VILLE DE MONTRÉAL BY-LAW RCG 10-009 (Office consolidation)

N.B. This office consolidation was prepared for convenience only and has no official value. No guarantee may be given as to its accuracy. For legal purposes, readers should refer to the official version of the by-law and each of its amendments.

BY-LAW CONCERNING TAXI TRANSPORTATION

OFFICE CONSOLIDATION OF OCTOBER 15, 2015 (RCG 10-009 as amended by RCG 10-009-1, RCG 10-009-2)

In view of the Act respecting transportation services by taxi (CQLR, chapter S-6.01);

In view of sections 47 and 274 of schedule C to the Charter of Ville de Montréal (CQLR, chapter C-11.4);

In view of paragraph 12 of section 19 of the Act respecting the exercise of certain municipal powers in certain urban agglomerations (CQLR, chapter E-20.001);

At the meeting of March 25, 2010, the urban agglomeration council enacts:

CHAPTER I

INTERPRETATION AND APPLICATION

1. In this by-law, the following words mean:

"Act": the Act respecting transportation services by taxi (CQLR, chapter S-6.01);

"area": the territory of taxi areas, as defined by the Commission des transports du Québec under the Act, on the territory of the urban agglomeration of Montréal;

"automobile": any motor vehicle, as defined in the Highway Safety Code (CQLR, chapter C-24.2), except a bus or a minibus;

"baggage": the personal belongings that a customer carries with him and that fit either inside a taxi or in the trunk of a taxi;

"Bureau": the Bureau du taxi de Montréal;

"city": Montréal;

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"Commission": the Commission des transports du Québec, established under the Transport Act (CQLR, chapter T-12), its representatives and inspectors;

"common stand": a space reserved on a private lot for the parking of all taxis in the same area on standby, for remunerated transportation, and marked as such;

"custody agreement": the numbered form issued by the Bureau that serves as a leasing agreement or a contract of employment, only for the purposes of the Act;

"customer": a person who uses the services of a driver, any person who accompanies him or any person who pays for a trip;

"'de grand luxe' limousine driver's permit": a permit issued by the Bureau authorizing its holder to drive solely a "de grand luxe" limousine on the territory of the urban agglomeration of Montréal;

"director": the general director of the Bureau or a representative designated by him;

"domelight": a device placed on the roof of a taxi to identify it;

"driver": unless otherwise provided, a person who holds a driver's permit or a limousine driver's permit or a "de grand luxe" limousine driver's permit issued by the Bureau;

"driver's booklet": a numbered document issued by the Bureau for registration of the custody agreement and bearing the title "Livret du chauffeur";

"driver's permit": a permit issued by the Bureau authorizing its holder to drive a taxi, for remuneration, on the territory of the urban agglomeration of Montréal, in accordance with the Act:

"inspection report": a pre-departure report that a driver must complete under section 51 of the Act:

"inspector": a person hired as an inspector by the Bureau or acting in that capacity;

"limousine" or "'de grand luxe' limousine": an automobile or a vehicle referred to in division X of the Taxi Transportation Regulation (chapter S-6.01, r. 2);

"limousine driver's permit": a permit issued by the Bureau authorizing its holder to drive solely a limousine or a "de grand luxe" limousine on the territory of the urban agglomeration of Montréal;

"limousine service intermediary": a business, an association, a cooperative or an organization that provides advertising and dispatching of transport requests, and similar services exclusively to holders of a limousine taxi owner's permit;

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"limousine taxi owner's permit": a permit issued by the Commission authorizing its holder to operate a limousine or a "de grand luxe" limousine on the territory of the urban agglomeration of Montréal, or to entrust its custody or its operation to the holder of driver's permit;

"member": the holder of a regular service taxi owner's permit or a restricted service taxi owner's permit, having signed a membership contract with a service intermediary, and any driver authorized by the holder of a taxi owner's permit to operate his vehicle under a custody agreement;

"private stand": a space reserved on a private lot, by a service intermediary, for the exclusive parking of its members on standby for remunerated transportation, and marked as such:

"public stand": a space reserved by the government of Canada or of Québec or by a municipal authority for the parking of all taxis in the same area, while on standby for remunerated transportation, and marked as such;

"regular service intermediary": a business, an association, a cooperative or an organization that provides advertising and dispatching of transport requests, and similar services exclusively to its members;

"regular service taxi owner's permit": a permit issued by the Commission authorizing its holder to operate a regular taxi on the territory of the urban agglomeration of Montréal, or to entrust its custody or its operation to the holder of a driver's permit;

"regulations": the regulations adopted under the Act, including this by-law;

"related municipality": Montréal, Baie-D'Urfé, Beaconsfield, Côte-Saint-Luc, Dollard-Des Ormeaux, Dorval, Hampstead, Kirkland, L'Île-Dorval, Montréal-Est, Montréal-Ouest, Mont-Royal, Pointe-Claire, Sainte-Anne-de-Bellevue, Senneville, and Westmount;

"representative of a taxi owner": a person authorized by the owner under a sworn power of attorney, or one completed and signed in the owner's presence at the Bureau;

"restricted service intermediary": a business, an association, a cooperative or an organization that provides advertising and dispatching of transport requests, and similar services exclusively to its members;

"restricted service taxi owner's permit": a permit issued by the Commission authorizing its holder to operate, under certain conditions, a taxi, on the territory of the urban agglomeration of Montréal, or to entrust its custody or its operation to the holder of a driver's permit;

"SAAQ": the Société de l'assurance automobile du Québec, established under the Act respecting the Société de l'assurance automobile du Québec (CQLR, chapter S-11.011) and its agents;

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"service intermediary": a regular service intermediary, a limousine service intermediary, or a restricted service intermediary;

"taxi": an automobile used to offer or provide transportation, for remuneration, in accordance with the Act;

"taxi owner's permit": a regular service taxi owner's permit, a limousine service taxi owner's permit, or a restricted service taxi owner's permit.

RCG 10-009, a. 1; RCG 10-009-1, a. 1.

2. This by-law governs private taxi transportation on the territory of the urban agglomeration of Montréal, and nothing in the by-law is intended to authorize shared passenger transportation services, except as provided for in section 7 of the Act.

RCG 10-009, a. 2.

3. Unless otherwise provided, this by-law applies to the operation or to the custody of any automobile for which the law requires a taxi owner's permit or a specialized taxi owner's permit, for the territory of the area of Montréal.

RCG 10-009, a. 3.

4. The director, city inspectors and police officers are responsible for the application of the Act and regulations.

They may:

- (1) issue, on behalf of the city, a statement of offence for any offence under the Act and regulations;
- (2) enter, at any reasonable time, the establishment of the holder of a taxi owner's permit, of a taxi transportation service intermediary's permit, of a non-profit organization or legal person providing transportation for persons who are intoxicated, or of a humanitarian organization providing transportation by a volunteer driver, to inspect it;
- (3) examine and make copies of books, registers, accounts, records and other documents containing information relating to the activities of a person referred to in the previous paragraph;
- (4) stop an automobile used on a public thoroughfare for the transportation of persons to which the Act and regulations apply, to inspect it, and examine all documents and reports relating to the application of the Act and regulations;
- (5) require, for examination, the production of any contract referred to in the Act and regulations;

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(6) require any information relating to the application of the Act and regulations, and the production of any related documents.

Every person who has the custody of, has in his possession or controls those books, registers, accounts, records, contracts and other documents must, on request, provide access to those documents to the person carrying out the inspection, for verification purposes.

RCG 10-009, a. 4.

CHAPTER II

OBLIGATIONS OF THE HOLDER OF A TAXI OWNER'S PERMIT

SECTION I

VALIDATION STICKER

5. No person may operate, or allow or permit the operation of a taxi unless he holds a taxi owner's permit and has paid the fees under the By-law concerning fees of the urban agglomeration of Montréal. Moreover, the taxi must bear the validation sticker issued by the Bureau.

RCG 10-009, a. 5.

6. The validation sticker must be permanently affixed inside the taxi and be legible at all times. It must be affixed by an employee of the Bureau directly on the window of the right rear door, 2 cm from the upper edge of the window.

In a limousine or a "de grand luxe" limousine, it is affixed to the lower right corner of the windshield.

In a restricted service taxi, an additional validation sticker must be affixed to the right rear panel of the vehicle, and the sticker's identification number must be identical to that of the sticker affixed to the window of the right rear door, in accordance with the first paragraph.

RCG 10-009, a. 6.

- 7. Every holder of a taxi owner's permit, or his representative, who requires the issue of a validation sticker, must produce his taxi owner's permit, and provide the following information and documents:
 - (1) the name, home address and telephone number of the holder of the taxi owner's permit;

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- (2) the permit number issued by Commission;
- (3) the serial number, make, model and year of manufacture of the vehicle;
- (4) the licence plate number;

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- (5) the valid certificate of mechanical inspection by the SAAQ dated no more than 6 months prior to the date the application was filed;
- (6) the certificate of inspection and sealing of the taximeter, dated no more than 6 months prior to the date the application was filed;
- (7) proof of payment of annual fees for the issue of a validation sticker under the By-law concerning fees of the urban agglomeration of Montréal.

RCG 10-009, a. 7.

8. On March 31 of every year, every holder of a taxi owner's permit must pay the annual fees under the By-law concerning fees of the urban agglomeration of Montréal, and provide the Bureau with the information and documents required under article 7.

RCG 10-009, a. 8.

9. Every holder of a sticker must notify the Bureau, in writing, within 30 days after any change of address or telephone number, of any change in service intermediary or any change in domelight number. The notice must be sent by registered or certified mail, or by fax. The notice may also be filed directly with an employee of the Bureau.

RCG 10-009, a. 9.

10. No person may operate or allow the operation of a taxi bearing a sticker that is no longer valid, or operate or allow the operation of a taxi bearing a sticker issued for another vehicle.

RCG 10-009, a. 10.

- **11.** A validation sticker ceases to be valid in the following cases:
 - (1) the taxi owner's permit linked to it is revoked, suspended, not renewed when expired, cancelled, assigned, transferred, or has expired;
 - (2) the holder changed the vehicle covered by the permit;
 - (3) the vehicle is seized:
 - (4) the certificate of mechanical inspection issued by the SAAQ or the certificate of inspection, and sealing of taximeter, issued by the Commission has expired;
 - (5) a certificate of mechanical inspection issued by the SAAQ notes a defect under the Act;
 - (6) the inspection report filed by the driver notes a major defect under the Act;

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- (7) the holder of a taxi owner's permit did not make the necessary repairs to correct a minor defect under the Act within 48 hours, as required;
- (8) the vehicle has reached the maximum age under this by-law;
- (9) the vehicle registration has been revoked, cancelled or suspended.

RCG 10-009, a. 11.

12. The director, a city police officer or an inspector who determines that a validation sticker is invalid may remove it in accordance with article 14.

RCG 10-009, a. 12.

13. Every owner whose taxi owner's permit is revoked, suspended or not renewed when expired, is cancelled, assigned or transferred, or has expired, or who changes the vehicle covered by the permit, must surrender the validation sticker to the Bureau within 48 hours of the date the invalidity or the transfer of the permit or the date the change of vehicle takes effect, without further notice.

RCG 10-009, a. 13.

14. Every validation sticker issued by the Bureau remains the city's property. The director, a city police officer or an inspector may remove, in order to cancel it, any taxi sticker that is no longer valid or that is not permanently affixed, as required under article 6.

RCG 10-009, a. 14.

15. Subject to article 14 and on payment of duplication fees under the By-law concerning fees of the urban agglomeration of Montréal, the Bureau may replace any blurred, damaged or otherwise altered sticker, on proof to that effect, or when the vehicle for which a sticker was issued is changed.

RCG 10-009, a. 15.

SECTION II

DOMELIGHT

16. This section does not apply to the holder of a limousine service taxi owner's permit.

RCG 10-009, a. 16.

17. No person may operate, allow or permit the operation of a taxi on the territory of the urban agglomeration of Montréal unless it is equipped with a domelight meeting by-law requirements.

RCG 10-009, a. 17.

18. The domelight and, as the case may be, its support or that of the advertising space, must be equipped with a back-lighting system, and the inscriptions on it must be visible and legible at all times.

RCG 10-009, a. 18.

19. No person may operate, allow or permit the operation of a taxi equipped with a damaged or otherwise altered domelight.

RCG 10-009, a. 19.

20. The domelight must be placed on the roof of a taxi and be centred in relation to the width of the vehicle.

RCG 10-009, a. 20.

- **21.** Every driver must light the domelight and, as the case may be, its support or that of the advertising face, when he is on standby and in one of the following situations:
 - (1) he is traveling in his area;
 - (2) he is parked in the first position of a public, private or common stand.

RCG 10-009, a. 21.

22. The domelight identified with a regular service intermediary may only be affixed to the taxi of the holder of a regular service taxi owner's permit, who must be a member of that service intermediary, and provided that the intermediary holds a permit under article 156.

The domelight identified with a restricted service intermediary may only be affixed to the taxi of the holder of a restricted service taxi owner's permit, who must be a member of that service intermediary, and provided that the intermediary holds a permit under article 156.

RCG 10-009, a. 22.

23. The domelight identified with a restricted service intermediary that is affixed to a vehicle bearing advertising must meet the standards determined by ordinance of the executive committee, in accordance with article 185 of this by-law.

RCG 10-009, a. 23.

24. The domelight identified with a restricted service intermediary that is affixed to a vehicle without advertising must meet the standards determined by ordinance of the executive committee, in accordance with article 185 of this by-law.

RCG 10-009, a. 24.

25. Every holder of a regular service taxi owner's permit having altered his vehicle to be in accordance with article 44 may use the domelight referred to in article 23 or 24, provided he is a member of a restricted service intermediary, or the domelight referred to in article 26, 27, 28 or 29. In the last case, a pictogram illustrating a wheelchair must appear in a white square affixed to the front and rear faces of the domelight support or that of the advertising space. The pictogram must be affixed to the proper places and be in accordance with the features illustrated in the executive committee ordinance in accordance with article 185 of this by-law.

RCG 10-009, a. 25.

