



Vehicle-For-Hire Licensing

## TRANSPORTATION NETWORK COMPANY APPLICATION

|                                                                                                                        |  |                                                                                                 |                                        |                                |
|------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------|
| <b>Process:</b>                                                                                                        |  |                                                                                                 |                                        |                                |
| <input type="checkbox"/> Complete licence application                                                                  |  | <input type="checkbox"/> Provide Home Occupation Permit (if applicable)                         |                                        |                                |
| <input type="checkbox"/> Provide a corporate search (dated within 30 days)                                             |  | <input type="checkbox"/> Submit completed application to VFH office with all required documents |                                        |                                |
| <input type="checkbox"/> Provide a Company Insurance policy                                                            |  | <input type="checkbox"/> Appointment for interview is booked                                    |                                        |                                |
| <input type="checkbox"/> Provide a valid copy of TNC Provincial Certificate                                            |  | <input type="checkbox"/> Notice of decision and the next steps are mailed                       |                                        |                                |
| Company Name:                                                                                                          |  |                                                                                                 |                                        |                                |
| Company Address:                                                                                                       |  | City                                                                                            | Province                               | Postal Code                    |
|                                                                                                                        |  |                                                                                                 |                                        |                                |
| Mailing Address:                                                                                                       |  | City                                                                                            | Province                               | Postal Code                    |
|                                                                                                                        |  |                                                                                                 |                                        |                                |
| Email address:                                                                                                         |  |                                                                                                 |                                        | Fax #                          |
|                                                                                                                        |  |                                                                                                 |                                        |                                |
| <b>Name of Applicant:</b>                                                                                              |  |                                                                                                 |                                        |                                |
| Last Name                                                                                                              |  | First Name                                                                                      | Position / Title:                      |                                |
|                                                                                                                        |  |                                                                                                 |                                        |                                |
| <b>Type of Applicant:</b>                                                                                              |  |                                                                                                 |                                        |                                |
| <input type="checkbox"/> Individual - Number of years resident of Alberta: _____                                       |  |                                                                                                 |                                        |                                |
| <input type="checkbox"/> 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?<br>If yes, How long? | Length of Alberta<br>Residency |
|                                                                                                                        |  |                                                                                                 |                                        |                                |
|                                                                                                                        |  |                                                                                                 |                                        |                                |
|                                                                                                                        |  |                                                                                                 |                                        |                                |
| Has any individual or anyone associated with the corporation listed above been convicted of a criminal offence?        |  |                                                                                                 |                                        |                                |
| <input type="checkbox"/> No                                                                                            |  |                                                                                                 |                                        |                                |
| <input type="checkbox"/> Yes - provide details: _____                                                                  |  |                                                                                                 |                                        |                                |
| Has any applicant, or anyone associated with this corporation ever applied for a Vehicle for Hire licence?             |  |                                                                                                 |                                        |                                |
| <input type="checkbox"/> No                                                                                            |  |                                                                                                 |                                        |                                |
| <input type="checkbox"/> Yes - state name and application date: _____                                                  |  |                                                                                                 |                                        |                                |
| Who will be the insurance policy holder for all vehicles affiliated with the Transportation Network Company?           |  |                                                                                                 |                                        |                                |
| <input type="checkbox"/> Transportation Network Company (Proof of Insurance Policy required)                           |  |                                                                                                 |                                        |                                |
| <input type="checkbox"/> Transportation Network Drivers                                                                |  |                                                                                                 |                                        |                                |

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 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 96**

In addition to any other information required by the **Director** pursuant to section 26(2), an **Applicant** for a **Transportation Network Company Licence** must submit to the Director:

(a) a detailed description of **App's functionality**.

Does the App meet the requirements of the Bylaw as per Section 96? Please explain how:

