



Passenger
TRANSPORTATION BOARD

ANNUAL
REPORT
2018/19



July 8, 2019

Honourable Claire Trevena
Minister of Transportation and Infrastructure
Parliament Buildings
Victoria, British Columbia
V8V 1X4

Dear Minister Trevena:

I am pleased to present the fourteenth Annual Report from the Passenger Transportation Board. The Report was prepared using the guidelines in the *Memorandum of Understanding* between the Passenger Transportation Board and the Ministry of Transportation and Infrastructure. The Report covers the period from April 1, 2018 to March 31, 2019.

This was a very busy year for the Board. We implemented recommendations from the report entitled *Modernizing Taxi Regulation* by Hara Associates. We addressed inter-city bus service as Greyhound withdrew service from the province by fast-tracking the review and approval of service from other carriers. The Board also undertook significant work to prepare for implementation of the *Passenger Transportation Amendment Act*.

Yours sincerely,



Catharine Read
Chair
Passenger Transportation Board

Contents

Message from the Chair	2
Overview	3
Key Milestones of 2018/19	6
Applications and Administrative Performance Measures	10
Post Decision Processes	13
Appeals	14
PT Board Members, Staff, Budget and Other Matters	15
Appendices	18





MESSAGE FROM THE CHAIR

I am pleased to present the fourteenth Annual Report of the Passenger Transportation (PT) Board for the year ended on March 31, 2019.

The PT Board is an independent tribunal established under the *Passenger Transportation Act*.

In November 2018, government passed the *Passenger Transportation Amendment Act* that will, when it takes effect, expand the PT Board mandate to include applications from ride-hail companies. In 2018/19, the PT Board began work to prepare for the anticipated changes to its mandate and decision-making processes.

In addition, the Board implemented those recommendations within its mandate from the report, *Modernizing Taxi Regulation*, by Hara Associates, and it fast-tracked applications for new inter-city bus service to replace some routes Greyhound had served until it withdrew services from the province.



Overview

The Passenger Transportation (PT) Board is an independent tribunal established under the *Passenger Transportation Act*. The Board has two functions:

- (a) making decisions on applications for the licensing of commercial passenger directed vehicles (PDVs) such as taxis, limousines, perimeter seating buses, and shuttle vans, and inter-city buses (ICBs) in British Columbia; and
- (b) making decisions on appeals regarding administrative penalties imposed by the Registrar of Passenger Transportation (Registrar).

Of these two functions, most of the Board work entails making decisions on applications.

Appendix 1 outlines the regulatory framework in place for 2018/19.

As an administrative tribunal, the PT Board must ensure that its decisions are fair, consistent and transparent. To achieve this, the Board develops policies and procedures to guide its application and decision-making processes. The Board maintains a website to provide information to applicants, licensees and the general public. Information on the website includes: *Rules of Practice and Procedure and Operational Policies*; application guides and reference sheets; rate information; and the Weekly Bulletin

where application summaries and final decisions are published.

The PT Board has a Strategic Plan to guide its policy development, operational projects and governance work. In early 2019, the PT Board developed and published a new, three-year strategic plan that anticipates the expansion to the Board's scope and the enhanced responsibilities with passage of the *Passenger Transportation Amendment Act* (Act). The new plan was developed by the Board through a review of the new Act, a review of the report on the modernization of the taxi industry, and in view of developments and trends in the commercial passenger directed vehicle sector and inter-city bus sector.

In carrying out its responsibilities, the Board continually seeks innovative ways to respond to change, increase efficiency, and streamline its processes. At Board meetings, members review policies and emerging issues in the commercial passenger transportation industry. The Board seeks stakeholder perspectives on new initiatives and policies. Stakeholders include industry associations, licensees, local governments and First Nations organizations, persons with disabilities, seniors and the travelling public.

The skills, expertise and knowledge of members and staff are keys to the PT Board's success. Members are appointed by



the Lieutenant Governor in Council after a merit-based process. Board staff are part of the public service of British Columbia and hired through a competition process.