- **26.** The domelight identified with a regular service intermediary affixed to a vehicle bearing advertising must meet the following standards:
 - (1) be made of white translucent resin, and be affixed to the front support of the advertising space;
 - (2) the supports must be black;
 - (3) the name and telephone number of the intermediary of which the holder of a regular service taxi owner's permit is a member must appear on the front face of the domelight, and the intermediary's name must appear at the bottom of the rear face of the rear support of the advertising space;
 - (4) the visual signature of the city must appear on each side face of the front support of the advertising space;
 - (5) the validation sticker number issued by the Bureau must:
 - (a) be entered at the centre of the upper part of the front face of the domelight and of the rear face of the rear support of the advertising space;
 - (b) appear, on the domelight, in a contrasting color in relation to the one (s) used to define the visual identity of the intermediary;
 - (c) be white, on the rear support of the advertising space;
 - (6) the 9-1-1 distress signal, invisible when shut off and backlighted flashing red when activated, must appear at the centre of the upper part of the rear face of the rear support of the advertising space, above the validation sticker number;
 - (7) pictograms illustrating the methods of payment accepted may appear on the side faces of the domelight.

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All elements of the domelight, supports and advertising space must be in accordance with features relating in particular to colors, lettering, dimensions, layouts and shapes, as shown in schedule A.

RCG 10-009, a. 26.

- **27.** The domelight identified with a regular service intermediary that is affixed to a vehicle without advertising must meet the following standards:
 - (1) be made of white translucent resin, and be affixed to a black support;
 - (2) the name and telephone number of the intermediary of which the holder of a regular service taxi owner's permit is a member must appear on the front face of the domelight, and the intermediary's name must appear at the bottom of the rear face of the support;
 - (3) the visual signature of the city must appear on each side face of the support;
 - (4) the validation sticker number issued by the Bureau must:
 - (a) be entered at the centre of the upper part of the front face of the domelight and of the rear face of the support;
 - (b) appear, on the domelight, in a contrasting color in relation to the one (s) used to define the visual identity of the intermediary;
 - (c) be white, on the rear support of the advertising space;
 - (5) the 9-1-1 distress signal, invisible when shut off and backlighted flashing red when activated, must appear at the centre of the upper part of the rear face of the support, above the validation sticker number;
 - (6) pictograms illustrating the methods of payment accepted may appear on the side faces of the domelight.

All elements of the domelight, supports and advertising space must be in accordance with features relating in particular to colors, lettering, dimensions, layouts and shapes, as shown in schedule B.

RCG 10-009, a. 27.

- **28.** The domelight not identified with a regular service intermediary affixed to a vehicle bearing advertising must meet the following standards:
 - (1) be made of white translucent resin, and be provided with 2 black strips, one in the lower part and one in the upper part;

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- (2) be affixed to the front support of the advertising space;
- (3) the supports must be black;
- (4) the word "taxi" must appear on the front face of the domelight, and the alphanumeric code of the area must appear on the back face of the support of the advertising space;
- (5) the visual signature of the city must appear on each side face of the front support of the advertising space;
- (6) the validation sticker number issued by the Bureau must:
 - (a) be entered at the centre of the upper part of the domelight, in the black strip, and of the rear face of the rear support of the advertising space;
 - (b) be white;
- (7) the 9-1-1 distress signal, invisible when shut off and backlighted flashing red when activated, must appear at the centre of the upper part of the rear face of the rear support of the advertising space, above the validation sticker number;
- (8) pictograms illustrating the methods of payment accepted may appear on the side faces of the domelight.

All elements of the domelight, supports and advertising space must be in accordance with features relating in particular to colors, lettering, dimensions, layouts and shapes, as shown in schedule C.

RCG 10-009, a. 28.

- **29.** The domelight not identified with a service intermediary affixed to a vehicle without advertising must meet the following standards:
 - (1) be made of white translucent resin, and be provided with 2 black strips, one in the lower part and one in the upper part;
 - (2) be affixed to a black support;
 - (3) the word "taxi" must appear on the front face of the domelight and the alphanumeric code of the area must appear on the back face of the support;
 - (4) the visual signature of the city must appear on each side face of the support;

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- (5) the validation sticker number issued by the Bureau must:
 - (a) be entered at the centre of the upper part of the domelight, in the black strip, and of the rear face of the support;
 - (b) be white;
- (6) the 9-1-1 distress signal, invisible when shut off and backlighted flashing red when activated, must appear at the centre of the upper part of the rear face of the support, above the validation sticker number;
- (7) pictograms illustrating the methods of payment accepted may appear on the side faces of the domelight.

All elements of the domelight, supports and advertising space must be in accordance with features relating in particular to colors, lettering, dimensions, layouts and shapes, as shown in schedule D.

RCG 10-009, a. 29.

30. The visual signature of the city must be in accordance with features relating in particular to colors, lettering, dimensions, layouts and shapes, as shown in schedule E.

RCG 10-009, a. 30.

31. No person may equip a vehicle, other than a taxi holding the required permits, with a domelight leading to believe that it is a taxi.

RCG 10-009, a. 31.

SECTION III

POSTING AND ADVERTISING

SUBSECTION 1

POSTING

32. Every holder of a regular service taxi owner's permit or a restricted service taxi owner's permit must equip the vehicle with an interior display unit in good condition, designed to contain his driver's permit, in a vertical position.

The display unit must be equipped with a white light and must be installed between the two doors, above the back of the left front seat. In a vehicle where this is impossible, the display unit must be installed vertically in the middle of the dashboard to be legible from the back seat.

RCG 10-009, a. 32.

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33. A taxi may be equipped with a surveillance camera. The pictogram indicating its presence must be affixed in the upper right corner of the rear door. The pictogram must measure 5 cm by 9 cm.

RCG 10-009, a. 33.

34. A pictogram relating to health and safety not exceeding 7 cm by 10 cm may be affixed near the glove compartment.

RCG 10-009, a. 34.

35. A logo certifying that the taxi is an ecofriendly vehicle under any program determined by ordinance of the executive committee, in accordance with article 185 of this by-law, may be affixed in the upper right corner of the windshield. The logo may not be more than 11 cm long by 7 cm high.

RCG 10-009, a. 35.

SUBSECTION 2

ADVERTISING

36. No person may post a commercial sign or publicity on a taxi or a domelight unless it meets the standards under this by-law.

RCG 10-009, a. 36.

37. The interior and the exterior of a taxi may not bear objects or inscriptions that are not necessary for its operation or that are not provided for in this by-law.

RCG 10-009, a. 37.

38. Every holder of a regular service or a restricted service taxi owner's permit may post a commercial sign or an advertisement on a advertising space affixed to the roof of the vehicle and in accordance, as the case may be, with articles 23, 26 or 28, and with features relating in particular to colors, lettering, dimensions, layouts and shapes, as illustrated in schedules A or C, or as determined by ordinance of the executive committee in accordance with article 185 of this by-law.

RCG 10-009, a. 38.

SECTION IV

TAXIMETER AND RATES

39. Every holder of a limousine taxi owner's permit must at all times have aboard the taxi a document containing the rates and fees set by the Commission.

RCG 10-009, a. 39.

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40. No holder of a regular service taxi owner's permit or a restricted service taxi owner's permit may operate, or allow or permit the operation of a taxi unless it is equipped with a certified taximeter in good working order.

RCG 10-009, a. 40.

41. Every holder of a regular service taxi owner's permit or of a restricted service taxi owner's permit must ensure that the taximeter is visible to customers and readily discernible.

RCG 10-009, a. 41.

41.1. The holder of a taxi owner's permit may not operate, or allow or permit the operation of a taxi unless it is equipped with an electronic payment terminal in good working order, which can issue transaction receipts in accordance with article 129 of this by-law.

RCG 10-009-2, a. 1.

SECTION V

OPERATION OF A TAXI

- **42.** Every holder of a regular service taxi owner's permit must, to provide taxi transportation, use a sedan or a station wagon as follows:
 - (1) be a model of no more than 10 years;
 - (2) meet the requirements of the Motor Vehicle Safety Act (S.C.1993, chapter 16);
 - (3) on the date of application to the Commission to attach it to a taxi owner's permit, is no more than 5 years old;
 - (4) be set up for the transportation of persons;
 - (5) meet the requirements of the Motor Vehicle Safety Act and have a wheelbase of at least 261 cm:
 - (a) be equipped with a hard top;
 - (b) be equipped with at least 4 side doors and glass sides.

The following vehicles may also be used, but they must meet the requirements in paragraphs (1) to (5) of the first paragraph, if they are equipped by the manufacturer to transport no more than 9 persons and if their net mass is less than 3500 kg:

(1) a van with a running board and 3 or 4 side doors, each containing a window;

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- (2) a utility vehicle with 3 or 4 side doors and a 4-wheel drive or a device allowing full traction;
- (3) a vehicle accessible to persons with disabilities equipped with a ramp for wheelchair access or with a wheel-chair lift fitted to carry at least 2 persons in wheelchairs and equipped with a restraining device, fixed to the floor with 4 anchors, used to keep each wheelchair in the same position as the permanent seats installed by the manufacturer, as well as seat belts for each wheelchair, consisting of a shoulder belt and a lap belt.

Despite the second paragraph, a vehicle accessible to persons with disabilities may have a net mass of up to 4000 kg when it is equipped with a wheelchair lift.

RCG 10-009, a. 42.

- **43.** Every holder of a regular service taxi owner's permit or a restricted service taxi owner's permit must use a vehicle that:
 - (1) displays, on its rear fenders, the visual signature of the city in accordance with features relating in particular to colors, lettering, dimensions and shapes, as illustrated in schedule E:
 - (2) meets the standards of any ecological program determined by ordinance of the executive committee in accordance with article 185 of this by-law.

RCG 10-009, a. 43.

- **44.** Every holder of a restricted service taxi owner's permit providing transportation services for persons with disabilities, persons with reduced mobility, or health care recipients, must use as a taxi a vehicle or an automobile in accordance with article 42, and be equipped:
 - (1) by the manufacturer, with temperature-controlled air conditioning;
 - (2) a communication system that allows the driver to be in contact with the main establishment of the business or of its contracting party.

RCG 10-009, a. 44.

- **45.** Every holder of a limousine service taxi owner's permit must use, as a limousine, an automobile or a vehicle referred to in article 42, with a wheel base of at least 280 cm. The automobile or vehicle must also meet the following requirements:
 - (1) be a model no more than 2 years old, at the time of the application to the Commission to attach it to a taxi owner's permit, and correspond to the most luxurious model of its manufacturer when the holder acquired it;

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- (2) be equipped with at least 3 side doors with power windows;
- (3) be equipped, by the manufacturer, with temperature-controlled air conditioning;
- (4) have an interior without stains or tears;
- (5) have a rust-free body and be coated with paint that is neither flaking nor scratched.

RCG 10-009, a. 45.

- **46.** Every holder of a "de grand luxe" limousine taxi owner's permit must use, as a "de grand luxe" limousine, an automobile or a vehicle referred to in article 42, with a wheel base of at least 340 cm. The automobile or vehicle must also meet the following requirements:
 - (1) it must be a model no more than 4 years old, at the time of the application to the Commission to attach it to a taxi owner's permit, and correspond to the most luxurious model marketed by its manufacturer when the holder acquired it:
 - (2) be equipped with at least 4 side doors with power windows;
 - (3) be equipped with a rigid partition to isolate the front seat from the passenger seat;
 - (4) be equipped with an intercommunication system between the driver and passengers;
 - (5) be equipped with temperature-controlled air conditioning and heating that can be controlled by passengers on the rear seat;
 - (6) be equipped with a cellular telephone accessible by the passenger;
 - (7) have a rust-free body and be coated with paint that is neither flaking nor scratched.

Despite the first paragraph, an automobile or a vehicle whose chassis has not been altered may also be used if its wheelbase measures more than 330 cm. The same applies to a vehicle of more than 3500 kg, if it is covered by paragraph (2) of the second paragraph of article 42, even if it is equipped with only 2 drive wheels.

RCG 10-009, a. 46.

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47. Every vehicle, when attached the first time to a taxi owner's permit, must be a vehicle 5 years old or less. When the holder of a taxi owner's permit changes his vehicle and attaches it to a new taxi owner's permit, the new vehicle must be 5 years old or less.

RCG 10-009, a. 47.

48. A vehicle may not be more than 10 years old; past that age, the validation sticker is void.

RCG 10-009, a. 48.

49. No person may operate or allow the operation of a taxi that does not meet the minimum age and vehicle size requirements.

RCG 10-009, a. 49.

50. Any holder of a regular service taxi owner's permit may equip the vehicle with a glass shield to separate occupants of the back seat from those of the front seat.

RCG 10-009, a. 50.

- **51.** No holder of a taxi owner's permit may operate or have a taxi operated whose:
 - (1) standard equipment or, for a "de grand luxe" limousine, the equipment referred to in article 46 or, in other cases, the equipment referred to in article 42, in paragraph (1) of article 43, and articles 44 and 45, is missing or damaged;
 - (2) exterior surfaces are damaged by wear and tear, rust or other corrosive reaction, or are being repaired;
 - (3) interior surfaces are damaged or soiled;
 - (4) exterior or interior appearance of the taxi is not homogeneous;
 - (5) rear seat is not secured.

For the purposes of this article, the standard taxi equipment includes in particular 4 hubcaps. For limousines or "de grand luxe" limousines, the hubcaps must be identical to the original model.

RCG 10-009, a. 51.

52. No holder of a taxi owner's permit may be found guilty under article 51 if he establishes that the damage was caused by a road incident that occurred less than 30 days before the date of the alleged offence, and that he provided proof of it to the Bureau, within that period.

RCG 10-009, a. 52.

53. Every holder of a taxi owner's permit must ensure that the driver who has custody of the vehicle holds all permits required under applicable laws and regulations.

RCG 10-009, a. 53.

54. Every holder of a taxi owner's permit must keep a daily list of drivers whom he has placed in charge of the operation of a taxi, indicating their name and driver's permit number, and validation sticker number.

He must keep the list for 2 years and submit it, on request, to the director, a city inspector or a police officer.

RCG 10-009, a. 54.

