



Vehicle-For-Hire Licensing

BROKERAGE LICENCE APPLICATION

BRK#

Process:

- | | |
|--|---|
| ☐ Complete licence application | ☐ Submit completed application to VFH office |
| ☐ Obtain Police approval for EACH officer (if applicable) | ☐ Pay relevant fees per Schedule B, Livery Transport Bylaw 20M2021 |
| ☐ Obtain corporate search (dated within 30 days) | ☐ An appointment for a Brokerage Inspection will be booked |
| ☐ Provide proof of insurance | ☐ Completion of Brokerage Inspection |
| ☐ Provide Home Occupation Permit (if applicable) | ☐ Appointment for interview will be booked |
| ☐ Provide example of written agreements (Limousine only) | ☐ Notice of decision and next steps are mailed |

Type of Brokerage Licence Application:

☐

Taxi

☐

Limousine

Brokerage Name:

Business Address:

City

Province

Postal Code

Phone #1

Phone #2

Email address:

Fax #

Name of Applicant:

Last Name

First Name

Middle Initial

Position / Title:

Type of Applicant:

☐

Individual - Number of years resident of Alberta:

☐

Corporate

How long has corporation maintained a registered office in Alberta?

List all directors, officers & manager of the corporation applying for this licence (attach separate paper as needed):

Name	Address	Canadian Citizen? If yes, How long?	Length of Alberta Residency

Has any individual or anyone associated with the corporation listed above been convicted of a criminal offence?

☐

No

☐

Yes - provide details:

Has any applicant, or anyone associated with this corporation ever applied for a Brokerage licence?

☐

No

☐

Yes - state name and application date:

Please answer the following questions with as much detail as possible and attach sample documents to validate responses as needed. Note that these questions are in direct relation to Livery Transport Bylaw 20M2021 requirements for a Brokerage to operate in the vehicle for hire industry while some sections are stated for the applicant's reference only and may not require a response.

Section 77	A Brokerage must ensure that:
each Livery Vehicle affiliated with the Brokerage is in compliance with this Bylaw and operated in compliance with this Bylaw; each Taxi or Limousine affiliated with the Brokerage is operated by a person who holds a valid and subsisting T.D.L.; How would this Brokerage keep track of the validity of each livery vehicle licence?	
each Livery Vehicle affiliated with the Brokerage has a valid and subsisting Livery Vehicle Registration Certificate What methods would be used to ensure each vehicle has a current livery registration certificate at the time it is dispatched?	
each Livery Vehicle affiliated with the Brokerage has a valid and subsisting Inspection Certificate A mechanical Inspection for taxis and limousines are required once a year. How would this process be managed by the Brokerage?	
each Taxi or Accessible Taxi affiliated with the Brokerage has a Taximeter which is sealed to the satisfaction of the Director Describe the process to guarantee all taximeters used in dispatched taxis are sealed.	
each Taxi or an Accessible Taxi affiliated with the Brokerage which is providing Street Hail service or Dispatch service charges only the fares specified in Schedule "A" What methods would be used to ensure only these fares are charged by the operators of these vehicles?	
Section 78	A Brokerage must comply with:
(a) all the terms and conditions of the T.P.L.s for the Taxis, the A.T.P.L. for the Accessible Taxis or the L.P.L.s for the Limousines that are affiliated with the Brokerage; (b) all provisions pursuant to Division 4 and Division 5 of Part 4 which restrict or regulate the manner in which the Brokerage fleet may be used; and (c) all provisions of the Bylaw as they pertain to the Brokerage	

Section 80 A Brokerage must post in a location accessible to Drivers:

- (a) its Brokerage Licence; and
(b) any terms and conditions that are imposed with respect to that Brokerage Licence

State location they would be posted on Brokerage premises.

Section 81 A Brokerage must:

- (a) maintain the Brokerage premises in a clean state and in good repair;

How would the Brokerage consistently accomplish this?

- (b) inform the Director, in writing, of all trade names used in connection with the Brokerage Operations;

State all companies and trade names affiliated with the Brokerage that is subject to this application.

