



INDUSTRY NOTICE

Regulatory Concerns Associated with the Use of Smartphone Applications (Apps) and Non-compliance with Passenger Rates

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Smartphone Apps are facilitating the booking of passenger transportation services. These apps connect passengers with limousines or taxis immediately. The industry has raised concerns about Smartphone Apps that advertise rates that have not been approved by the Passenger Transportation Board (Board).

Some operators/drivers may be independently providing passenger transportation services through Smartphone Apps and charging passenger rates that have not been approved by the Board. The charging or collecting of rates that have not been approved is of concern to the industry, the Board and the Passenger Transportation Branch. It is contrary to the *Passenger Transportation Act*, undermines rate structures in place and could result in destructive competition.

The Registrar of Passenger Transportation (Registrar) is accountable for the enforcement and compliance of the *Passenger Transportation Act*, including imposing sanctions and penalties.

A licensee is required to maintain care and control of every commercial passenger vehicle and driver operating under their licence. If a licensee is not in compliance with its rates, the Registrar may take one or more of the following actions:

- (a) order that the licensee's licence be suspended for any period the Registrar considers necessary;
- (b) make an order prohibiting the licensee from doing one or more of the following:
 - (i) transferring the licence to another person;
 - (ii) amending the licence;

- (iii) replacing the licence;
 - (iv) renewing the licence;
 - (v) obtaining a new licence;
- (c) order the licensee to stop operating one or more motor vehicles under the authority of a licence and, subject to subsection (1.1), to
- (i) return, in the manner prescribed by the regulations, the special authorization vehicle identifiers and the vehicle identification certificates issued in relation to those motor vehicles, and
 - (ii) remove from or cease displaying on each motor vehicle the general authorization vehicle identifier assigned by the licence in respect of that motor vehicle;
- (d) order that the licensee's licence be cancelled;
- (e) make an order imposing an administrative fine on the licensee.

Information on Board approved rates is available on the Board's website at <http://www.th.gov.bc.ca/ptb/rates.htm>.

You can also find information about filing a change of rates application on the Registrar's website at http://www.th.gov.bc.ca/rpt/licence_existing.htm.

Please call the Passenger Transportation Branch Duty Inspector at 604-453-4250 if you have any questions.

Yours truly,



Dawn Major
Registrar and Director
Passenger Transportation Branch