55. Every holder of a taxi owner's permit or his authorized representative, and every taxi driver must complete the custody agreement using the original numbered form provided by the Bureau for that purpose.

The custody agreement is valid for any taxi that the holder of a taxi owner's permit places in the custody of the driver.

RCG 10-009, a. 55.

- **56.** The custody agreement must contain the following information:
 - (1) the identification of the holder of the taxi owner's permit and of the driver by name, home address, and the taxi owner's permit or driver's permit numbers, as the case may be:
 - (2) the name, address and telephone number of the owner's authorized representative, as the case may be;
 - (3) the date and time the custody agreement was signed and its duration, which may not exceed the expiry date of the driver's permit;
 - (4) the signature of the holder of a taxi owner's permit or his authorized representative, and that of the driver.

RCG 10-009, a. 56.

57. A copy of the custody agreement must be submitted to the driver when the agreement is signed.

RCG 10-009, a. 57.

58. Every holder of a taxi owner's permit, must submit to the Bureau a copy of the signed custody agreement, on request.

RCG 10-009, a. 58.

59. Every holder of a taxi owner's permit must provide the driver with a numbered vehicle inspection report form, whose minimum content is shown in schedule F. Every holder of a taxi owner's permit, or his authorized representative, must ensure that all inspection reports are kept aboard the vehicle for 30 days.

RCG 10-009, a. 59.

60. Every holder of a taxi owner's permit must keep the custody agreements signed with drivers for 2 years. He must, on request, submit a copy of custody agreements to the Bureau.

RCG 10-009, a. 60.

61. Every holder of a taxi owner's permit must keep the vehicle inspection reports completed by a driver for 6 months. He must, on request by a Bureau representative, submit a copy to him.

RCG 10-009, a. 61.

62. Every holder of a taxi owner's permit who uses an automobile attached to a permit, for personal reasons, must, when required to do so, establish that the vehicle is not in service.

RCG 10-009, a. 62.

CHAPTER III

OBLIGATIONS OF A DRIVER

SECTION I

DRIVER'S PERMIT

63. No person may have custody of a taxi in service unless he holds an appropriate driver's permit, which must be in force.

RCG 10-009, a. 63.

- **64.** A taxi is considered to be in service in one of the following situations:
 - (1) it occupies a place at a stand;
 - (2) it displays a domelight;
 - (3) the taximeter is running;
 - (4) the service radio or any other mode of vehicle dispatch service is on;
 - (5) the driver's permit is displayed in the unit.

Paragraph (1) does not apply to the holder of a restricted service taxi owner's permit. Moreover, that article does not apply to the holder of a limousine taxi owner's permit.

RCG 10-009, a. 64.

65. No person may have custody of a "de grand luxe" limousine unless he holds a driver's permit, a limousine driver's permit or a "de grand luxe" limousine driver's permit in force. This provision applies to a "de grand luxe" limousine whose permit holder has his business establishment on the territory of the urban agglomeration of Montréal, or that is parked, for storage or maintenance purposes, on the territory of the urban agglomeration of Montréal.

RCG 10-009, a. 65.

66. The holder of a "de grand luxe" limousine driver's permit may have custody of only one "de grand luxe" limousine.

The holder of a "limousine driver's permit" may have custody of only one limousine or "de grand luxe" limousine.

The holder of a driver's permit may have custody of a taxi.

RCG 10-009, a. 66.

- **67.** A driver's permit or a limousine driver's permit is issued by the director to an individual who applies for one and who meets the following conditions:
 - (1) is a Canadian citizen or a permanent resident, as defined in the Immigration and Refugee Protection Act (S.C. 2001, chapter 27);
 - (2) holds a valid class 4C driver's permit issued under the Regulation respecting licences (CQLR, chapter C-24.2, r. 3.1.1);
 - (3) understands, speaks and reads French and English well enough to carry out his work;

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- (4) has passed a training course in accordance with article 70 or 71, according to the type of permit requested;
- (5) has obtained the pass mark set in the third paragraph of article 69;
- (6) is not under suspension or revocation of his driver's permit;
- (7) pays the permit issue fees;
- (8) submits the original copy of the certificate of negative search dated no more than 3 months, in accordance with paragraphs (2) to (4) of the first paragraph of section 26 of the Act.

RCG 10-009, a. 67.

68. The director may require an applicant to submit any document establishing that he meets those conditions. No candidates other than those who meet the conditions in paragraphs (1), (2), (3), (4), (6) and (8) of article 67 may be admitted to the examination referred to in article 69.

RCG 10-009, a. 68.

69. The prescribed examination for a driver's permit bears in particular on the law and applicable regulations concerning taxi operation, location of routes, streets, public places and buildings on the territory of the urban agglomeration of Montréal, code of ethics, civic spirit, and main tourist attractions on the territory.

The prescribed examination for a limousine driver's permit bears in particular on the law and applicable regulations concerning the operation of a limousine or a "de grand luxe" limousine, customer service, use of indicators, guides, road maps, and location of main tourist attractions, hotels and restaurants.

The pass mark for either one of the examinations is 75%. Applicants for a driver's permit or a limousine driver's permit who fail the examination may not sit for a new examination before one month for a first failure, and 3 months for a subsequent failure.

RCG 10-009, a. 69.

70. To be granted a taxi driver's permit, every person must take a training course of 150 hours, whose content is in accordance with schedule G to this by-law.

The Bureau approves the content of courses given under the first paragraph by schools authorized under the Taxi Transportation Regulation (chapter S-6.01, r. 2).

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No person may offer the course referred to in the first paragraph without the Bureau's authorization.

RCG 10-009, a. 70.

71. Every person who applies for a limousine driver's permit must have taken a 60-hour training course, whose content is in accordance with schedule H.

The Bureau approves the content of courses, in accordance with the first paragraph, given by schools authorized under the Taxi Transportation Regulation (chapter S-6.01, r. 2).

No person may offer the course referred to in the first paragraph without the Bureau's authorization.

RCG 10-009, a. 71.

72. A driver's permit or a limousine driver's permit is renewed and maintained under the same conditions as its issue, as provided for in article 67, except for paragraphs (4) and (5), and on payment of fees under the By-law concerning fees of the urban agglomeration of Montréal. A "de grand luxe" limousine driver's permit is renewed and maintained under the same conditions as its issue, and on payment of the annual fees, and without the necessity of taking a course or passing an exam subject to article 73.

Every renewal application must be submitted with a document establishing that the applicant meets the requirements of article 73.

To renew a driver's permit, every applicant must submit his previous permit to the Bureau.

RCG 10-009, a. 72.

73. To renew any driver's permit, every applicant must prove that he has had the equivalent of 2 days of training on one of the subjects approved by the Bureau or referred to in paragraph (2) of section 27 of the Act, during the validity period of his permit.

RCG 10-009, a. 73.

74. Every person who requires a duplicate of a driver's permit because of loss, theft, deterioration or other alteration must pay the fees.

Moreover, in case of loss, every person must provide the Bureau with a written report to that effect and, in case of theft, provide the Bureau with the relevant police report or the reference number of the police report.

RCG 10-009, a. 74.

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75. Every driver's permit is valid for a maximum of 2 years.

The driver's permit of a holder born in an even year is valid:

- (1) from its date of issue until the holder's birthday occurring in the even year that follows that of the issue of the permit, if the permit is issued in an even year, on the holder's birth or after that date during the same year;
- (2) from its date of issue until the holder's birthday, if the permit is issued in an even year, before the holder's birthday;
- (3) from its date of issue until the holder's birthday in the even year that follows that of the permit issue date, if the permit is issued in an odd year.

The validity period of the driver's permit of a holder born an odd year is established by applying paragraphs (1) to (3) of the second paragraph of this article, and by replacing, in those paragraphs, the word "even" by the word "odd", and the word "odd" by the word "even".

However, when a driver's permit is revoked, suspended or cancelled, the driver's permit issued by the city is automatically revoked and must be surrendered to the Bureau within 48 hours of the effective date of the revocation or suspension of the driver's permit, without further notice.

RCG 10-009, a. 75.

76. Every holder of a driver's permit must notify the Bureau in writing of any change of address within 30 days.

The notice must be sent by registered or certified mail, by fax, or by reporting to the Bureau.

RCG 10-009, a. 76.

- 77. Every driver's permit must contain the following information:
 - (1) the holder's name;
 - (2) a color photograph of the holder;
 - (3) the expiry date;
 - (4) the permit number;
 - (5) the holder's signature;

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(6) an indication, as the case may be, of an exemption from the obligation under paragraph (3) of article 119, if the driver files with the director a written opinion of an allergy doctor, including a photocopy of allergy test results.

RCG 10-009, a. 77.

- **78.** The director revokes the driver's permit or the right to be granted one, of any driver found guilty of or who pleads guilty to:
 - (1) an offence under article 63 or 65, depending on the type of permit required, unless the driver has renewed his driver's permit or his limousine driver's permit or his "de grand luxe" limousine driver's permit within 15 calendar days after the date of the offence, and provided the driver is not under suspension of permit by the SAAQ;
 - (2) an offence under article 116;
 - (3) an offence under article 123, where proof is shown that the difference between the most direct route and the route taken is more than 50%;
 - (4) an offence under article 142;
 - (5) an offence under paragraphs (2) to (4) of section 26 of the Act.

RCG 10-009, a. 78.

- **79.** No new permit may be issued to a driver whose permit or right to be granted one was revoked before:
 - (1) 3 months, for the first revocation;
 - (2) 6 months, for the second revocation imposed within 3 years of the previous one;
 - (3) one year, for a subsequent revocation imposed within 3 years of the previous one:
 - (4) 5 years for a conviction under paragraphs (2) to (4) of the first paragraph of section 26 of the Act.

RCG 10-009, a. 79.

80. The revocation imposed under article 78 takes effect on the 15th day after the date of mailing of a notice sent by registered mail to the last known address of the driver. The notice of revocation may also be served, in accordance with the law, to the last known address of the driver, in which case the suspension takes effect on the date of service of the

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notice. The driver must surrender his permit to the Bureau within 24 hours after the revocation takes effect, failing which it may be seized by a peace officer.

RCG 10-009, a. 80.

- **81.** The director suspends the permit of any driver found guilty, for a second offence:
 - (1) of an offence under paragraph (2) of article 111;
 - (2) of an offence under article 112;
 - (3) of an offence under paragraph (3) of article 119;
 - (4) of an offence under paragraph (8) of article 119.

RCG 10-009, a. 81.

- **82.** The suspension of a driver's permit imposed under article 81 is:
 - (1) 3 months, for the first subsequent offence;
 - (2) 6 months, for the second subsequent offence.

For the third subsequent offence within 3 years of the last conviction, the director revokes the driver's permit or the right to be granted one for 5 years.

For the purposes of this article, a conviction for the same offence within 3 years constitutes a subsequent offence.

RCG 10-009, a. 82.

83. Unless otherwise provided in this by-law, no driver whose permit was revoked under the second paragraph of article 82 may apply for a new driver's permit before the expiry of the revocation period.

RCG 10-009, a. 83.

84. The revocation of a driver's permit imposed under the second paragraph of article 82 is in accordance with the procedure under article 80.

RCG 10-009, a. 84.

85. The suspension imposed under article 81 takes effect on the 15th day after the date of mailing of a notice, by the Bureau, by registered mail, to the last known address of the driver. The suspension may also be served, in accordance with the law, to the last known address of the driver, in which case the revocation takes effect on the date of service of the

notice. Every driver must surrender his permit to the Bureau within 24 hours after the suspension takes effect, failing which a peace officer may seize it.

RCG 10-009, a. 85.

86. Where a person who has already held a driver's permit no longer holds that type of permit for 2 years, he must, to be granted a new driver's permit, comply with article 67, subject to article 87.

RCG 10-009, a. 86.

87. Where a person who has already held a "de grand luxe" limousine driver's permit no longer holds that type of permit for 2 years, he may not obtain a new "de grand luxe" limousine driver's permit.

RCG 10-009, a. 87.

SECTION II

OBLIGATIONS OF A DRIVER

88. Every driver must display his driver's permit in force inside the vehicle, in the display unit for that purpose, and ensure that it is visible when a customer is aboard the vehicle. The permit number and driver's name may not be masked and must be readily discernible at all times.

Every limousine or "de grand luxe" limousine taxi driver, however, must have the permit in his possession, even if the permit is not displayed in the unit.

RCG 10-009, a. 88.

89. Every driver must ensure that no driver's permit other than his own may be seen by a passenger while inside the vehicle.

RCG 10-009, a. 89.

90. Every driver must sign the custody agreement referred to in article 56. He must also register that document with the Bureau within 72 hours after its signature.

RCG 10-009, a. 90.

- **91.** When operating a taxi, every driver must keep in his possession:
 - (1) the driver's booklet received on registration of the custody agreement;
 - (2) the valid custody agreement, if it has been signed since less than 72 hours;
 - (3) the last certificate of mechanical inspection of no more than 6 months;

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- (4) the vehicle inspection report;
- (5) the certificate of inspection of taximeter of no more than 6 months;
- (6) the route list as part of a shared transportation service contract in accordance with section 7 of the Act.

RCG 10-009, a. 91.

- **92.** The driver's booklet must at least contain the following information:
 - (1) the identification of the holder of the taxi owner's permit, and of the driver by name, home address and taxi owner's permit number or driver's permit number, as the case may be, and the identification of previous owners, if any;
 - (2) the date and time of signature of the custody agreement;
 - (3) the signature of the holder of the driver's permit;
 - (4) the start date and end date of the custody agreement.

RCG 10-009, a. 92.

93. When carrying out a pre-departure inspection in accordance with section 51 of the Act, every taxi driver must perform a visual test or an auditory test, as the case may be, of the elements referred to in schedule F.

He must complete the inspection report, enter his name, driver's permit number or "de grand luxe" limousine driver's permit number, validation sticker number and vehicle licence number, date, and sign his name.

Every driver must complete, sign, keep up to date, and keep on board a copy of the inspection report of the vehicle driven.

Where a driver, except a driver of a limousine or a "de grand luxe" limousine, is deemed to be on duty in accordance with article 64, the pre-departure inspection must have been carried out, and the inspection report must have been completed.