- (c) Immediately notify the Director when a Livery Vehicle becomes affiliated or ceases to be affiliated with the Brokerage;

List of vehicles that would be affiliated with the Brokerage along with the drivers associated with each vehicle (attach list if more space is required):

Vehicle 1	Year	Make	Model	VIN	
	Driver's Name			Date of Birth	Provincial DL #
Vehicle 2	Year	Make	Model	VIN	
	Driver's Name			Date of Birth	Provincial DL #
Vehicle 3	Year	Make	Model	VIN	
	Driver's Name			Date of Birth	Provincial DL #
Vehicle 4	Year	Make	Model	VIN	
	Driver's Name			Date of Birth	Provincial DL #
Vehicle 5	Year	Make	Model	VIN	
	Driver's Name			Date of Birth	Provincial DL #

(d) ensure that every Livery Vehicle affiliated with that Brokerage has, at all times, the name, trade name or trademark of the Brokerage displayed on such Livery Vehicle in a form and manner approved by the Director;

Provide description and method of displaying Brokerages' trademark.

Describe how the Brokerage would ensure consistent usage of trademark by all its applicable affiliated livery vehicles.

(e) maintain a working dispatch and communications system for customers and for Drivers that are affiliated with the Brokerage

State type of communication (dispatch) system in place and method of dispatch to be provided. Include staffing process to operate this system.

(f) provide all Drivers affiliated with the Brokerage training in regards to the use of the Taximeter, radio dispatch system and other equipment used in livery services and in the case of Accessible Taxis training in the use of the specialized equipment used as specified by the Director

Outline the training program for the use of this equipment. State the name and position of the person to provide this training as well as the experience that affords the expertise to provide such training.

(g) have in place a system for giving priority for the use of Accessible Taxis to customers who require Accessible Taxis

What dispatch method would be used to provide for such priority?

Section 82 A Brokerage may charge for services provided to a Driver, T.P.L., A.T.P.L. or L.P.L. holder as the case may be and must provide detailed receipts to the Driver, T.P.L., A.T.P.L. or L.P.L. holder for all monies received from a Driver, T.P.L. or L.P.L. holder

State method and attach sample of receipt to be provided to drivers.

Section 83	For all Livery Vehicles affiliated with a Brokerage, a Brokerage must keep the following records and retain them for 90 days and make them available on demand to the Director:
(a) dispatch records include a Driver's TDL number, time and date of trip request, taxi number Explain how the Brokerage will keep track of dispatch records on a regular basis and method of storage of such records.	
(b) contracts related to the supply of livery services State process for contract and agreement storage (record keeping) to ensure availability upon demand. (Sample of written contract required with application for Limousine Brokerages)	
(d) proof each Livery Vehicle it dispatches is insured. State method of ensuring every vehicle carries valid insurance required to operate a livery vehicle	
Section 84. (1)	A Brokerage must record the following details of all complaints it receives in an electronic format:
(a) the name, address and phone number of the complainant; (b) the date and time of the complaint; (c) the nature of the complaint and the T.D.L., T.P.L., A.T.P.L. or L.P.L. number of the Driver or of the Livery Vehicle, as applicable; and (d) the Brokerage's response to the complaint.	
Section 84. (2)	A Brokerage must transmit the data set out in subsection (1) to the Director on demand.
Section 84. (3)	A Brokerage must notify the Director immediately if the Calgary Police Services are involved in a complaint.
Applicants comments (please use this space to include any additional information you feel should be known)	

List all your attachments to this application here (some have already been listed for you - just tick beside each one as it is attached):

☐ Completed licence application

☐ Proof of insurance coverage

☐ Police approval for each officer (if applicable)

☐ _____

☐ Corporate search (dated within 30 days)

☐ _____

Application Interview

Date:

Time:

Acknowledgement of Applicant(s):

I understand making of a false or misleading statement to Vehicle-For-Hiring Licensing concerning this application may lead to the application process being delayed.

All fees collected by Vehicle-For-Hire Licensing regarding this brokerage application are non-refundable.

Signature of Applicant:

Date:

OFFICE USE ONLY

Date application received:

Received by:

Brokerage Inspection:

Inspected by:

Date Inspected:

YYYY MM DD

Inspection Result

☐ Pass

☐ Fail

Comments:

VFH Officer's recommendation to Director or Designate:

VFH Officer signature:

Completion of Brokerage Application

☐ Approved

☐ Denied - Reason:

Director or Designate

Date of Decision:

The personal information on this form is collected under the authority of Livery Transport Bylaw 20M2021 and the Freedom of Information and Protection of Privacy Act, R.S.A. 2000 Chapter F-25 (FOIP) and will be used and disclosed to regulate the vehicle for hire industry in the city of Calgary. For further information please contact Vehicle-For-Hire Licensing at 2340 22 Street NE, T2E 8B7 or (403) 648-6300.