

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 [sound economic conditions in the passenger transportation industry in British Columbia](#).

Make sure you understand the [application process](#). 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 [sound economic conditions in the passenger transportation industry in British Columbia](#).

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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 [amend or change their terms and conditions 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 [BC Ministry of Labour report on work in the gig economy](#), which includes the ride-hail sector. The [Future of Work in Ontario report](#) 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 [booking app](#) 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 [Passenger Transportation Accessibility Program \(PTAP\)](#).

Data requirements

Passenger directed vehicle and ride-hail (TNS) licensees must adhere to the terms and conditions in their licence regarding data requirements and [submit trip data to the Registrar of Passenger 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 decision](#)

- [Urgent public need](#)
- [Operating with a licence](#)
- [Transfer a licence](#)