

# Ride-hail (TNS)

Ride-hail or Transportation Network Services (TNS) companies must have a passenger transportation licence, with special authorization, to operate a TNS service.

## Start a ride-hail (TNS) service

Passenger transportation operators applying for a new licence must show the Board that they are:

- a fit and proper person to provide the proposed service; and
- capable of providing the service

Operators must demonstrate that:

- there is a public need for that proposed service; and
- that the application, if granted, promotes <u>sound economic conditions in the passenger</u> transportation industry in British Columbia.

Make sure you understand the <u>application process</u>. It explains how the Board uses the evidence you provide in your application to make a decision.

### Checklist

### **New TNS licence**

#### Before you apply

- Understand commercial vehicle and safety information about commercial passenger transportation vehicles
- Obtain a National Safety Code certificate (NSC)
- Review and understand the Data Requirements(495 KB) imposed by the Board
- If you have hired an agent to prepare your application, submit a letter authorizing the agent to act on your behalf.

#### **Forms**

- Transportation Network Services application package(222 KB) (Registrar and Board forms)
- Signing authority (Registrar form)

#### **Attachments**

- Business plan
- Financial information
  - All Applicants: Cash flow projections (36 months) and income statements
  - Incorporated Companies: Balance sheet
  - Sole Proprietors or Partnerships: Personal net worth statements
- Resumés, criminal record checks and business registration documents

Public need indicators

#### Final step

• Submit your completed application package to the Registrar's Office at CPV@gov.bc.ca.

## Change a ride-hail (TNS) licence

Passenger transportation operators applying for a new licence must show the Board that they are:

- a fit and proper person to provide the proposed service; and
- capable of providing the service

Operators must demonstrate that:

- there is a public need for that proposed service; and
- that the application, if granted, promotes <u>sound economic conditions in the passenger</u> transportation industry in British Columbia.

Make sure you understand the <u>application process</u>. It explains how the Board uses the evidence you provide in your application to make a decision.

### Transfer a licence

Taxi, ride-hail, inter-city bus, limo, shuttle and other passenger directed vehicle operators (transferors) can apply to transfer their passenger transportation licence to another business entity.

### Amend a ride-hailing licence

Ride-hailing (TNS) companies must apply to the Board to <u>amend or change their terms and conditions</u> of licence. They cannot apply to amend terms and conditions labelled "legislative requirements".

## Operating a ride-hail (TNS) service

## **Driver earnings**

The Board independently collects data related to driver earnings from all active ride-hailing (TNS) companies on a quarterly basis to inform policies and decisions affecting the industry. The data collected includes information on the number of drivers, hourly earnings and hours worked per driver to form a picture of how the industry and its workers are changing over time. This data will allow the Board to make informed evidence-based decisions, as needed, to ensure the sustainability and competitiveness of the passenger transportation industry.

Further information from industry public engagement can be found in the <u>BC Ministry of Labour report</u> on work in the gig economy, which includes the ride-hail sector. The <u>Future of Work in Ontario report</u> provides insight into the challenges of the gig economy in other parts of Canada.

### Minimum rates

Ride-hailing, where passengers hail and pay for service using an app, introduced dynamic pricing to passenger transportation. The Board sets minimum rates to be charged for ride-hail (TNS) trips in B.C. based on the operating region. This minimum rate is based on taxi flag rates for the region. For ride-hail trips, passengers agree to pay an up-front fare and that fare must not fall below the minimum rate.

## **Booking apps**

Passengers can book a ride-hail (TNS) operator using a <u>booking app</u> on their smartphone.

Smartphone applications (apps) connect customers to transportation services while also making booking and dispatch an easy and efficient process for operators.

## Funding to improve accessible services

Ride-hail (TNS) services must pay a \$0.90 fee for each trip provided in a non-wheelchair accessible vehicle.

This fee is collected to support accessibility in the passenger-directed vehicle industry. The Ministry of Transportation & Infrastructure is responsible for collecting this trip fee and the <a href="Passenger">Passenger</a> <a href="Transportation Accessibility Program">Transportation Accessibility Program</a> (PTAP).

### Data requirements

Passenger directed vehicle and ride-hail (TNS) licensees must adhere to the terms and conditions in their licence regarding data requirements and <u>submit trip data to the Registrar of Passenger</u>

Transportation.

### **Terms and conditions**

The Board sets terms and conditions of passenger transportation licences when an application is approved. To continue operating a ride-hailing (TNS) company, an operator must ensure they remain in compliance with their terms and conditions as well as the Act and the Regulations. Terms and conditions for ride-hailing (TNS) include things like data requirements, operating areas, fleet size, driver earnings, and other requirements that must be followed.

### Fitness reviews

The Board may review licensee fitness at any time to make sure they meet standards.

## Related topics:

- Application process
- How the Board makes a decison

- Urgent public need
- Operating with a licence
- Transfer a licence