Passenger Transportation Board
MOVING FORWARD, TOGETHER

Integrating broader priorities

As part of its regulatory role, the Board works to integrate broader priorities and goals of the government. These include climate change, accessibility, inclusion, equity, and diversity, and reconciliation with Indigenous Peoples. The Board is committed to aligning its decisions, policies, actions, and initiatives with these priorities.

Climate change

The scale of the climate change emergency demands urgent action, and climate change response is an important priority for the government and the Board. In keeping with its regulatory mandate and role, the Board is reviewing its policies and procedures to ensure Board decision-making and its policies and procedures reflect this shared priority.

Greenhouse gas emissions

Greenhouse gas emissions are important contributors to climate change. The Climate Change Accountability Act and 2021 Ministerial Order set the Province's greenhouse gas emissions (GHG) reductions target at 27-32% for the transportation sector by 2030. The pathways to achieve this target are set out in CleanBC Roadmap to 2030. Reducing traffic congestion and increasing the use of zero-emission vehicles are two ways of addressing greenhouse gas emissions that the Board can support.

Traffic congestion

In August 2023, the Board commissioned a traffic congestion study in selected areas of Greater Vancouver to examine the potential impact of passenger transportation on congestion, particularly in high-density urban areas. Acuere subsequently collected data over a multi-year period to obtain multiple samples and capture seasonal variations in passenger transportation. Acuere is currently preparing a report.

Eco-friendly taxis

The eco-friendly taxi policy is another key element of the Board's approach to address climate change priorities. Eco-friendly taxis are already used in many parts of B.C., and the eco-friendly taxi policy is intended to encourage and support increased use of these vehicles throughout the province. The Passenger Transportation Board Policy Manual addresses how the Board applies criteria for designating taxis as eco-friendly.

Clean Transportation Action Plan

Finally, the Clean Transportation Action Plan (CTAP) is a key commitment made by the B.C. government under its CleanBC Roadmap. The purpose of CTAP is to identify the next set of actions to achieve the 27-32% reduction in greenhouse gas emissions in the transportation section by 2030. CTAP is intended to take action five relevant areas:

- reducing vehicle kilometres travelled
- shifting to more efficient modes
- increasing vehicle efficiency
- transitioning the market to zero-emission vehicles
- transitioning to cleaner fuels

The Board's policies and initiatives concerning climate change prioritize the industry's sustainability from both a financial and environmental perspective.

Accessibility

The Board is committed to promoting accessibility for persons with disabilities, and the principles of equity, inclusion, and diversity.

The Board has policies that promote accessibility in the passenger transportation industry, and has an accessibility plan to support accessibility within the Board's internal organization.

There are also accessibility obligations and requirements established by the B.C. government that the passenger transportation industry must uphold and adhere to. The Board supports inclusion, equity, and diversity by adhering to standards and guidelines set by the B.C. Public Service Agency, and by reviewing our programs and policies in accordance with these principles on a regular basis.

Accessibility in the passenger transportation industry

Persons with disabilities can experience systemic, attitudinal, physical, and virtual barriers that prevent their full and equal participation in society. In keeping with the accessibility goals of the B.C. government, the Board is committed to supporting accessibility for persons with disabilities across the passenger transportation industry.

The Board has focused to date mostly on wheelchair accessibility in the passenger transportation industry. Its goal remains to have wheelchair accessible vehicles integrated into fleets across the province, and the Board has established policies such as the Accessible Taxis policy to achieve this goal.

The Board also recognizes that barriers to accessible passenger transportation can include auditory, vision, cognitive, and other sensory challenges and discrimination (whether intended or unintended) based on race, gender, sexuality, and other characteristics. With these barriers in mind, there are aspects of passenger transportation (such as training and assistive technology like talking meters) which can be improved to promote greater accessibility and inclusion for all riders.

To learn more about the Board's commitment to promoting accessibility in the passenger transportation industry, or to provide recommendations for improving accessibility, please contact us.

Additional accessibility requirements

In addition to complying with Board requirements, passenger transportation licensees are responsible for complying with requirements and obligations in provincial legislation concerning provision of accessible services to th epublic.

For instance, the B.C. Human Rights Code does not allow businesses to discriminate in providing accommodation, service, and facility. All licensees are required to comply with these and other requirements in the Code.

Licensees are also required to comply with requirements in the Guide Dog and Service Dog Act. For instance, this legislation stipulates that persons with certified guide dogs and service dogs are permitted to enter and use any conveyance to which the public has access, including passenger transportation.

Board Accessibility Plan

In accordance with the requirements of the Accessible British Columbia Act, the Board is also committed to eliminating accessibility-related barriers within our organization. To guide these efforts, the Board has prepared an accessibility plan(232 KB) for the organization that outlines accessibility measures related to internal operations and interactions with those who engage with the Board.

The Board welcomes feedback and comments from all interested parties regarding our accessibility plan. To provide feedback or suggestions, please contact us through the Board contact form.

To learn more about the B.C. government's work in promoting accessibility across the province and in various sectors, please visit the Accessibility Directorate.

Inclusion, equity, and diversity

The Board addresses inclusion, equity, and diversity in its operations by meeting the standards determined by the B.C. government in its strategy for the B.C. Public Service. It ensures we are reflective of our province and inclusive of Indigenous Peoples, minority communities, immigrants, persons with disabilities, and the 2SLGBTQ+ community.

Section 8(1) of the B.C. Human Rights Code prohibits discrimination because of "Indigenous identity, race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age of that person or class of persons." The Board is committed to upholding these and related provisions to promote accessibility, inclusion, equity, and diversity in its operations.

Inclusion involves creating work environments in which employees are involved, respected, valued, and connected. In keeping with the strategy of the B.C. government, the Board leverages the diversity of experiences, skills, and talents of all members and staff. It strives to create a respectful workplace in which individuals are encouraged to contribute their ideas, backgrounds, and perspectives.

Reconciliation with Indigenous Peoples

As part of its work to create true and lasting reconciliation with Indigenous Peoples in B.C., the provincial government is implementing the United Nations Declaration on the Rights of Indigenous Peoples (UN Declaration) and adopting the Truth and Reconciliation Commission of Canada's Calls to Action.

In 2017, all B.C. provincial ministries were tasked with moving forward on the calls to action and implementation of the UN declaration by reviewing their policies, programs, and legislation.

In 2019, the B.C. government's Declaration on the Rights of Indigenous Peoples Act (Declaration Act) became law. The Declaration Act makes B.C. the first jurisdiction in Canada to formally adopt the internationally recognized standards of the UN Declaration through legislation.

In keeping with the Declaration Act, the Passenger Transportation Board is committed to supporting and working towards the principles outlined in the UN Declaration.