PT Board members come from diverse backgrounds in business, commerce and government. Board members are commonly active in their communities, serving on various agencies or boards. Members and staff are committed to fostering a culture of professionalism, administrative fairness and good governance. All stay informed about emerging passenger transportation trends and policies.

PT BOARD VALUES

- INTEGRITY – ethical, professional and honest conduct
- FAIRNESS – impartial decision-making and just treatment of participants
- EVIDENCE-BASED – a measured, evaluative and evidence-based approach to decisions
- RESPECTFUL – treat all persons with courtesy and dignity
- ACCOUNTABLE – clarity of responsibilities and transparency in processes, policies and conduct
- RESPONSIVENESS – understandable policies and accurate, timely communication on decisions

Passenger Transportation Amendment Act

The passage of the *Passenger Transportation Amendment Act* (Act) in November 2018 will result in changes in how the Board makes decisions. When considering applications, the Board must still consider the three part test under section 28 (1) of the Act:

- is there a public need for the service proposed;
- is the applicant a fit and proper person and capable of providing the service; and
- will approving the application promote sound economic conditions in the passenger transportation business.

The new wording in the Act, however, provides the Board with increased flexibility in making decisions concerning public need and sound economic conditions.

Other changes under the Act that will affect the Board's mandate include:

- Board authority to stipulate the data it requires from companies that it licences; this will enable the Board to move to better evidence-based decision making;
- enabling Board decisions on Transportation Network Services (TNS), or ride hailing;
- granting the Board sole jurisdiction to



set taxi operating area boundaries, fleet sizes and maximum and minimum rates;

- Board authority to set boundaries, fleet sizes and rates for TNSs; and
- Board authority to set new terms and conditions of licences such as specifying methods for hailing, equipment and technology requirements and standards, and information that must be displayed or carried for passenger safety or consumer protection.



Key Milestones of 2018/19

INTER-CITY BUS SERVICE

In February 2018, the Board published its decision on Greyhound Canada Transportation ULC's request to withdraw services on some of its inter-city bus routes. This included:

- eliminating nine routes on the following corridors:
 - six in the North Central region of BC; and
 - three in southwestern BC.
- changes on 10 remaining routes:
 - eliminating some route points, including whole segments on three routes; and
 - reducing minimum route frequency to four trips per week (two round trips).

Prior to the implementation of this decision, Greyhound was the main commercial inter-city bus (ICB) service provider in the province and the sole provider of ICB services in most of the province.

On July 9, 2018, Greyhound announced that it would cease inter-city bus operations in Western Canada effective October 31, 2018. Greyhound Canada opted to notify the Registrar of Passenger Transportation. This is an administrative matter that does



not require the licensee to apply to the PT Board or get its approval.

On July 11, 2018, the Board issued a news release that it would fast track applications from operators who wanted to serve corridors left without commercial inter-city bus service as a result of Greyhound's past or impending service withdrawals. On July 25, 2018, the Board implemented a Simplified ICB Application package for routes Greyhound was exiting. This package reduced application requirements, streamlined processes and shortened publication timelines.

Prior to October 31, 2018, the Board received and approved five Simplified ICB applications. The new routes provide service on the following corridors:



- Vancouver and the BC/Alberta border via Highway 1 except for the Hope – Kamloops portion (Coquihalla Highway 5)
- Kamloops – Vernon – Kelowna via Highway 97
- Merritt – Kelowna via Highway 97C
- Kelowna – Nelson via Highways 3 and 33
- Whistler – Pemberton (Highway 99) beyond the Vancouver-Whistler corridor that is served by other ICBs¹

The ICB Simplified Application process has remained available to eligible applicants after October 31, 2019. In February and March 2019, the Board published three additional applications for which Simplified ICB Application requirements applied to some or all of the proposed routes. These routes covered the following corridors:

- Prince George – Surrey via Fraser Canyon (Highway 1)
- Williams Lake – Kamloops (Highway 97)
- Fort St John – BC/Alberta border (Highway 2)
- Kaslo – Vancouver (Highway 3)
- Kaslo – BC/Alberta border (Highway 3)

Also in March 2019, the PT Board published an application that connects

Fort St John and Dawson Creek with communities in Northern Alberta via Highway 2.

