

Date

September 20, 2017

Attention

Chief Administrative Officer

“Update 2017” on Wheelchair Accessible Transportation in BC

The Passenger Transportation Board has published its new report, [Wheelchair Accessible Transportation by Taxi and Inter-city Bus in British Columbia: Update 2017](#) (“Update 2017”). It is a follow up to our [first report on wheelchair accessible transportation, published in 2012](#). We initiated these reports to better understand accessibility issues related to wheelchair accessible taxis and inter-city buses. Both reports focus on wheelchair accessible taxis.

Update 2017 highlights advances made by industry, stakeholders and the PT Board since 2012 in the area of accessible commercial passenger transportation. Advances include:

- A 51% increase in the supply of wheelchair accessible taxis in the Province
- Improved driver training among taxi companies in Metro Vancouver
- Introduction of taxi soft meters with “talking meter” capability

Update 2017 notes areas for further improvement, such as:

- Developing a provincial driver training framework
- Innovating to meet the challenges of operating a wheelchair accessible taxi in rural or smaller communities
- Expanding accessibility in the design of apps and app functions
- Coordinating the dispatch of wheelchair accessible taxis in urban communities with multiple taxi companies

The report encourages cooperation among taxi companies, local governments and accessibility stakeholders. In rural and urban communities, we believe this is key for developing local solutions to improve accessibility options. We hope Update 2017 will be used by individuals with an interest in accessible transportation to navigate and lead further improvements. We thank the knowledgeable individuals who reviewed and discussed an earlier draft of this report—leaders in the taxi industry, accessibility

community, transportation regulation, and local government. Update 2017 is posted on the [Board's accessible transportation webpage](#).