

BRIEFING NOTE FOR INFORMATION

DATE: September 16, 2014

PREPARED FOR: Deborah Bowman, ADM, Transportation Policy and Programs

ISSUE: Meeting with Christopher Schafer, representing Uber.

SUMMARY:

- The rates charged by taxis, limousines and other small passenger directed vehicles are established by the Passenger Transportation Board.
- In 2014, after consultation with industry, the Passenger Transportation Board established its rates and rules for limousine services in Victoria, Vancouver and surrounding areas.
- A U.S. based company developed a smart phone application which does not reflect the approved limousine rates for Vancouver.

BACKGROUND:

Licensed passenger directed vehicles (PDVs) in British Columbia must charge rates that are set or approved by the Passenger Transportation Board (Board). PDVs include taxis, limousines, shuttles and vans that accommodate no more than 11 passengers. The regulation of rates and rules creates an environment where passengers are charged reasonable and predictable prices for transportation services, and where operators can properly maintain the vehicles.

Uber is a technology company, not a transportation company. Uber uses a smartphone application ("app") to quickly connect drivers with people who need a ride. Uber collects fares, pays drivers, sets rates, and retains a percentage of the fares. The company supports a variety of services such as ridesharing, taxis, and luxury limousines. Uber operates in Toronto and Montreal, as well as in San Francisco, New York, Los Angeles and other American cities.

Uber provides a direct and immediate connection between the customer and the transportation service, and the rates are generally lower than taxis and limousines. Clients must register with Uber and provide credit card information before using the system. Some drivers like Uber because payment is quicker than from taxi companies and there is an opportunity to make more revenue, especially if they do not need to pay lease fees to licensees for dispatch services.

Taxi and limousine companies oppose Uber, as it generally resists licensing and fare regulation. It tends to deal directly with drivers, thus by-passing licensed companies and their dispatch services.

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This occurred in Vancouver in 2012 when Uber entered the market.

Uber operated briefly in Vancouver from about May to November 2012. It was offering a sedan limousine service with rates based on time and distance that markedly undercut regulated limousine rates of \$75 per hour, especially for short trips. The Passenger Transportation Branch became aware of Uber's Vancouver operations when the limousine and taxi industries registered complaints. At that time, Ministry staff contacted Uber to raise concern that the rates being charged were in violation of the licence conditions. Passenger Transportation Board staff also met with Uber representatives to explain regulations in place.

In November 2012, Ministry staff met with the limousine companies using Uber to explain that they were operating in violation of their licence conditions and could lose their licence to provide limousine services if they continued to undercut the prescribed rates. The Branch focussed on licensees under its jurisdiction who could be issued administrative penalties by the Registrar of Passenger Transportation, including fines and licence suspension or cancellation. The Branch also posted an information sheet on its website about concerns with apps and non-compliance with Board approved rates. That month, Uber cancelled its services in Vancouver.

DISCUSSION:

Traditionally, taxis have complemented the public transportation system by providing 24/7 “on demand” passenger directed service. People with disabilities, low income and without cars may rely on taxi service which is available when public transit is not. The *Passenger Transportation Act* regulates the supply of taxis to ensure that the services remain viable and open to the public.

Limousines provide an advanced booking service for corporate functions, special events, and service between airports and hotels, to name a few. Most fares are based on an hourly rate or a fixed rate. The Board seeks to maintain a price distinction between taxis and limousines. Limousines are generally of a higher vehicle quality (Lincoln town car) and the Board characterizes limousines as a discretionary service, as opposed to taxis, which are considered part of the global public transportation system.

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On November 20, 2012, staff met with the limousine companies using Uber to explain that they were operating in violation of their licence conditions and could lose their licence to provide limousine services if they continue to undercut the prescribed rates. The companies were sent “cease and desist” letters. Within three hours, Uber’s legal staff contacted the Ministry to request a meeting.

The corporate General Manager flew to Vancouver from Toronto to meet with the Registrar of Passenger Transportation on November 21. The General Manager also met with the Director of the Board on November 21.

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The Vancouver Taxi Association and the B.C. Taxi Association are meeting with Kristin Vanderkuip, Director, Passenger Transportation Branch and Jan Broocke, Director, Passenger Transportation Board on September 16, 2014. The Associations advised that they will also be requesting meetings with ICBC, Minister Todd Stone and Councillor Geoff Meggs.

Although Uber is not presently active in Vancouver, it is advertising online for drivers for Uber X and Uber Black (sedans and SUVs). Uber X is a ridesharing service on a massive scale where drivers use their own car, insured for personal use, to provide transportation considered to be commercial passenger transportation services regulated under the *Passenger Transportation Act*.

California has created a new category of regulation for rideshare services, requiring that they obtain an operating certificate from the Public Utilities Commission. Rates and area of operation is not regulated, thus these ridesharing services compete directly with taxis.

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Passenger Transportation Board Position

The Board does not regulate mobile apps. Taxis and limousine companies are free to use apps but they must charge the regulated rates. The Board published a set of *Principles and Parameters for Mobile Apps* on its website.