Appendix 2 provides a list of Simplified ICB Applications that the PT Board published in 2018/19.

RECOMMENDATIONS FOR TAXI MODERNIZATION

In July 2018, Government published a report entitled Modernizing Taxi Regulation by Hara Associates. The taxi modernization report recommended that the Board implement the following short-term measures to support modernization of the taxi sector:

- implement a one-time opportunity to increase the number of taxis by up to 15%;
- give industry the flexibility to lower metered taxi fares in off-peak hours for app-hailed trips; and
- increase efficiencies at shift change by allowing separate day and night vehicles

In August and early September 2018, the PT Board Chair led a consultation process that included 55 taxi licensees at eight meetings across the province. Additionally, the PT Board received input through responses to online surveys that were completed by 30 taxi licensees and

¹ Some applicants proposed and received approval to operate on the same corridor. That is, three licensees were approved to operate on the Vancouver – Hope – Merritt – Kamloops corridor. Also, three were approved to operate between Merritt and Kelowna.





160 taxi drivers. Meetings were held with UBCM staff, the Disability Alliance of BC, the Council of Senior Citizen Organizations of BC, and ride-hailing companies.

Based on the consultation results, the Board decided in early September to allow taxi companies to increase vehicle supply by up to 15%, and allow the operation of single shift paired vehicles (e.g. one licence that allows for a separate car in the day and one in the night) to improve taxi availability at shift change. The Board also approved a recommendation from the Hara Associates report to allow taxi licensees to reduce fares for app-hailed trips at off-peak hours. This latter action will not be implemented until September 2019.

On September 14, 2018, the PT Board posted its Operational Policy on Taxi Modernization and a streamlined application package for taxi licensees to request an increase in the number of taxis in their fleet.

In total, the PT Board received 90 applications to increase fleet size. It approved 89 applications which allowed an overall increase of 433, or 12.5%, in the number of taxis that licensees can put on the road. The maximum fleet sizes for taxis in Metro Vancouver and Greater Victoria increased 14%. For the rest of BC, the increase was 8%.

Of the 433 vehicles approved, 104 vehicles were designated as wheelchair accessible taxis (WATs). For BC, the number of vehicles designated as WATs increased by 21.5%.

Appendix 3 provides a regional breakdown of statistics on the taxi modernization application outcomes and changes in taxi supply across the province.

SAFETY MONITORS FOR MINORS ON PERIMETER SEATING BUSES

In fall 2018, Government amended the Passenger Transportation Regulation to add a number of new safety measures that apply to licensees that operate perimeter seating buses (PSBs) with minors onboard. These vehicles with minors onboard are also called party buses or stretch limos. Safety measures include a requirement for PSB licensees, effective April 1, 2019, to provide safety monitors when unaccompanied minors are in the vehicle. On March 20, 2019, the PT Board established a rule that applies to PSB licensees and the trips



they provide for groups with one or more minors.

The new PT Board rule requires that safety monitors have:

- a recent and satisfactory criminal record check;
- meet minimum requirements for First Aid training (including CPR, automated external defibrillation and Naloxone); and
- pre-service training in safety requirements and procedures.

The Board rule also makes PSB licensees responsible for ensuring that the safety monitor requirements are met.

IMPLEMENTATION OF THE PASSENGER TRANSPORTATION AMENDMENT ACT

Changes to the Board's mandate as a result of the *Passenger Transportation Amendment Act* are outlined above. The Act will be brought into force by regulations that are expected to pass in early July 2019.

To prepare for the implementation of the Act and regulations, the Board initiated the following activities:

- in November 2018, the Board informed the Ministry of Transportation and Infrastructure (MoTI) of its data requirements; since this time, both

Board members and staff have participated in meetings with the Ministry on the data warehouse and data needs;

- review of the proposed regulation of the *Passenger Transportation Amendment Act*;
- preparation of an analysis of possible approaches for changes in operating areas for taxi and TNSs in Metro Vancouver; and
- research into fleet sizes and TNS operations in other jurisdictions.