A limousine driver or a "de grand luxe" limousine driver who, at the wheel of a limousine or of a "de grand luxe" limousine, leaves the business establishment of the holder of a limousine service taxi owner's permit or the storing area of the limousine or the "de grand luxe" limousine, is deemed to be on duty, and the pre-departure inspection must have been carried out, and the inspection report must have been completed.

RCG 10-009, a. 93.

94. Every driver must carry out a pre-departure inspection of the vehicle driven and note his observations on the vehicle's mechanical condition and cleanliness.

RCG 10-009, a. 94.

95. Where a driver is not the holder of the taxi owner's permit, he must, after carrying out the pre-departure inspection, notify the holder of the taxi owner's permit concerned of any defectiveness.

He must also, without delay, after carrying out the inspection, submit a copy of the taxi inspection report to the holder of the taxi owner's permit concerned.

RCG 10-009, a. 95.

96. No person may drive a taxi that has a major defect as defined in the second paragraph of section 58 of the Act.

RCG 10-009, a. 96.

97. Every driver must, at the request of the director, a city inspector or a police officer, produce his taxi driver's permit, the pre-departure taxi inspection report, the valid custody agreement, the certificate of mechanical inspection, and the certificate of taximeter inspection, as the case may be.

Every driver must keep his driver's permit and registration certificate in his vehicle, and present it on request to the director, a city inspector or a police officer.

RCG 10-009, a. 97.

- **98**. Every driver must ensure that the inscriptions appearing
 - (1) on the sticker and the domelight
 - (2) on his driver's permit are legible, clean and complete at all times

RCG 10-009, a. 98.

99. Every driver must, as often as necessary, wash or have the exterior of his taxi washed so that it is clean, weather conditions being taken into account.

RCG 10-009, a. 99.

100. Every driver must keep the taxi trunk clean and leave enough room for the effects of customers.

RCG 10-009, a. 100.

101. Every driver must ensure that the interior of the taxi is clean, remove papers and litter, empty ashtrays, and leave no object or inscription that is not required for the taxi to be in service or that is not provided for in this by-law.

RCG 10-009, a. 101.

102. Every driver must ensure that, during travel, a customer is able to open the doors of the taxi.

RCG 10-009, a. 102.

103. Every driver must have in his possession in the taxi an illustrated street and place locator of the territory of the urban agglomeration of Montréal dating back no more than 3 years, writing material and blank receipts, or a device to issue computerized receipts.

Instead of or aside from the illustrated street and place locator, the driver may keep in the taxi an automated navigation system indicating the route between departure and arrival, if that system complies with the highway safety code and its data has been updated within less than three years.

RCG 10-009, a. 103.

104. At the request of the director, a city inspector or a police officer, every driver must drive his taxi to the nearest place to have the taximeter inspected, and abide by the inspection.

RCG 10-009, a. 104.

105. At the request of the director, a city inspector or a police officer, every driver must, as soon as possible, stop his taxi to have an inspection carried out.

RCG 10-009, a. 105.

106. At the request of the director, a city inspector or a police officer, every driver must produce his driver's licence, appropriate driver's permit, taxi registration certificate, and any other document relating to the taxi owner's permit.

RCG 10-009, a. 106.

- **107.** No driver may, during a trip:
 - (1) transport a passenger other than the customer, except one or more persons that the customer agrees to have with him;
 - (2) be accompanied by an animal, other than that of a customer.

RCG 10-009, a. 107.

108. Every holder of a driver's permit must only work with a taxi operating under a taxi owner's permit in force issued for an area within the territory of the urban agglomeration of Montréal. Moreover, the taxi must bear the validation sticker issued by the Bureau.

RCG 10-009, a. 108.

109. No driver may make a trip beginning outside the area for which the permit is issued, unless the request is by telephone or by another mode of dispatching of transport requests via a service intermediary or under a contract referred to in article 143, and only inasmuch as he is returning to his area.

No driver may make a trip beginning from the site of Montréal Pierre Elliot Trudeau International Airport unless he is parked at the stand marked as such, even if the requisition is made by telephone or other mode of vehicle dispatch service or under a contract.

RCG 10-009, a. 109.

110. Every holder of a driver's permit or a limousine driver's permit or a "de grand luxe" limousine driver's permit, working as a taxi driver, with a limousine or a "de grand luxe" limousine, must use a vehicle operating under a permit issued for an area within the territory of the urban agglomeration of Montréal. Moreover, the taxi must bear the validation sticker issued by the Bureau.

RCG 10-009, a. 110.

- **111.** Every driver must provide quality service to which the public is entitled by:
 - (1) driving safely;
 - (2) being courteous;
 - (3) offering the proper level of comfort.

Every driver must display inside his vehicle, in the rear left window, a copy of the document entitled "Engagement à la qualité des services". That document is provided and affixed by the Bureau.

RCG 10-009, a. 111.

112. Every driver must be courteous to other drivers.

RCG 10-009, a. 112.

113. Every driver must act with dignity and civility.

RCG 10-009, a. 113.

114. Every holder of a driver's permit who uses an automobile attached to a permit, for personal purposes, must, when required, establish that the automobile is not in service.

RCG 10-009, a. 114.

115. Every driver must be neatly and plainly dressed. His clothes may neither be soiled nor torn.

Every male driver must wear long trousers, a shirt or a jacket with sleeves, socks and shoes. Every female driver must wear slacks or a skirt, and a blouse or a jacket with sleeves.

Despite the second paragraph, drivers may, from May 1 to September 30 of every year, wear Bermuda shorts or polo shirts.

However, every driver of a limousine or a "de grand luxe" limousine must at all times wear a suit or a suit jacket while on duty.

RCG 10-009, a. 115.

116. No driver may refuse to make a trip beginning within the area or territory for which the taxi owner's permit was issued, unless the destination is beyond 50 km from the limits of the area or the territory.

Despite the first paragraph, a driver may refuse to make a trip in the following cases:

- (1) the customer is accompanied by an animal other than an animal to help overcome a disability, as defined in the Charter of Human Rights and Freedoms (CQLR, chapter C-12);
- (2) the customer appears to be intoxicated or under the influence of drugs;
- (3) the customer seems to require immediate medical care;
- (4) the customer carries goods that do not fit into the trunk of the taxi;
- (5) the driver has reason to believe that his safety is in jeopardy;
- (6) the customer is not able to pay the fare in legal tender.

RCG 10-009, a. 116.

117. A driver may deny a customer access to the front seat of a taxi only when his vehicle is equipped with a partition separating the passenger compartment from the front of the automobile.

RCG 10-009, a. 117.

118. A trip begins when the customer boards the taxi or when the customer clearly asks the driver to wait, and ends when the customer reaches his destination.

RCG 10-009, a. 118.

119. Every driver must:

- (1) as soon as possible after receiving a travel call, proceed without delay, if not already there, to the point of origin;
- (2) if the customer is clearly a person with a disability, a person with reduced mobility or who is elderly, pregnant, or a person accompanied by a child of 5 or less, get out of the taxi and open the door so that the customer may get in and, on reaching the destination, allow the customer to leave;
- (3) if the customer is a person with a disability or a person with reduced mobility, accompanied by an animal to help overcome a disability, allow the customer to get in with the animal, unless his driver's permit contains a medical exemption issued by an allergist;
- (4) pick up, as the case may be, a customer's baggage on the sidewalk and place it in the taxi, and on reaching the destination, place the baggage on the sidewalk;
- (5) close the doors or ensure that they are closed;
- (6) unless the customer asks the driver to wait, drive to the intermediate or final destination given by the customer;
- (7) in case of a breakdown, a mechanical failure, an accident or a vehicle interception by the director, an inspector or a police officer, that prevents him from completing the trip, the driver must, if he is under the obligation to use a taximeter, stop it, and the customer must, in such cases, pay for the trip, less the basic pickup fee. The driver must call another taxi to pick up the customer;
- (8) subject to the cases referred to in article 116, or unless required by the customer to be dropped off elsewhere than the destination, complete the trip required by the customer. In all cases, he must drop off the customer at a safe place.

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RCG 10-009, a. 119.

120. Every driver must, after being informed of the customer's destination, turn off the domelight and turn on the taximeter, if the rate is to be calculated that way.

RCG 10-009, a. 120.

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121. Every driver must, at a customer's request, turn down the volume or shut off the radio, and must also, at the customer's request, open or close the windows, as the case may be

RCG 10-009, a. 121.

122. During a trip, a driver must refrain from carrying on a conversation by cellular phone.

RCG 10-009, a. 122.

123. Unless otherwise instructed by a customer, every driver must take the most direct route, taking into account the fare, the destinations, and the circumstances of time and place.

RCG 10-009, a. 123.

124. Every driver who is unfamiliar with a customer's destination must immediately consult his automated navigation system, his street locator of the territory of the urban agglomeration of Montréal, or any person who may be of help.

RCG 10-009, a. 124.

125. Every driver must turn off the taximeter on reaching the destination unless otherwise instructed by the customer or unless requested to wait.

RCG 10-009, a. 125.

126. Every driver must surrender the effects left by a customer to the police station nearest the point of destination or the business establishment of the service intermediary of which he is a member.

RCG 10-009, a. 126.

127. Every driver must, on being paid for a trip, give the customer the exact change.

However, he is not required to accept as payment a bill exceeding the fare by more than \$20.

RCG 10-009, a. 127.

127.1. Every driver must accept electronic payments and may not refuse a client for the sole reason that the client wishes to pay by credit or debit card.

RCG 10-009-2, a. 2.

128. Where a customer of a taxi transportation service refuses to pay the fare for a trip, the driver may drive the taxi to the nearest police station to resolve the dispute. The customer must, at the request of a police officer, produce identification for the purposes of a civil remedy, in accordance with section 65 of the Act.

RCG 10-009, a. 128.

- **129.** Every driver must, at a customer's request, issue a receipt containing at least the following information:
 - (1) number of the taxi validation sticker;
 - (2) driver's permit number;
 - (3) date;
 - (4) amount of fare;
 - (5) driver's signature.

RCG 10-009, a. 129.

SECTION III

BEHAVIOR AT STANDS

130. No holder of a limousine taxi owner's permit or a restricted service taxi owner's permit, as well as their drivers authorized to operate their vehicles under a custody agreement, may occupy a parking space at a stand.

RCG 10-009, a. 130.

131. No taxi may be parked on the streets of the urban agglomeration of Montréal while on standby for remunerated transportation.

RCG 10-009, a. 131.

132. Despite article 131, the holder of a regular service taxi owner's permit, as well as any owner authorized by that holder to operate his vehicle under a custody agreement, may, for the purpose of remunerated transportation, park his vehicle at a public, private or common stand.

At a stand, the driver must park the taxi within the limits of a stand.

No driver may use a stand on a reserved lane when the lane is in operation.

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The reserved lane is deemed to be in operation during the time shown on signs.

RCG 10-009, a. 132.

133. A taxi may not be stopped less than 60 m from a public stand on a road, next to a parked vehicle.

RCG 10-009, a. 133.

134. No driver may allow on board a customer who is within a walking distance of less than 60 m from the first parked vehicle at a public or at a common stand; he must direct the customer to the driver of that vehicle.

No driver may be found guilty of an offence under the first paragraph if he establishes that, by allowing the customer to board, he was answering a call from his service intermediary.

RCG 10-009, a. 134.

135. No holder of a taxi owner's permit or holder of a driver's permit may provide anyone with a reward, consideration or value, in exchange for the purchase of one or several trips.

RCG 10-009, a. 135.

- **136.** When parked at a stand, every driver must:
 - (1) occupy the first available space, behind the last taxi at the stand;
 - (2) move in the direction of the traffic to the space ahead of him as soon as it is vacated;
 - (3) if he is at the wheel of the first vehicle parked at a private, public or common stand, be alone in his vehicle.

No taxi may be left unattended at a stand. In the absence of a driver, the taxi is deemed to be under the custody of the holder of a regular service taxi owner's permit.

A statement of offence issued under the second paragraph may be served, as provided for in section 158 of the Code of Penal Procedure (CQLR, chapter C-25.1).

RCG 10-009, a. 136.

137. No driver may back up at a stand.

RCG 10-009, a. 137.

138. Despite article 116, a driver who is not in first place at a stand must refuse to serve a customer who shows up, and tell him to use the first taxi in line.

RCG 10-009, a. 138.

139. Despite article 116, a driver at a stand must refuse to make the trip assigned to him by his service intermediary when a taxi of the same intermediary is ahead of him at the stand.

The first paragraph does not apply when the service intermediary uses a geographic dispatching system for the attribution of travel requests.

The first paragraph does not apply when the driver receives vehicle dispatch requests from his service intermediary after one of the following travel calls:

- (1) the interior of the taxi must be accessible to persons with reduced mobility or persons in a wheelchair;
- (2) the vehicle is equipped to accept methods of payment such as credit cards or debit cards:
- (3) the vehicle requires a special clearance or it must be an ecological vehicle under any program determined by ordinance of the executive committee in accordance with article 185 of this by-law;
- (4) the taxi must contain specialized equipment, such as a bike rack, a ski rack, or an air-conditioning unit.

RCG 10-009, a. 139.

- **140.** No exclusive contract of access to a stand may be granted to the holder of a taxi owner's permit or a service intermediary for immovables owned or occupied mainly by:
 - (1) the government of Québec or one of its agents;
 - (2) a regional school board or a school board, as defined in the Education Act (CQLR, chapter I-13.3);
 - (3) a public establishment, as defined in the Act respecting health services and social services (CQLR, chapter S-4.2), a college, as defined in the General and Vocational Colleges Act (CQLR, chapter C-29).

RCG 10-009/36 Updated to: October 15, 2015

Moreover, no agreement with the holder of a taxi owner's permit or a service intermediary bearing on the installation of direct telephone line in one of the immovables referred to in the first paragraph may confer an exclusive right preventing another holder or a service intermediary from signing such an agreement.

RCG 10-009, a. 140.

SECTION IV

COMPLIANCE WITH RATES AND FARES

141. The rates and fares applicable to private taxi transportation are the same for all holders of a regular service taxi owner's permit or a restricted service taxi owner's permit in the same area. They are calculated by taximeter or any other rate schedule approved by the Commission.

The rates and fares applicable to transportation under a limousine service taxi owner's permit are those set by the Commission. Every holder of a limousine owner's permit or a limousine "de grand luxe" limousine owner's permit must at all times keep on board his vehicle the rates and fares set by the Commission.

RCG 10-009, a. 141.

142. A driver may only claim for a trip the rates and fares in force unless another fare is provided for under a written contract.

RCG 10-009, a. 142.

- **143.** The written taxi transportation contract must contain the following:
 - (1) the names of the parties concerned and their signature, or the signature of their authorized representative;
 - (2) the names of persons or groups transported;
 - (3) the date of signature and term of contract;
 - (4) the fare;
 - (5) the origin and destination of the trip under the contract.

RCG 10-009, a. 143.

144. Every driver must keep on board his taxi a copy of the written contract referred to in article 144, for the entire trip.

He must also keep a copy of it for one year.

Updated to: October 15, 2015 RCG 10-009/37

On request, every driver must submit a copy of any contract to the Bureau.

RCG 10-009, a. 144.

145. Unless otherwise provided in a written agreement, a driver may claim from a customer only the fare for the trip and costs associated with the trip, if any.

RCG 10-009, a. 145.

146. Where a trip entails toll charges to use a bridge, a road or a ferry, the charges are added to the fare.

RCG 10-009, a. 146.

147. Where a trip entails meal expenses or accommodation expenses, the reimbursement of expenses must be agreed upon with the customer before departure.

RCG 10-009, a. 147.

148. If the taximeter is not turned on, the trip is worth the amount set in the schedule for the pickup only or, if the taximeter is turned on during the trip, the fare shown on the taximeter for the fraction of the distance covered.

RCG 10-009, a. 148.

149. If the taximeter becomes defective during the trip, the driver and the customer must agree on the fare, which should correspond to the fare calculated by odometer.

The driver may not make another trip before having the taximeter repaired or replaced.

RCG 10-009, a. 149.

150. The rate schedule applicable to a trip partly beyond the area for which the permit is issued is the same as the one used within the area.

RCG 10-009, a. 150.

151. No driver may, while a taxi is in operation, solicit a person for the purpose of remunerated transportation.

RCG 10-009, a. 151.

152. No sale and no form of solicitation for commercial purposes may be made while a taxi is in operation.

RCG 10-009, a. 152.

RCG 10-009/38

153. No holder of a limousine service taxi owner's permit may install a domelight on the taxi or equip it with a taximeter or similar meter.

RCG 10-009, a. 153.

154. A limousine or a "de grand luxe" limousine is made available to a customer, under this section, where, at his request, the limousine or the "de grand luxe" limousine leaves the place where it is parked. However, the trip begins when the customer boards the limousine or the "de grand luxe" limousine.

RCG 10-009, a. 154.

155. A driver, while waiting for a fare, may park a limousine or a "de grand luxe" limousine only at the place it is usually parked for storing or maintenance, or at a private stand on the territory of an airport.

RCG 10-009, a. 155.

CHAPTER IV

TAXI TRANSPORTATION SERVICE INTERMEDIARY

SECTION I

SERVICE INTERMEDIARY'S PERMIT

156. Every service intermediary doing business on the territory of the urban agglomeration of Montréal must hold the appropriate permit issued by the Bureau, depending on the type of services provided.

RCG 10-009, a. 156.

- **157.** A service intermediary's permit is issued by the director on written application and on receipt of the following:
 - (1) proof of payment of fees under the By-law concerning fees of the urban agglomeration of Montréal;
 - (2) proof of incorporation, association, establishment of a cooperative, or registration;
 - (3) a copy of the declaration of business name, if any;
 - (4) the list of directors;
 - (5) a copy of the certificate of occupancy issued by the related municipality where the business establishment is situated, under the applicable urban planning bylaws.

Updated to: October 15, 2015 RCG 10-009/39

However, if the application is to obtain a regular service intermediary's permit or a restricted service intermediary's permit, the following documents must also be produced:

- (1) a copy of the internal management rules in accordance with this by-law;
- (2) a copy of at least 25 duly signed membership agreements, which must be in accordance with article 167;
- (3) the membership list;
- (4) the list of the disciplinary committee members;
- (5) a specimen of all domelight models used by the intermediary.

RCG 10-009, a. 157.

- **158.** Every holder of a service intermediary's permit must:
 - (1) be validly incorporated under the laws of Québec or Canada, and have filed with the Bureau a copy of the instrument of incorporation bearing the names and addresses of board members, or
 - (2) be legally established as a cooperative, and have filed with the Bureau a copy of the incorporating document bearing the names and addresses of board members, or
 - (3) have registered a declaration of business name and filed a copy of the document with the Bureau.

RCG 10-009, a. 158.

159. To obtain, maintain or renew a permit, every holder of a regular service intermediary's permit or of a restricted service intermediary's permit must at all times keep at least 25 members.

For a restricted service intermediary, the maximum number of members is set at 60 and its members must:

- (1) hold a restricted service taxi owner's permit allowing them to operate in any area of the urban agglomeration of Montréal;
- (2) hold a regular service taxi owner's permit whose vehicle was altered to be in accordance with article 44. However, the holder of that taxi owner's permit may only operate in the area indicated on his permit.

RCG 10-009, a. 159.

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160. A service intermediary's permit is issued for a maximum period of one year, ending on May 31 of the year after its issue or its renewal.

The permit is renewable for one year and may be renewed from year to year, in accordance with this by-law.

RCG 10-009, a. 160.

161. A service intermediary's permit is renewed by the director provided the intermediary files with the Bureau, before June 1 of each year, an application in accordance with article 157.

RCG 10-009, a. 161.

162. An intermediary who does not file his renewal application before June 1 must file a new permit application, in accordance with article 157.

RCG 10-009, a. 162.

SECTION II

DISPATCHING OF TRANSPORT REQUESTS

163. Every holder of a service intermediary's permit must dispatch calls, 24 hours a day, 7 days a week. For proper dispatching of transport requests, no calls may be taken by an answering system.

RCG 10-009, a. 163.

164. The dispatching of transport requests by holders of a regular service intermediary's permit or of a restricted service intermediary's permit must be made from their business on area territory.

Every holder of a restricted service intermediary's permit may dispatch transport requests to any member of a restricted service intermediary.

RCG 10-009, a. 164.

165. In case of absolute necessity, a service intermediary may be authorized by the Bureau to dispatch his calls from a place other than his business establishment for an initial period of 15 days. If the situation persists, the Bureau may issue a new authorization for an additional period of 15 days. Such authorizations may in no case exceed 30 days.

RCG 10-009, a. 165.

SECTION III

REGISTER

- **166.** Every holder of a service intermediary's permit must keep and maintain a register or a record, as the case may be, of all transport requests received, containing the following information:
 - (1) the date and time of transport request;
 - (2) the address where the vehicle is required;
 - (3) the number of the vehicle assigned;
 - (4) the outcome of the transport request.

The information or documents must be kept for 12 months after their entry, and be sent to the Bureau on request.

RCG 10-009, a. 166.

SECTION IV

MEMBERSHIP CONTRACT AND MEMBERS

- **167.** Every holder of a regular service intermediary's permit or of a restricted service intermediary's permit must provide the Bureau, for approval, with a copy of its membership contract, containing the following information:
 - (1) the last name and first name of the member;
 - (2) the name and business establishment of the service intermediary;
 - (3) the name of the person signing on behalf of the service intermediary;
 - (4) the commitment of the member to abide by the internal management rules of the service intermediary;
 - (5) space to enter the effective date of the contract;
 - (6) the signature of parties.

RCG 10-009, a. 167.

- **168.** Every holder of a regular service intermediary's permit or of a restricted service intermediary's permit must provide the Bureau, before May 1 of every year, with an up-to-date membership list, containing the following information:
 - (1) the member's last name, first name, address and telephone number;

- (2) the validation sticker number issued by the Bureau;
- (3) the vehicle's licence plate number;
- (4) the radio licence number issued by Industry Canada.

RCG 10-009, a. 168.

169. In addition, every holder of a restricted service intermediary's permit must notify the Bureau of any modifications to its membership list within 72 hours of the modification. He must also provide, at the director's request, the list of members offering shared passenger transportation services under section 7 of the Act.

RCG 10-009, a. 169.

SECTION V

INTERNAL MANAGEMENT AND DISCIPLINE

- **170.** Every holder of a regular service intermediary's permit or of a restricted service intermediary's permit must adopt and maintain in force internal management rules containing:
 - (1) member eligibility requirements;
 - (2) the conditions of employment of drivers, as the case may be;
 - (3) the standards to be met by members;
 - (4) the applicable sanctions;
 - (5) the establishment of a disciplinary committee of 3 members, and its powers;
 - (6) the disciplinary procedure, namely:
 - (a) complaint procedure;
 - (b) the obligation of advance notice to a member for a disciplinary offence;
 - (c) the right of members to be heard by the disciplinary committee in the case of an accusation;
 - (d) the obligation of the disciplinary committee to justify its decisions;
 - (7) the content of member records;

Updated to: October 15, 2015 RCG 10-009/43

(8) the management of member records.

RCG 10-009, a. 170.

171. Every holder of a regular service intermediary's permit or of a restricted service intermediary's permit must provide the Bureau with a copy of its internal management rules and of any change in the makeup of the disciplinary committee within 10 days of their adoption by the intermediary.

RCG 10-009, a. 171.

- **172.** Every holder of a regular service intermediary's permit or of a restricted service intermediary's permit must:
 - (1) establish a disciplinary committee of 3 members, responsible for the application of internal management rules;
 - (2) send the Bureau the membership list of the disciplinary committee;
 - (3) notify the Bureau of any change in composition of the disciplinary committee within 10 days of any change.

RCG 10-009, a. 172.

173. All members of the disciplinary committee of a regular service intermediary or of a restricted service intermediary must, before their appointment, take a training course, at the intermediary's expense, given by the Bureau or an agent.

No person may be a member of a disciplinary committee without holding a certificate of training issued by the Bureau, in accordance with this by-law.

RCG 10-009, a. 173.

- **174.** The disciplinary committee of a regular service intermediary or of a restricted service intermediary must, for each disciplinary file:
 - (1) ensure that the complaint is written and signed;
 - (2) ensure that a written notice to appear, with a description of the offence, was sent to the member before the hearing;
 - (3) allow a member to be heard;
 - (4) justify its decision;
 - (5) ensure that the names of members having rendered a decision are entered in block letters and that the decision is signed by each member;

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(6) be in accordance with internal management rules when a sanction is imposed.

RCG 10-009, a. 174.

- 175. Every holder of a regular service intermediary's permit or of a restricted service intermediary's permit service must keep up-to-date files of its members or drivers, containing the following information:
 - (1) the member's last name, first name, address, and telephone number;
 - (2) a photo of the member;
 - (3) the driver's permit number;
 - (4) the validation sticker number issued by the Bureau;
 - (5) any written and signed complaint received about the member;
 - (6) the notice of hearing addressed to the member after filing of a complaint;
 - (7) the decision of the disciplinary committee, with reasons;
 - (8) the sanction imposed, if any;
 - (9) the membership agreement signed by the member.

RCG 10-009, a. 175.

176. When the director or an inspector requests a member's file, the holder of a regular service intermediary's permit or of a restricted service intermediary's permit must submit a copy of that file.

RCG 10-009, a. 176.

177. Every holder of a regular service intermediary's permit or of a restricted service intermediary's permit must keep a complete file on every member, until the end of a 2-year period after a member's dismissal or expulsion.

RCG 10-009, a. 177.

178. Every holder of a service intermediary's permit who signs a transportation contract with a firm for the transportation of persons must abide by the basic rates set by the Commission or filed with the Commission.

RCG 10-009, a. 178.

179. The rates relating to a service offer signed by a regular service intermediary or a restricted service intermediary must be submitted to the Bureau at the written request of the director or an inspector within 48 hours.

RCG 10-009, a. 179.

180. No holder of a service intermediary's permit may tip or allow one of its members or drivers to tip anyone in exchange for a trip.

RCG 10-009, a. 180.

181. Every service intermediary must notify the Bureau, in writing, within 10 days, of any change in one of the conditions referred to in articles 157, 158, 159 and 167 of this bylaw.

RCG 10-009, a. 181.

SECTION VI

CONDITION OF VEHICLES

182. Every regular service intermediary or restricted service intermediary must ensure that the taxis of members are in accordance with the law and regulations.

RCG 10-009, a. 182.

183. Every restricted service intermediary must check every month the condition of the vehicles of members to ensure that members do not operate their vehicles contrary to article 51. The intermediary must, the first day of each month, provide the Bureau with a list of vehicles inspected.

RCG 10-009, a. 183.

CHAPTER V

NOTICES

184. A police officer or an inspector who notices an offence under articles 32, 51 or 98 may notify the holder of a taxi owner's permit or the taxi driver that the necessary corrections must be made within 72 hours.

RCG 10-009, a. 184.

CHAPTER VI

ORDINANCES

185. The executive committee may, by ordinance, determine:

RCG 10-009/46 Updated to: October 15, 2015

- (1) the standards to be maintained for a domelight identified with a restricted service intermediary, and that is affixed to a vehicle bearing advertising;
- (2) the standards to be maintained for a domelight identified with a restricted service intermediary, and that is affixed to a vehicle without advertising;
- (3) any ecological program with which a vehicle used by the holder of a regular or restricted service taxi owner's permit must comply.

RCG 10-009, a. 185.

CHAPTER VII

PENALTIES

186. Any person who contravenes a provision of this by-law is guilty of an offence and is liable to a fine under chapter XIII of the Act for the same type of offence. If the same type of offence is not provided for in the Act, section 115 of the Act applies.

RCG 10-009, a. 186.

CHAPTER VIII

TRANSITIONAL AND FINAL PROVISIONS

187. Despite article 23 and 24, every holder of a restricted service taxi owner's permit on the coming into force of this by-law may continue using a domelight in accordance with the By-law concerning taxi transportation (RCG 08-022), in force on March 30, 2010, for no more than 2 years from the coming into force of this by-law.