In 2014, the Board, after consultation with the limousine industry, established its *Rates and Rules for Limousines for Victoria, Vancouver and surrounding areas*. This establishes minimum and maximum hourly rates. The minimum sedan limousine rate remains at \$75 per hour.

The Board is holding a hearing in December 2014 on an application for a sedan limousine service that will dispatch via a mobile app and charge rates based on time and distance (as opposed to hourly rates).

PREPARED BY:

Jan Broocke, Director
Passenger Transportation Board
250-953-3782

REVIEWED BY:

Greg Gilks, Executive Director
Transportation Policy Branch

INITIALS:

PROFILE

s22

Christopher Schafer

s22

Vanderkuip, Kristin TRAN:EX

Subject: Taxi Associations Re: Uber
Location: PT Branch Boardroom/ s15, s17
Start: Tue 2014-09-16 10:00 AM
End: Tue 2014-09-16 11:00 AM
Recurrence: (none)
Organizer: Vanderkuip, Kristin TRAN:EX
Required Attendees: Broocke, Jan TRAN:EX; Sundquist, Doris TRAN:EX

Please see conference call information above.

KV

From: Carolyn Bauer <carolyn@yellow-cab.ca>
Sent: Thursday, September 11, 2014 3:41 PM
To: Vanderkuip, Kristin TRAN:EX
Cc: 'nagra'; s22 'Mohan S. Kang'; 'Emon Bari'; Gurdip
Subject: MEETING

Good afternoon Kristin, thank you so very much for taking our call this afternoon. We look forward to meeting with you on Tuesday September 16th, 2014 at 10:00am at the Branch. I will forward the names that will be attending on Monday, for now, it would be myself, Kulwant Sahota Gurpal Nagra, Mohan Kang, Emon Bari, and Gurdip Sahota. I will confirm on Monday.

Kind regards

Carolyn Bauer

General Manager

Yellow Cab

Vanderkuip, Kristin TRAN:EX

From: Carolyn Bauer <carolyn@yellow-cab.ca>
Sent: Monday, September 15, 2014 3:03 PM
To: Vanderkuip, Kristin TRAN:EX
Cc: Operations Manager
Subject: RE: MEETING

Thank you I have cc'd this to Surinder Kang who will join us on behalf of the Victoria Taxi Association.

Have a great afternoon.

Carolyn

-----Original Message-----

From: Vanderkuip, Kristin TRAN:EX [<mailto:Kristin.Vanderkuip@gov.bc.ca>]
Sent: September-15-14 2:51 PM
To: Carolyn Bauer
Subject: RE: MEETING

Hi Carolyn

If anyone is joining us via the phone, please provide them with this dial in information:

Dial-in Phone Number: s15, s17 or s15, s17 (Vancouver local) Participant ID: s15, s17

Thanks,
Kristin

-----Original Message-----

From: Carolyn Bauer [<mailto:carolyn@yellow-cab.ca>]
Sent: Monday, September 15, 2014 7:52 AM
To: Vanderkuip, Kristin TRAN:EX; Mohan S. Kang
Cc: nagra; s22 Emon Bari; Gurdip; 'manager@empresstaxi.com'
Subject: RE: MEETING

Good morning Kristin, joining us will be Surinder Kang from the Victoria Taxi Association, I am not sure if he will be conferenced in or if he will be coming to Vancouver, I will confirm before the end of the day.

Thank you

Carolyn

-----Original Message-----

From: Vanderkuip, Kristin TRAN:EX [<mailto:Kristin.Vanderkuip@gov.bc.ca>]
Sent: September-12-14 8:06 PM
To: Mohan S. Kang
Cc: nagra; s22 Emon Bari; Gurdip; Carolyn Bauer
Subject: Re: MEETING

Hi Mohan

Jan Broocke may be available to join us by phone. I will send her the meeting details.

Kristin

On Sep 11, 2014, at 8:37 PM, "Mohan S. Kang"

s22

wrote:

Hi Kristin:

I just got back home but I was remembering the comment you made to Carolyn that if we would need anybody from the PT Board attending the meeting on September 16-14. I believe it would be a great idea that way we can put our issue before you and the PT Board same time. It is very crucial issue which need your and PT Board attention. Thanks. Mohan

From: Carolyn Bauer [<mailto:carolyn@yellow-cab.ca>]

Sent: September 11, 2014 3:41 PM

To: Vanderkuip, Kristin TRAN:EX

Cc: 'nagra';

s22

'Mohan S. Kang'; 'Emon Bari'; Gurdip

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Kind regards

Carolyn Bauer
General Manager
Yellow Cab

recruiting drivers
in Vancouver

accessible?
wave

Date 17.9.14

UBER

Can cities:

To, Montreal, Halifax

Uber Taxi

- app to connect, metered rates,
licensed taxi

Uber Black

- app to connect, licensed sedans/limo
- approved rates

Safety

- cashless
- ranking driver & pax

Uber X (Uber Pop in Europe)

- peer-to-peer
- 40% cheaper than taxi
- priority safety & insurance
 - lifetime criminal & driver check
 - \$5 million liability

s13

vehicle max 9 yrs old

→ visual inspection, not mechanical

Legal

- case before courts in T.O.