SELECT STANDING COMMITTEE ON CROWN CORPORATIONS

On November 27, 2018, the Legislature passed a motion that authorized the Select Standing Committee on Crown Corporations to inquire into and make recommendations on regulations regarding the new Act. The Board made a written submission to the Committee in late January 2019. The Committee released its report entitled *Transportation Network Services: Boundaries, Supply, Fares, and Driver's Licences* in late March.

OTHER BOARD ACTIVITIES

Appendix 4 lists operational, communication and governance matters that the Board undertook in 2018/19.



Applications and Administrative Performance Measures

The Passenger Transportation Board system tracks timelines for files it received within the fiscal year. Statistics reported in this document are for files received by the Board from April 1, 2018 to March 31, 2019.

APPLICATIONS

In 2018/19, the PT Board received 239 applications. This is a 60% increase from the previous year.² Of these, 230 applications were decided on their merits, two were dismissed summarily, two were withdrawn and five had yet to be decided when this report was prepared.

Table 1: Number of Applications by Type in 2018/19

New	38
Amendments	18
Rates	7
Additional Vehicles	106
Transfers	10
TOPs ³	60
SA ⁴ Determination	0
Total	239

ADMINISTRATIVE PERFORMANCE MEASURES

The PT Board has set two administrative performance targets: “low” and “high”. These targets take into account regulatory requirements such as the requirement to publish applications and receive and consider submissions. The low target represents the most efficient processing times. The high target takes into account factors that may extend the process such as extension requests from applicants to provide information, supplemental submissions or the need for the Board to address preliminary matters.

² The increase is attributable to 90 additional vehicles applications received through the taxi modernization supply increase process in fall 2018, as well as increased numbers of inter-city bus applications after Greyhound Canada announced that it would exit from BC and Western Canada on October 31, 2018.

³ Temporary Operating Permits

⁴ Special Authorization



Targets are listed in Table 3 below.

Table 3: PT Board Administrative Performance Targets

Process and Track	Low Target # days	High Target # days
Application Files		
File Review	89 or less	90–156
PT Board Investigation	113 or less	114–192
Oral Hearing	178 or less	179–293
Urgent Public Need	37 or less	38–75
Temporary Operating Permits (TOPs)	15 or less	16–30

Table 4: PT Board Administrative Performance against Targets 2018/19

Type of Processing	# PT Board Decisions	Average # of days to a decision ⁵	% within low target	% within high target	% over high target
File Review	160	43	96%	3%	1%
PT Board Investigation (BI)	12	60	100%	0%	0%
Oral Hearing	0	n/a	n/a	n/a	n/a
Urgent Public Need UPN ⁶	2	13	100%	0%	0%
Temporary Operating Permits (TOP)	60	4	97%	3%	0%

⁵ These timelines are from when an application is received at the PT Board office until a decision is issued, and may include periods when processing times are not in the PT Board's control. For example, an applicant asked for an extension to reply to submissions.

⁶ A "UPN" is an application that the PT Board determines should be processed on the basis of "urgent public need". These applications are not published and submissions are not solicited. Most "UPN's" are processed on the basis of a file review.



The PT Board seeks to process at least 75% of all applications within the low target timeframe and achieved this in all categories.

The PT Board database reports performance statistics based on the date an application is received. Statistics compiled for this Report include applications received between April 1, 2018 and March 31, 2019 and closed at the time the database report is accessed to compile these statistics. Table 4 on Page 11 covers decisions on 234 (98%)

applications the Board received in 2018/19.

Statistics in Table 4 are the total number of days that an application was in process with the PT Board. This includes times when the application is inactive pending publication or receipt of additional information from an applicant. For most application, the publication period is 10 days and, if submissions are received, applicants have seven days to reply. With public hearings, the reported timelines include adjournments and continuations.



Post Decision Processes

In 2018/19, six licence application decisions were amended to correct a clerical or technical error. The Board received 12 requests to have its decisions reconsidered and determined that 11 requests did not meet the grounds for reconsideration. One

decision was reconsidered. The original decision of the Board was confirmed. No decisions were judicially reviewed.

Table 5: Licence Amendments, Reconsiderations and Judicial Reviews

	Number of Post-Decision Matters	Average Days to Conclude Post-Decision Matter
Application Decisions Amended ⁷	6	N/A
Reconsiderations ⁸		
• Reconsiderations Proceeded and Decided	1	43
• Reconsiderations Not Proceeded – Grounds not established	11	54
• Decisions Judicially Reviewed	0	N/A
Total Post Decision Processes	18	

⁷ The Board database does not track the number of days to process an amendment. This is why timelines are not reported for processing application decisions

⁸ Of the twelve reconsideration requests, nine were received and considered at the same time. Grounds were not established for the group of nine reconsideration requests.



Appeals

The PT Board hears appeals from licensees who have received an administrative penalty from the Registrar of Passenger Transportation. The Board received no appeals in 2018/19.






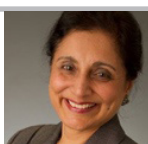


PT Board Members, Staff, Budget and Other Matters

PT Board members are appointed by Cabinet and work part-time. Members address policy and critical issues, and make decisions on applications and appeals. The *Passenger Transportation Act* says that there must be at least three members, with one

member designated as Chair. Appointment processes and terms are governed by the *Administrative Tribunals Act*. The PT Board had eleven meetings in 2018/19, of which one was a strategic planning session and five were teleconferences.

Table 5: PT Board Members

Member	Appointed by	Initial Appointment Effective	Term Expiry Date
 Catharine Read, Chair	Cabinet	October 1, 2017	October 1, 2020
 Carmela Allevalo	Cabinet	November 5, 2018	November 5, 2020
 William (Bill) Bell	Cabinet	February 1, 2008	June 30, 2020
 Roger Leclerc	Cabinet	November 8, 2012	June 30, 2020
 Spencer Mikitik	Cabinet	March 29, 2012	May 14, 2020
 Baljinder Narang	Cabinet	March 11, 2019	November 5, 2021



In January 2019, pursuant to section 6 of the *Administrative Tribunals Act*, the Chair appointed Bill Bell and Roger Leclerc for

a temporary six-month term to respond to workload issues. Their terms were subsequently extended by Cabinet.

Board Staff

The PT Board is supported by a staff of four full-time employees who work out of the office in Victoria. Staff handle the administrative functions of the Board, undertake policy research and respond to inquiries from applicants, submitters and the public. Board staff in 2018/19 were

Neil Arason	Director to the PT Board ⁹
Michael McGee	Manager, Policy, Programs and Communications
Kathy Mitten	Finance, Appeals and Operations Coordinator
Andrea Garson	Research and Administration Coordinator ¹⁰

⁹ Jan Broocke was Director until January 31, 2019 when she retired.

¹⁰ Jane Morris was Research and Administration Coordinator until June 15, 2018.



Budget

Table 7: PT Board Budget 2018/19

Budget Category	Allocation	Expenditure
Salaries	263,000	260,776
Supplementary Salary cost	0	130
Benefits	64,000	64,699
Member Per Diems and Travel	140,000	197,881
Staff Travel	8,000	2,939
Professional Services – Operational	2,000	54,369
Information Services – Operating	9,000	6,627
Office and Business Expenses	5,000	11,444
Stat. Advertising and Publications	1,000	0
Other Expenditures	1,000	0
Recoveries – Within Government	(1,000)	0
Recoveries – External, Misc.	(1,000)	0
Total	492,000	598,865

The budget overage was attributable to increased workload from Greyhound service withdrawal and the taxi modernization initiative.