Please use separate sheet as needed

**Approved Apps for Private For Hire Vehicle Service**

- 17 1) The **Director** may only approve an **App** for **Private For Hire Vehicle** services if the **App**:
- is capable of:
    - calculating a fare based on the distance travelled by the **Private For Hire Vehicle**; and
    - estimating the total fare to be charged to the customer for the trip;
  - transmits to a prospective customer the rate to be charged to the customer including any variable or surge pricing prior to the customer agreeing to the ride;
  - records, at the time the **Private For Hire Vehicle** service is arranged, the following information:
    - the time, date and location where and when the customer is to be picked up;
    - the destination where the customer is to be discharged;
    - a photo of the **Driver**;
    - the Alberta licence plate number of the **Private For Hire Vehicle**; and
    - the make and model of the **Private For Hire Vehicle**;
  - transmits to the customer the information set out in subsection (1)(c) before the customer enters the **Private For Hire Vehicle**;
  - at the conclusion of the trip, immediately provides to the customer an electronic receipt containing:
    - the customer's name;
    - the time and date that the **Private For Hire Vehicle** service was arranged;
    - the location and time where and when the customer was picked up;
    - the location and time where and when the customer was dropped off;
    - the total fare charged to the customer; and
    - any other information required by the Director;
  - provides real time GPS tracking to the customer capable of showing the **Private For Hire Vehicle** while on route to pick up the customer and while carrying the customer;
  - allows the customer to provide feedback regarding the service to the **Transportation Network Company** that administers or promotes the **App**; and
  - provides a method by which the **Director** can access the **App** to locate in service **Transportation Network Drivers** for inspection and enforcement services.
- 2) A **Person** providing **Private For Hire Vehicle** service through an approved **App** must not accept payment by cash or by means of an Electronic Payment System that is separate from the App.

**Section 97**

A **Transportation Network Company** must, on a monthly basis, provide to the **Director** a current list of all drivers that are authorized to use the **Transportation Network Company's App**.

Describe how a list of drivers will be provided to the Vehicle for Hire Licensing office:

Please use separate sheet as needed

|                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Section 98</b>                                                                                                                                                                                                                                                                                                                                                                                                                                  | <p>A <b>Transportation Network Company</b> must ensure that each <b>Transportation Network Driver</b> using an <b>App</b> administered by the <b>Transportation Network Company</b> holds a valid and subsisting <b>Transportation Network Driver's Licence</b>.</p> <p>Describe the process to ensure all <b>Transportation Network Drivers</b> hold a valid <b>Transportation Network Driver's Licence</b>:</p><br><br><p>Please use separate sheet as needed</p>                                                                                                                                       |
| <b>Section 99</b>                                                                                                                                                                                                                                                                                                                                                                                                                                  | <p>At the request of the <b>Director</b>, a <b>Transportation Network Company</b> must suspend any <b>Transportation Network Driver</b> from using the <b>Transportation Network Company's App</b>.</p> <p>Describe the process to suspend a <b>Transportation Network Driver</b> on the <b>Transportation Network Company App</b> if requested:</p><br><br><p>Please use separate sheet as needed</p>                                                                                                                                                                                                    |
| <b>Section 9. (5)</b>                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>Upon receipt of a bulletin a <b>Transportation Network Company</b> must communicate the content of the bulletin to all <b>Transportation Network Drivers</b> that are authorized to use any <b>App</b> administered or promoted by the <b>Transportation Network Company</b>.</p> <p>State the process of this communication to the <b>Transportation Network Drivers</b>:</p><br><br><p>Please use separate sheet as needed</p>                                                                                                                                                                       |
| <b>Section 100</b>                                                                                                                                                                                                                                                                                                                                                                                                                                 | <p>If the <b>Director</b> determines that a <b>Transportation Network Company</b> is not in compliance with any provision of this Bylaw, the <b>Director</b> may:</p> <ul style="list-style-type: none"> <li>a) suspend approval of any <b>App</b> administered by the <b>Transportation Network Company</b>, until such time as the <b>Transportation Network Company</b> has remedied the non-compliance;</li> <li>b) prohibit any <b>Transportation Network Driver</b> from using an <b>App</b> administered by the <b>Transportation Network Company</b>; or</li> <li>c) both (a) and (b).</li> </ul> |
| <p>"Compliments/Concerns please call 311" must be visible on the App or customer receipt.</p>                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p>Please indicate which fee structure</p> <div style="display: flex; justify-content: space-around;"> <span><input type="checkbox"/> Per Driver Fee</span> <span><input type="checkbox"/> Combined Licence Fee</span> </div>                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p>I understand making of a false or misleading statement to Vehicle-For-Hire Licensing concerning this application may lead to the application process being delayed.</p> <p>All fees collected by Vehicle-For-Hire Licensing regarding this Transportation Networking Company application are non-refundable.</p>                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <div style="display: flex; justify-content: space-between;"> <span>Signature of Applicant:</span> <span>Date:</span> </div>                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| OFFICE USE ONLY                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <div style="display: flex; justify-content: space-between;"> <span>Date application received:</span> <span>Received by:</span> </div>                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>Completion of Application</b></p> <div style="display: flex;"> <div style="width: 15%;"> <input type="checkbox"/> Approved<br/><br/> <input type="checkbox"/> Denied - Reason:         </div> <div style="width: 85%; border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="width: 85%; border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="width: 85%; border-bottom: 1px solid black;"></div> </div> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Director or Designate                                                                                                                                                                                                                                                                                                                                                                                                                              | Date of Decision:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <p>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.</p>                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |