

## **SCHEDULE "G" - BROKERS**

### **LICENCE APPLICATIONS, DUTIES, PROHIBITIONS**

#### **1.0 LICENCE APPLICATIONS AND RENEWALS**

1.1 Every Applicant for a Broker Licence shall:

- (a) if the Applicant is an individual, attend at the office of the Licence Manager in person and complete a written application for such Licence;
- (b) if the Applicant is a partnership, have a partner attend at the office of the Licence Manager in person and complete a written application for such Licence;
- (c) if the Applicant is a corporation, have an officer or director of the corporation having signing authority attend at the office of the Licence Manager in person and complete a written application for such Licence;
- (d) if the Applicant is an individual, hold a valid Cab Driver Licence;
- (e) if the Applicant is a partnership, have each partner hold a valid Cab Driver Licence;
- (f) if the Applicant is a corporation, have an officer of the corporation hold a valid Cab Driver Licence;
- (g) if the Applicant is a partnership, have each partner submit to the Licence Manager a CIR from the London Police Services dated not later than 60 days prior to the application for a Licence;
- (h) If the Applicant is a corporation have each director submit to the Licence Manager a CIR from the London Police Services dated not later than 60 days prior to the application for a Licence;
- (i) file with Licence Manager:
  - (i) proof that the premises from which he or she intends to carry on business as a Broker are within the Municipality, are appropriately zoned and will continue to be so located and zoned throughout the term of the Licence; and
  - (ii) proof that the Applicant has a system for receiving Orders and Dispatching City Plated Vehicles in his or her Fleet and that the system will not interfere with any other Broker, Owner or Fleet; and
- (j) comply with all of the provisions of this By-law.

#### **2.0 BROKER'S DUTIES**

2.1 Every Broker shall:

- (a) keep a record of all Owners associated with the Broker including: the make, model and VIN for each vehicle, the Owner's name and contact information, and a copy of the Owner's Licence;
- (b) ensure that every Driver or Owner in association with the Broker complies with this By-law, including being Licensed;
- (c) maintain an accurate record for at least 12 months, of all Orders for each Cab, Accessible Cab, Limousine and Group Transportation Vehicle Dispatched, including the following information:
  - (i) the Owner Licence number;
  - (ii) the Driver's name and Driver Licence number;
  - (iii) the date and time of Dispatch;
  - (iv) the address to which the vehicle is Dispatched;
  - (v) the time of arrival at pick up for all Trips; and

- (vi) the time of arrival at the destination for all Trips; and
  - (vii) the fare charged for all Trips; and
  - (viii) geographic routing of all Trips taken;
- (d) inspect each Cab, Accessible Cab, Limousine and Group Transportation Vehicle Operated in association with the Broker prior to each period of continuous Operation or shift, ensuring that the vehicles are clean, mechanically operational, properly equipped and identified in accordance with this By-law;
  - (e) carry on the Brokerage 24 hours a day, 7 days of the week during the term of the Broker Licence;
  - (f) upon request, inform a passenger of the anticipated length of time for a vehicle to arrive at the pick-up location;
  - (g) before accepting an Order, inform the person who has made the Order of the anticipated length of time of any delay, due the volume of Orders, for a vehicle to arrive at the pick-up location;
  - (h) notify the Licence Manager within 72 hours of any addition to or deletion of an Owner from the Fleet;
  - (i) when Dispatching Accessible Cabs:
    - (i) give priority for Conveyance Service for Persons with Disabilities over persons without disabilities; and
    - (ii) record the number of Trips each Accessible Cab has made for Persons with Disabilities and persons without disabilities;
  - (j) ensure that each Cab, Accessible Cab, Limousine and Group Transportation Vehicle in his or her Fleet is equipped to accept credit card and debit card payments; and
  - (k) ensure that each Cab, Accessible Cab, Limousine and Group Transportation Vehicle in his or her Fleet is equipped with a fully functioning global positioning system that:
    - (i) is approved by the Licence Manager;
    - (ii) is capable of tracking and locating the position of the vehicle;
    - (iii) includes a vehicle location system;
    - (iv) is equipped with an emergency call button; and
    - (v) is fully operational at all times when the vehicle is available for or providing a Conveyance Service.

### **3.0 BROKER'S PROHIBITIONS**

#### **3.1 No Licensed Broker shall:**

- (a) Dispatch any Driver who is not Licensed;
- (b) Dispatch any Driver who is Operating a Cab, Accessible Cab, Limousine or Group Transportation Vehicle whose Owner is not Licensed;
- (c) require any Driver to accept any Order which is not in accordance with the appropriate Fare as set out in Schedule "I" to this By-law;
- (d) enter into an agreement for the provision of Brokerage services with a Driver or Owner who is already affiliated with another Broker; and
- (e) accept any Order or Dispatch any Driver where:
  - (i) the Order is for an illegal service under this By-law, any other by-law or provincial or federal legislation; or
  - (ii) the Fare is less than that prescribed by this By-law.