Appendix 1

REGULATORY FRAMEWORK

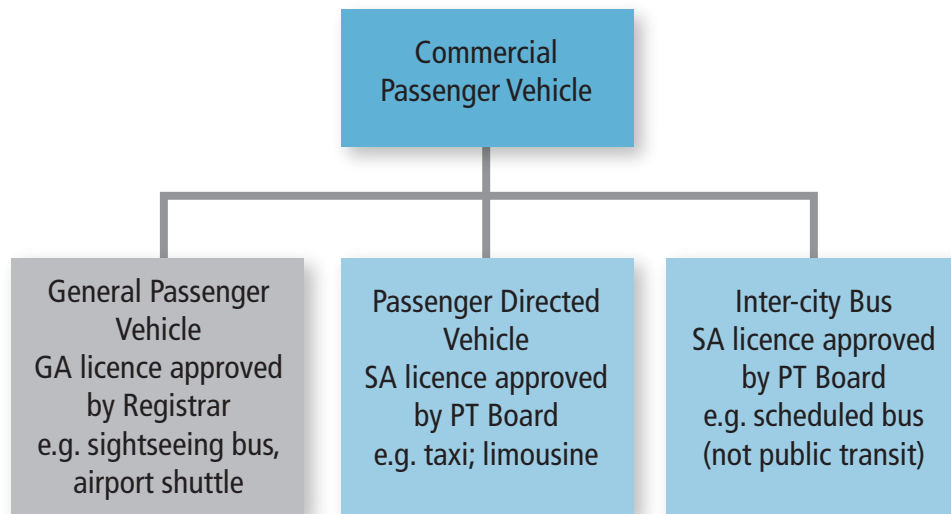
The PT Board is an administrative tribunal created under the *Passenger Transportation Act* (PTA). Administration of the PTA is a joint responsibility of the PT Board and the Registrar/PT Branch of the Ministry of Transportation and Infrastructure.

Vehicles and Licences Authorizations

The PTA sets out the framework for licensing commercial passenger vehicles. There are two types of licences: general authorization (GA) licences; and special authorization (SA) licences.

The chart below shows the different licensing streams under the PTA.

Figure 1: Commercial Passenger Vehicle Licensing



Special Authorization Licence Approvals

The PT Board makes decisions on applications for Special Authorization licences. There are two types of special authorizations: (a) passenger directed vehicles and (b) inter-city buses.

Passenger directed vehicles include taxis, limousines, perimeter seating buses and small shuttle vans. Inter-city buses are private commercial carriers that operate between cities on a schedule and over regular routes.

The PT Board may approve applications for a Special Authorization licence if it considers¹¹:

- there is a public need for the service;
- the applicant is fit and proper and capable of providing the service; and
- the application promotes sound economic conditions in the transportation industry.

If an application is approved, the PT Board sets terms and conditions for a licence. The Registrar of Passenger Transportation (part of MoTI) then issues a licence when safety requirements are met.

General Authorization Approvals

The Registrar of Passenger Transportation makes decisions on applications for General Authorization licences. The Registrar is also head of the Passenger Transportation Branch.

Operators of commercial passenger vehicles that do not fall within the definitions of *passenger directed vehicle* or *inter-city bus* need a licence with General Authorization. These operators have greater operational freedom than operators with a Special Authorization.

Enforcement and Compliance

The Registrar works with Commercial Vehicle and Safety Enforcement (CVSE) staff in the planning and delivery of enforcement and compliance actions for commercial passenger vehicles. The Registrar may impose administrative penalties on licensees.

The PT Board hears appeals of administrative penalties imposed by the Registrar.

¹¹ For applications to transfer a licence, the PT Board considers applicant fitness only.



Appendix 2

SIMPLIFIED ICB APPLICATIONS RECEIVED IN 2018/19

The list below identifies applicants who used the Board's Simplified ICB Application process in 2018/19 to propose service on a corridor Greyhound Canada stopped operating on or before October 31, 2018. Applicants are listed if their application was published before March 31, 2019.