A domelight may only be altered or replaced in accordance with this by-law.

RCG 10-009, a. 187.

188. Despite article 25 to 29, every holder of a regular service taxi owner's permit on the coming into force of this by-law may continue using a domelight in accordance with the By-law concerning taxi transportation (RCG 08-022), in force on March 30, 2010, for no more than 2 years from the coming into force of this by-law.

Such a domelight may only be altered or replaced in accordance with this by-law.

RCG 10-009, a. 188.

189. Every holder of a regular or of a restricted service taxi owner's permit on the coming into force of this by-law must conform with paragraph (1) of article 43 within no more than 2 years of the coming into force of this by-law.

Updated to: October 15, 2015 RCG 10-009/47

However, the holder of a regular service taxi owner's permit or of a restricted service taxi owner's permit may only change his vehicle in accordance with this by-law.

RCG 10-009, a. 189.

190. Every holder of a regular service taxi owner's permit or of a restricted service taxi owner's permit on the coming into force of this by-law must conform with paragraph (2) of article 43 within no more than 4 years of the coming into force of this by-law.

However, the holder of a regular service taxi owner's permit or of a restricted service taxi owner's permit may only change his vehicle in accordance with this by-law.

RCG 10-009, a. 190.

191. This by-law replaces the By-law concerning taxi transportation (RCG 08-022).

RCG 10-009, a. 191.

SCHEDULE A

DOMELIGHT WITH AN ADVERTISING SUPPORT IDENTIFIED WITH A REGULAR SERVICE INTERMEDIARY

SCHEDULE B

DOMELIGHT WITHOUT AN ADVERTISING SUPPORT IDENTIFIED WITH A REGULAR SERVICE INTERMEDIARY

SCHEDULE C

DOMELIGHT WITH AN ADVERTISING SUPPORT NOT IDENTIFIED WITH AN INTERMEDIARY

SCHEDULE D

DOMELIGHT WITHOUT AN ADVERTSISING SUPPORT NOT IDENTIFIED WITH AN INTERMEDIARY

SCHEDULE E

VISUAL SIGNATURE OF THE CITY

SCHEDULE F

MINIMUM CONTENT OF INSPECTION REPORT

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SCHEDULE G

PRESCRIBED TRAINING COURSE FOR NEW TAXI DRIVERS

SCHEDULE H

PRESCRIBED TRAINING COURSE FOR NEW LIMOUSINE DRIVERS

This consolidation of the By-law concerning taxi transportation (RCG 10-009) contains amendments under the following by-laws:

- RCG 10-009-1 By-law amending the By-law concerning taxi transportation (RCG 10-009), adopted at the meeting of September 26, 2013;
- RCG 10-009-2 By-law amending the By-law concerning taxi transportation (RCG 10-009), adopted at the meeting of September 24, 2015.

Updated to: October 15, 2015 RCG 10-009/49

LANTERNON AVEC SUPPORT D'AFFICHAGE PUBLICITAIRE IDENTIFIÉ À UN INTERMÉDIAIRE EN SERVICES RÉGULIERS



POSITION SUR LE VÉHICULE

Le lanternon avec support d'affichage publicitaire doit être centré sur le toit du véhicule, le lanternon dirigé vers l'avant du véhicule.

Le véhicule doit être muni d'une plaque d'ancrage vissée ou aimantée au toit du véhicule pour la fixation avant du support d'affichage publicitaire.

La face avant du lanternon intégré au support publicitaire doit être à une distance supérieure ou égale à 5 cm (2 pouces) du pare-brise avant.

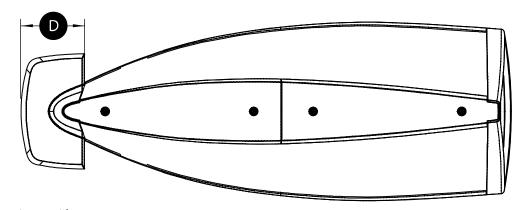
La face arrière du support d'affichage publicitaire ne doit jamais dépasser la limite du pare-brise arrière.



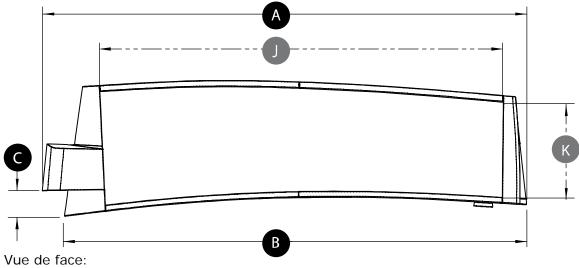


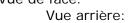
DIMENSIONS ET PROPORTIONS

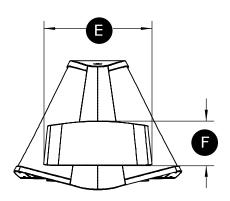
Vue de dessus:

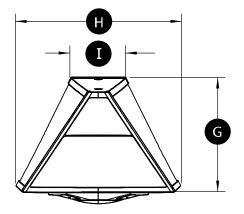


Vue de profil:









Updated to: October 15, 2015

DIMENSIONS ET PROPORTIONS (SUITE)

Mesure no.	Description	Dimensions
А	Longueur hors-tout du module incluant le lanternon	50" (127cm)
В	Dimension à la base du module (surface au toit)	47" (119,5cm)
С	Position en hauteur du lanternon par rapport au toit du véhicule / au bas du support	2.75" (7cm)
D	Profondeur du lanternon	6.5" (16,5cm)
E	Largeur du lanternon	11.625" (29,5cm)
F	Hauteur du lanternon	5" (12,5cm)
G	Hauteur maximale du module incluant le lanternon	12.75" (32,5cm)
Н	Largeur maximale du module incluant le lanternon	18" (45,5cm)
I	Largeur maximale de la surface supérieure du module incluant le lanternon	6" (15cm)
J	Largeur visible de l'espace publicitaire (déployé)	41.5" (105,5cm)
К	Hauteur visible de l'espace publicitaire (déployé)	12" (30,5cm)

Poids total du module incluant le lanternon: 21lbs

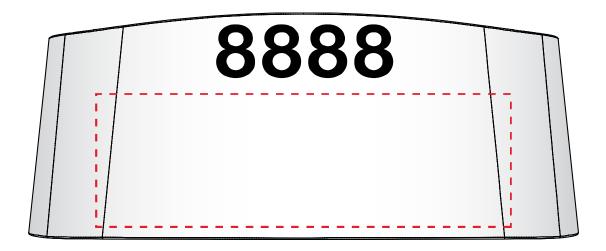
CONTENU GRAPHIQUE

- 1) Face avant du lanternon
- 2) Faces latérales du lanternon
- **3)** Support avant de l'espace publicitaire intégrant l'emplacement pour signature visuelle
- 4) Face arrière du support de l'espace publicitaire
- 5) Espace publicitaire



1) FACE AVANT DU LANTERNON: CONTENU GRAPHIQUE

La face avant d'un lanternon identifié à un intermédiaire en services réguliers doit présenter les éléments graphiques suivants:



Numéro de la vignette d'identification émise par le Bureau du Taxi (4 chiffres):

Lettrage: Helvetica 55 Bold Hauteur: 30mm (1.18")

Couleur: de couleur contrastante par rapport à celle(s) utilisée(s) pour définir

l'identité visuelle de l'intermédiaire

Position: Au-dessus de l'identité visuelle de l'intermédiaire, à une distance

minimum de 6.5mm (0.25") du haut de la face avant du lanternon

Centré verticalement sur le lanternon

Identité visuelle de l'intermédiaire

Couleur: Selon l'identité visuelle de l'intermédiaire Position: Sous le numéro de la vignette d'identification

Centré verticalement sur le lanternon

À une distance minimum de 6.5 mm (0.25") du bas des chiffres du numéro de vignette et une distance minimum de 6.5 mm (0.25") avec le bas et les

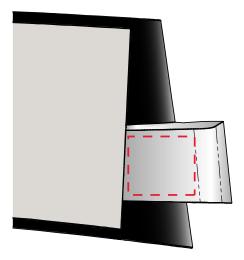
côtés de la face avant du lanternon.

Contenu: - Nom de l'intermédiaire

- Numéro de téléphone à 10 chiffres de l'intermédiaire

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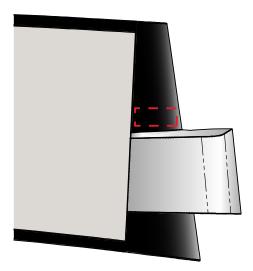
2) FACES LATÉRALES DU LANTERNON: CONTENU GRAPHIQUE



Des pictogrammes illustrant le(s) mode(s) de paiement accepté(s) peuvent apparaître sur les faces latérales du lanternon.

Vue de profil

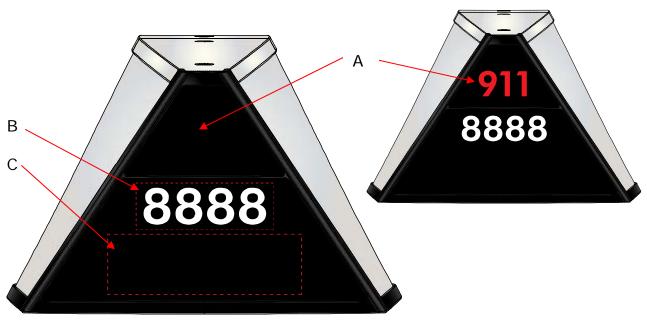
3) EMPLACEMENT DE LA SIGNATURE VISUELLE DE LA VILLE



Vue de profil

La signature visuelle de la Ville doit apparaître sur chaque face latérale du support avant de l'espace publicitaire (se référer à l'annexe E)

4) FACE ARRIÈRE DU SUPPORT ARRIÈRE DE L'ESPACE PUBLICITAIRE: CONTENU GRAPHIQUE



A) Signal 9-1-1:

Lettrage: Helvetica 55 Bold Hauteur: 45mm (1.75")

Couleur: Invisible lorsqu'éteint et rétro-éclairé rouge clignotant lorsqu'activé Position: Au centre de la partie supérieure de la face arrière du support arrière de

l'espace publicitaire - au dessus de la vignette d'identification

B) Numéro de la vignette d'identification émise par le Bureau du Taxi (4 chiffres):

Lettrage: Helvetica 55 Bold Hauteur: 45mm (1.75") Couleur: Blanc rétro-éclairé

Position: Centré horizontalement et verticalement sur la face arrière du support

arrière de l'espace publicitaire.

C) Nom de l'intermédiaire en services réguliers

Couleur: Blanc rétro-éclairé

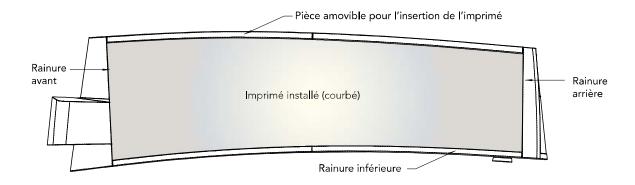
Position: Centré horizontalement entre le bas du support et le numéro de vignette

Centré verticalement sur la face arrière du support arrière de l'espace

publicitaire.

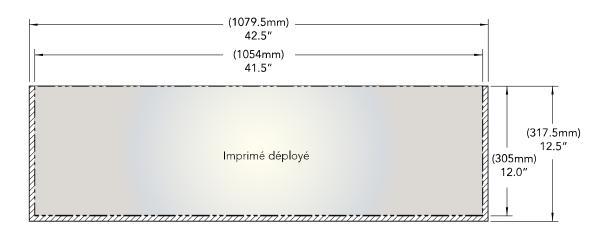
5) SUPPORT D'AFFICHAGE PUBLICITAIRE - DIMENSIONS

La pièce installée sur le dessus du module est amovible pour permettre l'insertion de l'imprimé. Sécurisée par 4 vis, elle maintient l'imprimé en place.



Le visuel doit être imprimé jusqu'aux limites du support mais les bordures illustrées ci-dessous (12.7mm (1/2") au bas et de chaque côté) sont cachées par les rainures du module (avant, arrière et inférieure).

Matériel utilisé: polystyrène blanc translucide en feuille 0.5mm (0.0175")



Dimensions du visuel imprimé : 1079.5mm largeur x 317.5mm hauteur (42.5" x 12.5")



Zone visible (rétro-éclairée) : 1054mm largeur x 305mm hauteur (41.5" x 12")

LANTERNON SANS SUPPORT D'AFFICHAGE PUBLICITAIRE IDENTIFIÉ À UN INTERMÉDIAIRE EN SERVICES RÉGULIERS

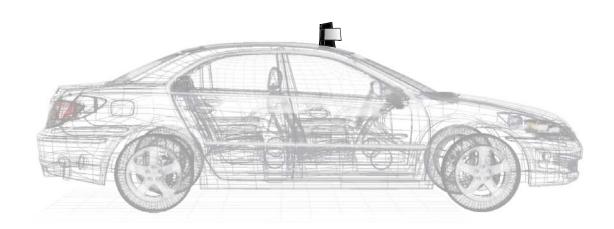


POSITION SUR LE VÉHICULE

Le lanternon doit être centré sur le toit du véhicule, le lanternon dirigé vers l'avant du véhicule.

Le véhicule doit être muni d'une plaque d'ancrage vissée ou aimantée au toit du véhicule pour la fixation du lanternon.

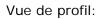
La face avant du lanternon doit être à une distance supérieure ou égale à 5 cm (2 pouces) du pare-brise avant.

