the driver must immediately notify the dispatcher of the reason for requesting pre-payment and the refusal of the pre-payment.

Information to be recorded by the dispatcher and reported to the City includes:

- Date, time and location of refusal of pre-payment
- Taxi driver's licence number
- Taxi licence number
- Method by which the service was requested (through dispatch or street hail)
- Complete description of the circumstances and reasons for request for pre-payment and refusal, including but not limited to the amount requested as pre-payment of the fare.

This information must be reported by the dispatcher within 24 hours of the refusal of pre-payment and the dispatcher must report that information to the designated employee. Information may be provided in a format acceptable to the Vehicles for Hire office.

Specific reporting templates have been created for taxi pre-payment pilot project.