Silver City Stagelines

- Add route: Nelson – Kelowna
- Approval decision: August 31, 2018

Rider Express Transportation

- Add route: Vancouver – BC/Alberta Border
- Approval decision: October 12, 2018¹²

Merritt Shuttle Holdings Ltd

- 6 routes:
 - A Lower Nicola – Kamloops
 - B Kamloops – Highland Valley
 - C Merritt – Highland Valley
 - D Merritt – Spences Bridge – Langley
 - E Merritt – Spences Bridge – Prince George
 - F Merritt – Kelowna
- Approval decision: October 19, 2018¹³

Wilson's Transportation

- Vancouver – Kamloops
- Vancouver Kelowna
- Approval decision: October 16, 2018 and October 31, 2018¹⁴

Whistler Rides

- Vancouver – Pemberton
- Approval decision: October 26, 2018

Gertzen Ventures Ltd (dba Adventure Charter & Rentals)

- 2 Routes:
 - A Prince George – Surrey
 - B Williams Lake – Kamloops
- Approval decision: March 27, 2019

¹² On March 6, 2019, the Board published an application by Rider Express Transportation to reduce minimum route frequency on the Kamloops – BC/Alberta border portion of the route, and to eliminate four route points.

¹³ The Board approval expired after Merritt Shuttle failed to activate vehicles by the deadline in the Board decision and by deadlines set in extensions granted by the Board.

¹⁴ The Board gave preliminary approval on October 16, 2018, for two routes (Vancouver – Kamloops and Vancouver – Kelowna). On October 31, 2018, it issued a final decision that confirmed the decision of October 16, 2019, and approved a third route (Vancouver – Whistler).



**Balwaria Empire PVT Ltd
(dba Cold Shot)**

- Fort St John – BC/Alberta Border
(Highway 2)
- Approval decision: April 3, 2019

**Michael David Hathaway
(dba Mountain Man Mike's)**

- 2 Routes:
 - A Kaslo - Vancouver
 - B Kaslo – BC/Alberta border
(Highway 3)
- Approval decision: May 9, 2019¹⁵

¹⁵ The Kaslo – Vancouver route partly overlaps with another licensee and the regular ICB application process was applicable.



Appendix 3

TAXI MODERNIZATION APPROVALS IN BC

The Passenger Transportation Board made decisions on the 90 applications received through its Taxi Modernization (TM) application process. Approvals on 89 applications resulted in a 12.5% increase in the number of taxis that companies can put on the road. Board policies gave taxi companies across BC an opportunity to seek increases of up to 15%.

Table 1: Total Taxis Approved Before and After TM Applications (July 19, 2018 vs. January 2, 2019)

	BC Total	Metro Vancouver	Greater Victoria	Other Regional Districts
Approved Taxis: July 19, 2018	3,477	2,114	303	1,060
Additional "TM" Taxi Approvals	433	305	42	86
TM Taxi Increases (by location)	12.5%	14%	14%	8%
Distribution of TM Taxi Approvals		70%	10%	20%

Generally, increases are closer to 15% in the two major urban areas, and less than the average of 12.5% in other areas. The number of vehicles approved as wheelchair accessible taxis (WATs) in BC increased by 21.5%.

Table 2: Wheelchair Accessible Taxis (WATs) Before and After TM Applications* (July 19, 2018 vs. January 2, 2019)

	BC Total	Metro Vancouver	Greater Victoria	Other Regional Districts
Approved WATs: July 19 2018	484	387	25	72
Additional "TM" WATs Approved	104	70	10	24
TM WAT Increases (by location)	21.5%	18%	40%	33%
Post-TM Proportion of WATs in Taxi Fleets	15.0%	19%	10%	8%

* Numbers of wheelchair accessible taxis (WATs) in Table 2 are included in totals reported in Table 1.



Table 3: BC Taxi Modernization Approvals by Regional District
(July 19, 2018 vs. January 2, 2019)