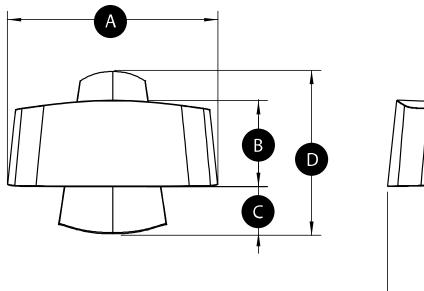


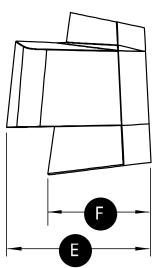
Updated to: October 15, 2015

DIMENSIONS ET PROPORTIONS

Vue de face:





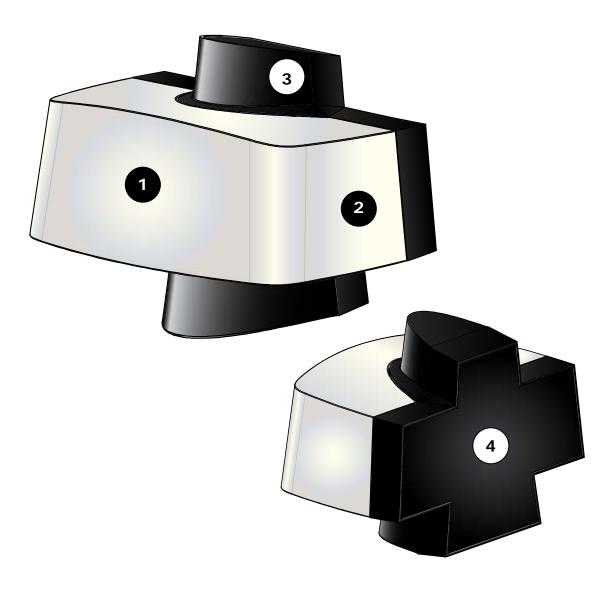


Mesure no.	Description	Dimensions
А	Largeur maximale du module avec lanternon	11.625" (29,5cm)
В	Hauteur du lanternon	5" (12,5cm)
С	Position en hauteur du lanternon par rapport au toit du véhicule / au bas du support	2.75" (7cm)
D	Hauteur maximale du module avec lanternon	9.5" (24cm)
Е	Profondeur maximale du module avec lanternon	8" (20,5cm)
F	Dimension à la base du module (surface au toit)	5.75" (14,5cm)

Poids total du module avec lanternon: 2.8 lbs

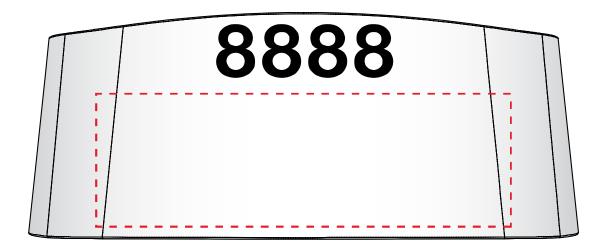
CONTENU GRAPHIQUE

- 1) Face avant du lanternon
- 2) Faces latérales du lanternon
- 3) Pièce de support intégrant l'emplacement pour signature visuelle
- 4) Face arrière du support du lanternon



1) FACE AVANT DU LANTERNON: CONTENU GRAPHIQUE

La face avant d'un lanternon identifié à un intermédiaire en services réguliers doit présenter les éléments graphiques suivants:



Numéro de la vignette d'identification émise par le Bureau du Taxi (4 chiffres):

Lettrage: Helvetica 55 Bold Hauteur: 30mm (1.18")

Couleur: de couleur contrastante par rapport à celle(s) utilisée(s) pour définir

l'identité visuelle de l'intermédiaire

Position: Au-dessus de l'identité visuelle de l'intermédiaire, à une distance

minimum de 6.5mm (0.25") du haut de la face avant du lanternon

Centré verticalement sur le lanternon

Identité visuelle de l'intermédiaire

Couleur: Selon l'identité visuelle de l'intermédiaire Position: Sous le numéro de la vignette d'identification

Centré verticalement sur le lanternon

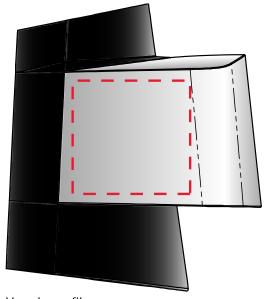
À une distance minimum de 6.5mm (0.25") du bas des chiffres du numéro de vignette et une distance minimum de 6.5mm (0.25") avec le bas et les

côtés de la face avant du lanternon.

Contenu: - Nom de l'intermédiaire

- Numéro de téléphone à 10 chiffres de l'intermédiaire

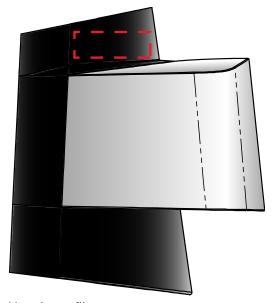
2) FACES LATÉRALES DU LANTERNON: CONTENU GRAPHIQUE



Des pictogrammes illustrant le(s) mode(s) de paiement accepté(s) peuvent apparaître sur les faces latérales du lanternon.

Vue de profil

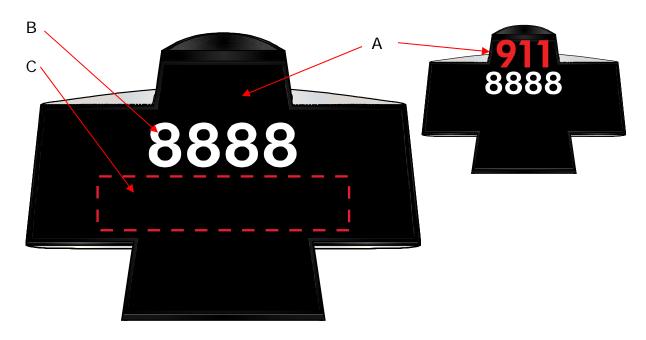
3) EMPLACEMENT DE LA SIGNATURE VISUELLE DE LA VILLE



Vue de profil

La signature visuelle de la Ville doit apparaître sur chaque face latérale de la pièce de support au-dessus du lanternon (se référer à l'annexe E)

4) FACE ARRIÈRE DU SUPPORT DU LANTERNON: CONTENU GRAPHIQUE



A) Signal 9-1-1:

Lettrage: Helvetica 55 Bold Hauteur: 44.5mm (1.75")

Couleur: Invisible lorsqu'éteint et rétro-éclairé rouge clignotant lorsqu'activé

Position: Au centre de la partie supérieure de la face arrière du support du lanternon

- au dessus de la vignette d'identification

B) Numéro de la vignette d'identification émise par le Bureau du Taxi (4 chiffres):

Lettrage: Helvetica 55 Bold Hauteur: 32mm (1.25") Couleur: Blanc rétro-éclairé

Position: Dans le haut de la partie centrale de la face arrière du support du lanternon.

Centré verticalement sur la face arrière du support du lanternon.

C) Nom de l'intermédiaire en services réguliers

Couleur: Blanc rétro-éclairé

Position: Dans le bas de la partie centrale de la face arrière du support du lanternon.

Centré verticalement sur la face arrière du support du lanternon.

LANTERNON AVEC SUPPORT D'AFFICHAGE PUBLICITAIRE NON-IDENTIFIÉ À UN INTERMÉDIAIRE



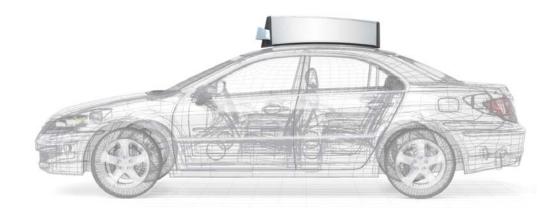
POSITION SUR LE VÉHICULE

Le lanternon avec support d'affichage publicitaire doit être centré sur le toit du véhicule, le lanternon dirigé vers l'avant du véhicule.

Le véhicule doit être muni d'une plaque d'ancrage vissée ou aimantée au toit du véhicule pour la fixation avant du support d'affichage publicitaire.

La face avant du lanternon intégré au support publicitaire doit être à une distance supérieure ou égale à 5 cm (2 pouces) du pare-brise avant.

La face arrière du support d'affichage publicitaire ne doit jamais dépasser la limite du pare-brise arrière.

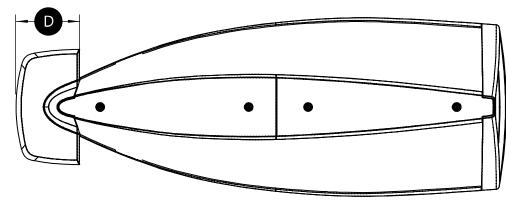




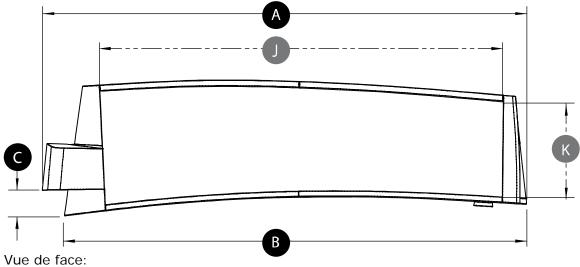
Updated to: October 15, 2015

DIMENSIONS ET PROPORTIONS

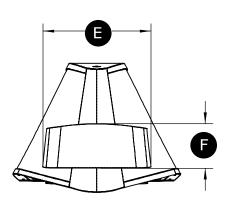
Vue de dessus:

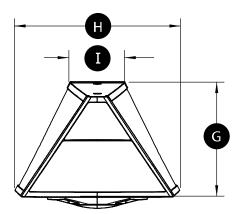


Vue de profil:



Vue de l'ace. Vue arrière:





ANNEXE C

DIMENSIONS ET PROPORTIONS (SUITE)

Mesure no.	Description	Dimensions
А	Longueur hors-tout du module incluant le lanternon	50" (127cm)
В	Dimension à la base du module (surface au toit)	47" (119,5cm)
С	Position en hauteur du lanternon par rapport au toit du véhicule / au bas du support	2.75" (7cm)
D	Profondeur du lanternon	6.5" (16,5cm)
E	Largeur du lanternon	11.625" (29,5cm)
F	Hauteur du lanternon	5" (12,5cm)
G	Hauteur maximale du module incluant le lanternon	12.75" (32,5cm)
Н	Largeur maximale du module incluant le lanternon	18" (45,5cm)
I	Largeur maximale de la surface supérieure du module incluant le lanternon	6" (15cm)
J	Largeur visible de l'espace publicitaire (déployé)	41.5" (105,5cm)
К	Hauteur visible de l'espace publicitaire (déployé)	12" (30,5cm)

Poids total du module incluant le lanternon: 21lbs

Updated to: October 15, 2015

CONTENU GRAPHIQUE

- 1) Face avant du lanternon
- 2) Faces latérales du lanternon
- **3)** Support avant de l'espace publicitaire intégrant l'emplacement pour signature visuelle
- 4) Face arrière du support de l'espace publicitaire
- **5)** Espace publicitaire



1) FACE AVANT DU LANTERNON: CONTENU GRAPHIQUE

La face avant d'un lanternon non-identifié à un intermédiaire en services réguliers doit présenter les éléments graphiques suivants:



Bande noire supérieure

Hauteur: Le bas de la bande supérieure doit être à une distance de 83mm (3.25")

du bas du lanternon

Position: appliquée dans le haut du lanternon sur toutes ses faces visibles

Bande noire inférieure

Hauteur: 19mm (0.75")

Position: appliquée dans le bas du lanternon sur toutes ses faces visibles

Numéro de la vignette d'identification émise par le Bureau du Taxi (4 chiffres):

Lettrage: Helvetica 55 Bold Hauteur: 30mm (1.18")

Couleur: Blanc (matériau du lanternon)

Position: Centré horizontalement dans la bande noire supérieure

Centré verticalement sur le lanternon

Mention "TAXI"

Lettrage: Helvetica 55 Bold tout en majuscules

Hauteur: 45mm (1.75")

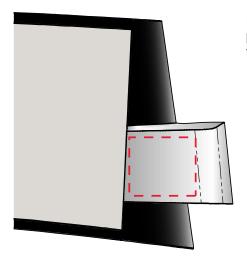
Couleur: Noir

Position: Centré horizontalement entre les bandes noires

Centré verticalement sur le lanternon

Updated to: October 15, 2015

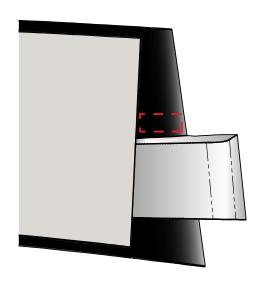
2) FACES LATÉRALES DU LANTERNON: CONTENU GRAPHIQUE



Des pictogrammes illustrant le(s) mode(s) de paiement accepté(s) peuvent apparaître sur les faces latérales du lanternon.

Vue de profil

3) EMPLACEMENT DE LA SIGNATURE VISUELLE DE LA VILLE

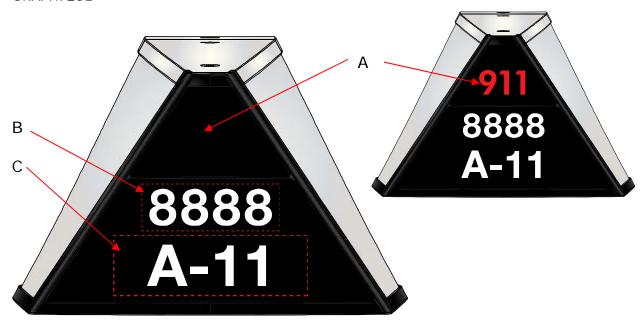


Vue de profil

La signature visuelle de la Ville doit apparaître sur chaque face latérale du support avant de l'espace publicitaire (se référer à l'annexe E)

ANNEXE C

4) FACE ARRIÈRE DU SUPPORT ARRIÈRE DE L'ESPACE PUBLICITAIRE: CONTENU GRAPHIQUE



A) Signal 9-1-1:

Lettrage: Helvetica 55 Bold Hauteur: 45mm (1.75")

Couleur: Invisible lorsqu'éteint et rétro-éclairé rouge clignotant lorsqu'activé Position: Au centre de la partie supérieure de la face arrière du support arrière de

l'espace publicitaire - au dessus de la vignette d'identification

B) Numéro de la vignette d'identification émise par le Bureau du Taxi (4 chiffres):

Lettrage: Helvetica 55 Bold Hauteur: 45mm (1.75") Couleur: Blanc rétro-éclairé

Position: Centré horizontalement et verticalement sur la face arrière du support

arrière de l'espace publicitaire.