Regional District	Total Fleet	WATs Included	WAT %	Total Approved	WATs Included	New Fleet Total	WATs Included	New WAT %
Alberni-Clayoquot RD	20	0	0%	3	1	23	1	4%
Bulkley-Nechako RD	10	1	10%	0	0	10	1	10%
Capital RD	303	25	8%	42	10	345	35	10%
Cariboo RD	20	2	10%	1	0	21	2	10%
Central Coast RD	-	-	-	-	-	-	-	-
Central Kootenay RD	15	0	0.0%	0	0	15	0	0%
Central Okanagan RD	124	11	9%	16	3	140	14	10%
Columbia Shuswap RD	26	1	4%	1	0	27	1	4%
Comox Valley RD	17	3	18%	2	0	19	3	16%
Cowichan Valley RD	34	1	3%	4	4	38	5	13%
East Kootenay RD	51	0	0.0%	0	0	51	0	0%
Fraser Valley RD	115	18	16%	14	5	129	23	18%
Fraser-Fort George RD	100	2	2%	2	1	102	3	3%
Kitimat-Stikine RD	40	2	5%	2	1	42	3	7%
Kootenay-Boundary RD	4	1	25%	1	0	5	1	20%
Metro Vancouver RD	2,114	387	18%	305	70	2,419	457	19%
Mount Waddington RD	16	0	0%	1	0	17	0	0%
Nanaimo RD	73	6	8%	10	3	83	9	11%
North Okanagan RD	26	3	12%	3	0	29	3	10%
Okanagan-Similkameen RD	46	6	13%	5	0	51	6	12%
Peace River RD	58	1	2%	5	3	63	4	6%



Regional District	Total Fleet	WATs Included	WAT %	Total App- proved	WATs Included	New Fleet Total	WATs Included	New WAT %
Powell River RD	6	1	17%	0	0	6	1	17%
Skeena Queen Charlotte RD	54	0	0%	2	1	56	1	2%
South Gulf Isld's (elect'l area)	9	0	0%	1	0	10	0	0%
Squamish-Lillooet RD	61	5	8%	1	0	62	5	8%
Strathcona RD	20	1	5%	1	1	21	2	10%
Sunshine Coast RD	12	0	0%	1	0	13	0	0%
Thompson-Nicola RD	103	7	7%	10	1	113	8	7%
Provincial Totals	3,477	484	13.9%	433	104	3,910	588	15.0%
Comparison with total BC taxis approved as of July 19, 2018	100.0%			12.5%		112.5%		



Appendix 4

OPERATIONAL, COMMUNICATION AND GOVERNANCE ACTIVITIES UNDERTAKEN IN 2018/19

Activity Type	Activities
Policy	<ul style="list-style-type: none">• September 2018: Implemented a 2018 Taxi and Limousine Cost Index (TLCI) increase that gave taxis an option to request a rate increase up to 2.1% based on the increase in the Consumer Price Index for BC in the year ended December 31, 2017.• October 2018: Updated taxi camera standards and the equipment approval process for taxis in BC that must use or want to use taxi cameras in their vehicles.• January 2019: Updated the Vehicle ID Rule for Taxicabs to set taxi identification code display requirements for taxis operated as a single-shift paired vehicle.• January 2019: Provided written input to the Select Standing Committee on Crown Corporations for its report, Transportation Network Services: Boundaries, Supply, Fares, and Driver's Licences.• March 2019: Introduced the Perimeter Seating Bus Safety Monitor Rule to set requirements for training and background checks for safety monitors that must be onboard PSBs with unaccompanied minors



Activity Type	Activities
Communications	<ul style="list-style-type: none"> • May 2018: Updated spreadsheets used by applicants requesting additional taxis to summarize data on trip volumes, wait times and vehicles in use. The revised spreadsheets enhance information the Board receives about accessible service by separating data for conventional taxis from data for wheelchair accessible vans. • September 2018: Board chair participated on a panel at the UBCM annual convention in Whistler on the future of bus travel without Greyhound. • November 9 to December 21, 2018: Published seven "extra" editions of the Weekly Bulletin in response to high volumes of applications and status enquiries about taxi modernization and simplified ICB applications. • 2018/19: Published six Industry Advisories and one News Release.
Governance	<ul style="list-style-type: none"> • Held eleven Board meetings – six in person and five by teleconference. • Staff attended the Canadian Urban Transit Association symposium in Vancouver on New Mobility (June 2018) and TransLink's forum in Vancouver on Governing our New Mobility Future (January 2019).





Passenger
TRANSPORTATION BOARD

Annual Report
2018/19