C) Code alphanumérique de l'agglomération

Lettrage: Helvetica 55 Bold tout en majuscules

Hauteur: 38 à 51mm (1.5" à 2.0") Couleur: Blanc rétro-éclairé

Position: Centré horizontalement entre le bas du support et le numéro de vignette

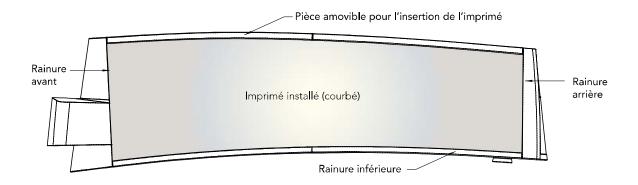
Centré verticalement sur la face arrière du support arrière de l'espace

publicitaire.

ANNEXE C

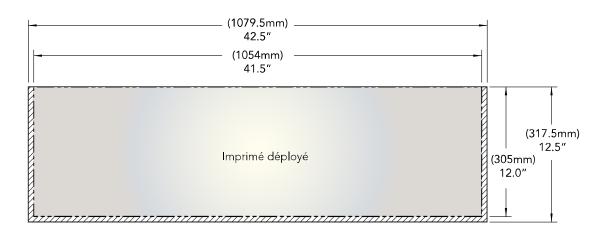
5) SUPPORT D'AFFICHAGE PUBLICITAIRE - DIMENSIONS

La pièce installée sur le dessus du module est amovible pour permettre l'insertion de l'imprimé. Sécurisée par 4 vis, elle maintient l'imprimé en place.



Le visuel doit être imprimé jusqu'aux limites du support mais les bordures illustrées ci-dessous (12.7mm (1/2") au bas et de chaque côté) sont cachées par les rainures du module (avant, arrière et inférieure).

Matériel utilisé: polystyrène blanc translucide en feuille 0.5mm (0.0175")



Dimensions du visuel imprimé : 1079.5mm largeur x 317.5mm hauteur (42.5" x 12.5")



Zone visible (rétro-éclairée) : 1054mm largeur x 305mm hauteur (41.5" x 12")

ANNEXE D

LANTERNON SANS SUPPORT D'AFFICHAGE PUBLICITAIRE NON-IDENTIFIÉ À UN INTERMÉDIAIRE

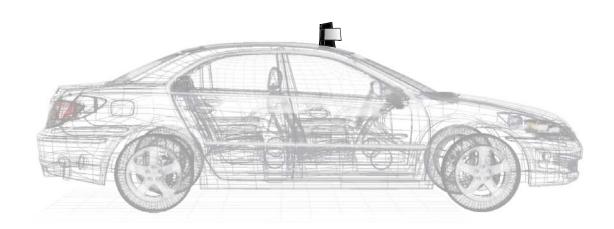


POSITION SUR LE VÉHICULE

Le lanternon doit être centré sur le toit du véhicule, le lanternon dirigé vers l'avant du véhicule.

Le véhicule doit être muni d'une plaque d'ancrage vissée ou aimantée au toit du véhicule pour la fixation du lanternon.

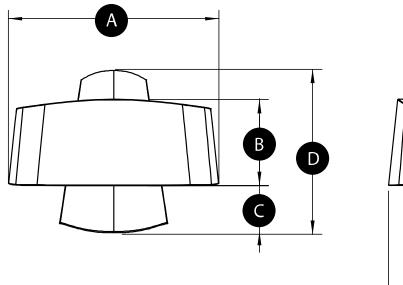
La face avant du lanternon doit être à une distance supérieure ou égale à 5 cm (2 pouces) du pare-brise avant.

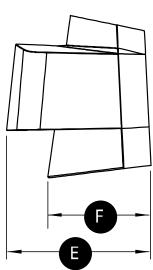


DIMENSIONS ET PROPORTIONS

Vue de face:

Vue de profil:



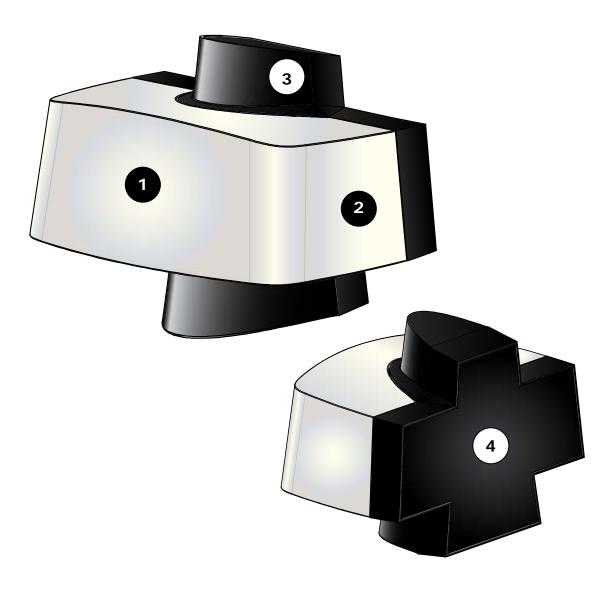


Mesure no.	Description	Dimensions
А	Largeur maximale du module avec lanternon	11.625" (29,5cm)
В	Hauteur du lanternon	5" (12,5cm)
С	Position en hauteur du lanternon par rapport au toit du véhicule / au bas du support	2.75" (7cm)
D	Hauteur maximale du module avec lanternon	9.5" (24cm)
Е	Profondeur maximale du module avec lanternon	8" (20,5cm)
F	Dimension à la base du module (surface au toit)	5.75" (14,5cm)

Poids total du module avec lanternon: 2.8 lbs

CONTENU GRAPHIQUE

- 1) Face avant du lanternon
- 2) Faces latérales du lanternon
- 3) Pièce de support intégrant l'emplacement pour signature visuelle
- 4) Face arrière du support du lanternon



1) FACE AVANT DU LANTERNON: CONTENU GRAPHIQUE

La face avant d'un lanternon non-identifié à un intermédiaire doit présenter les éléments graphiques suivants:



Bande noire supérieure

Hauteur: Le bas de la bande supérieure doit être à une distance de 83mm (3.25")

du bas du lanternon

Position: appliquée dans le haut du lanternon sur toutes ses faces visibles

Bande noire inférieure

Hauteur: 19mm (0.75")

Position: appliquée dans le bas du lanternon sur toutes ses faces visibles

Numéro de la vignette d'identification émise par le Bureau du Taxi (4 chiffres):

Lettrage: Helvetica 55 Bold Hauteur: 30mm (1.18")

Couleur: Blanc (matériau du lanternon)

Position: Centré horizontalement dans la bande noire supérieure

Centré verticalement sur le lanternon

Mention "TAXI"

Lettrage: Helvetica 55 Bold tout en majuscules

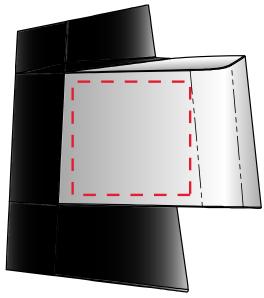
Hauteur: 45mm (1.75")

Couleur: Noir

Position: Centré horizontalement entre les bandes noires

Centré verticalement sur le lanternon

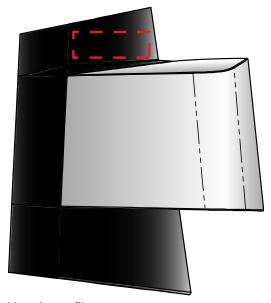
2) FACES LATÉRALES DU LANTERNON: CONTENU GRAPHIQUE



Des pictogrammes illustrant le(s) mode(s) de paiement accepté(s) peuvent apparaître sur les faces latérales du lanternon.

Vue de profil

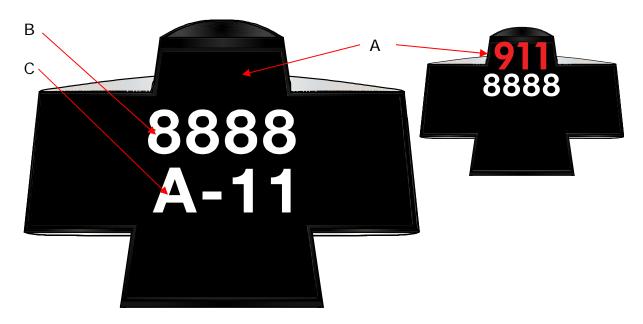
3) EMPLACEMENT DE LA SIGNATURE VISUELLE DE LA VILLE



Vue de profil

La signature visuelle de la Ville doit apparaître sur chaque face latérale de la pièce de support au-dessus du lanternon (se référer à l'annexe E)

4) FACE ARRIÈRE DU SUPPORT DU LANTERNON: CONTENU GRAPHIQUE



A) Signal 9-1-1:

Lettrage: Helvetica 55 Bold Hauteur: 44.5mm (1.75")

Couleur: Invisible lorsqu'éteint et rétro-éclairé rouge clignotant lorsqu'activé

Position: Au centre de la partie supérieure de la face arrière du support du lanternon

- au dessus de la vignette d'identification

B) Numéro de la vignette d'identification émise par le Bureau du Taxi (4 chiffres):

Lettrage: Helvetica 55 Bold Hauteur: 32mm (1.25") Couleur: Blanc rétro-éclairé

Position: Dans le haut de la partie centrale de la face arrière du support du lanternon.

Centré verticalement sur la face arrière du support du lanternon.

C) Code alphanumérique de l'agglomération

Lettrage: Helvetica 55 Bold tout en majuscules

Hauteur: 32mm (1.25") Couleur: Blanc rétro-éclairé

Position: Dans le bas de la partie centrale de la face arrière du support du lanternon.

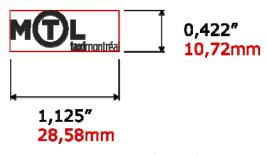
Centré verticalement sur la face arrière du support du lanternon.

ANNEXE E

SIGNATURE VISUELLE DE LA VILLE DE MONTREAL

La signature visuelle de la Ville doit être fixée de façon permanente et être lisible en tout temps. Elle doit être apposée par le Bureau.

1) SIGNATURE FIGURANT SUR LES FACES LATÉRALES DU LANTERNON :



Hauteur: 10,72mm (0,422") Largeur: 28,58mm (1.125")

Couleur: blanc

Position: sur chaque face latérale du support du lanternon ou du support avant de l'espace

publicitaire, au-dessus du lanternon.

2) SIGNATURE FIGURANT SUR LES AILES ARRIÈRES DU VÉHICULE :



Hauteur: 76,2mm (3") Largeur: 203,2mm (8")

Couleur: de la couleur déterminée par le Bureau et avec encre réfléchissante

Position: sur chaque aile arrière du véhicule.

Note: Les encadrés entourant la signature visuelle n'en font pas partie ; leur seul objet est de démontrer les dimensions hors tout de la signature devant être apposée sur le lanternon et les ailes arrières du véhicule.

ANNEXE F

CONTENU MINIMAL DU RAPPORT DE VÉRIFICATION

Lors de la vérification avant départ effectuée en application de l'article 51 de la Loi, le chauffeur d'un taxi, d'une limousine et d'une limousine de grand luxe doit vérifier visuellement ou, selon le cas, auditivement, les éléments suivants :

- I. Le niveau du liquide de freinage, lequel ne doit jamais être sous le niveau indiqué par le fabricant ou, à défaut d'indication, à moins de 10 mm au-dessous du col de l'orifice de remplissage.
- II. Le frein de stationnement dont le mécanisme d'application doit être activé à quelques reprises afin d'évaluer le libre fonctionnement de ses câbles, sa conformité à l'égard de l'immobilisation du véhicule et l'activation d'un indicateur lumineux, situé sur le tableau de bord, qui s'allume ou s'éteint selon que ce frein est appliqué ou relâché.
- III. Les phares, les feux et les indicateurs du véhicule dont notamment les phares de croisement ainsi que les feux de direction, de détresse et de position qui doivent être opérationnels.
- IV. Les pneus, qui ne doivent révéler aucun point d'usure, de fissure, de coupure ou de déchirure exposant la toile de renforcement ou la ceinture d'acier ni ne présenter de renflement ou de déformation anormale, ni être affectés d'une matière ou d'un objet, logé dans la bande de roulement ou dans le flanc, pouvant causer une crevaison.
- V. Le klaxon, qui doit fonctionner adéquatement selon les normes du fabricant.
- VI. Les essuie-glaces et le niveau de lave-glace doivent permettre un fonctionnement efficace;
- VII. Une description des équipements standards manquants ou détériorés.
- VIII. Une description de la surface extérieure (endommagée par les avaries, l'usure, la rouille ou autre réaction corrosive, ou en état de réparation), s'il y a lieu.
- IX. Une description de la surface intérieure (endommagée ou maculée), s'il y a lieu.

Χ.	Une description de la propreté intérieure et extérieure du véhicule ainsi que du compartiment à bagages.

ANNEXE G

CONTENU DU COURS DE FORMATION PRESCRIT POUR LES NOUVEAUX CHAUFFEURS DE TAXI

- I. Identifier les sources de travail
- II. Acquitter ses obligations financières
- III. Calculer les données de ses opérations
- IV. Interpréter le cadre juridique
- V. Planifier son quart de travail
- VI. Organiser son véhicule
- VII. Communiquer des informations
- VIII. Identifier le trajet
- IX. Effectuer le service
- X. Offrir un service client
- XI. Remettre le véhicule en condition de conduite
- XII. Balancer sa caisse

Une période additionnelle de 90 heures de cours doit être consacrée à l'étude de la toponymie du territoire de l'agglomération de Montréal, pour un total de 150 heures.

ANNEXE H

CONTENU DU COURS DE FORMATION PRESCRIT POUR LES NOUVEAUX CHAUFFEURS DE LIMOUSINE

- I. Aptitudes requises pour devenir chauffeur d'une limousine
- II. Interpréter le cadre juridique
- III. Communiquer avec la clientèle
- IV. Conduire un véhicule de plus de 340 cm d'empattement
- V. Localisation des principaux attraits touristiques
- VI. Utilisation de cartes routières, d'indicateurs, de guides ou de GPS
- VII. Effectuer différents services à partir des aéroports, de déplacements sur instructions ou lors d'occasions spéciales

Une période de 60 heures de cours doit être consacrée à cette formation.