Accessible

- WAV

Date 16.9.14

Uber - X

GVTA, VTA, BCTA

Grudet, Emon, Mohan, Swinder, Carolyn,
Kalwant, Doris, Dato, Michael, Jan,
Yorlial

Carolyn

- Recruiting drivers in Metro recently

s13

Seattle as well

s13

Mohan

s13

on train

s13

at the end

s13

Yuri

s13

Kalwant

- approx. 800 drivers registered in Metro
- private cars
- download driver app on own phone

Jan

- Uber X = ride share
- in California require registration w/ public utility

Kalwant

- Uber is an app
- public likes the ↓ cost

s13

Govdip

s13

Mohan

-

Emon

s13

UBER - "Super"

✓ Kulwant
✓ Carolyn
✓ Gurdip

Sundquist, Doris TRAN:EX

Subject: Taxi Associations Re: Uber
Location: PT Branch Boardroom/phone
Start: Tue 2014-09-16 10:00 AM
End: Tue 2014-09-16 11:00 AM
Show Time As: Tentative
Recurrence: (none)
Meeting Status: Not yet responded
Organizer: Vanderkuip, Kristin TRAN:EX
Required Attendees: Broocke, Jan TRAN:EX; Sundquist, Doris TRAN:EX

✓ Mohan
✓ Emon
✓ Michael
✓ Jan
✓ Doris
✓ Kristin
✓ Suninder

"yellow cab"
Victoria
avoid?

From: Carolyn Bauer <carolyn@yellow-cab.ca>
Sent: Thursday, September 11, 2014 3:41 PM
To: Vanderkuip, Kristin TRAN:EX
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Kind regards

Carolyn Bauer

General Manager

Yellow Cab

Per Carolyn
recruiting-UBER -
with meeting w/ city

in the area already
500 drivers' regist.
Richmond
Surrey
Vancouver
City of Vancouver

Mohan /

s13

PT Branch / Enforcement

- lobbying
- social media

I said - passed a law / representative Provincial / Federal
free trade?

* download the app on
the phone
Uber X
Uber Black

UBER → drivers rating system
→ cheaper rates /

s13

supply
drivers operating only.



Ministry of
Transportation
and Infrastructure

INDUSTRY NOTICE

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

Posted November 23, 2012

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;

Passenger Transportation Branch
104 – 4240 Manor Street
Burnaby BC V5G 1B2

Phone 604-453-4250
Fax 604-453-4253

BC residents can call toll free
through Enquiry BC
Victoria 250-387-6121
Elsewhere in BC 1-800-663-7867

Page 1 of 2

- (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

Passenger Transportation Branch
104 - 4240 Manor Street
Burnaby BC V5G 1B2

Phone 604-453-4250
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November 28, 2012

Smartphone Apps and Passenger Transportation Rates

Apps are being developed that enable passengers to book taxis, limousines and other passenger transportation services via smartphones or other mobile devices.

The Passenger Transportation Board and Passenger Transportation Branch, as well as licensed carriers, have raised concerns about the use of these applications. Concerns include that the transportation provider may not be licensed or that the rates advertised may not be approved rates.

The Registrar, Passenger Transportation Branch, Ministry of Transportation and Infrastructure has posted an Industry Notice on *Regulatory Concerns Associated with the Use of Smartphone Applications (Apps) and Non-compliance with Passenger Rates.*

The Passenger Transportation Board and Registrar, Passenger Transportation Branch, Ministry of Transportation have developed an Information Sheet on *Passenger Transportation Rates and Smartphone Applications (Apps).*

April 30, 2014

Mobile Apps in Taxis and Limousines

Mobile apps link passengers to vehicles and drivers. With a few 'taps' on a screen, a passenger can obtain a vehicle and driver, and then track the progress of the vehicle. These apps are revolutionizing passenger transportation services.

Apps appeal to smartphone users, connect customers and transportation services and enhance booking/dispatch for companies.

Apps also raise public policy concerns in a regulated environment. These concerns include public safety, unlicensed operators, service availability and rates. Some jurisdictions have a rigorous approach to regulation while others are more flexible.

The Passenger Transportation Board has developed a set of guidelines or "principles and parameters" regarding its approach to apps. The principles and parameters relate to apps, not rate structures. The Board approves rates and rules for taxis and limousines. Licensed operators must only charge these rates, with or without an app.

The Board is not seeking to regulate apps used for dispatch purposes only. For taxis, apps cannot replace properly calibrated meters for calculation of rates. If an app in a limousine calculates rates, it must be programmed to calculate Board approved rates– apps cannot circumvent rates. All tips must be voluntary – an app cannot calculate a mandatory gratuity.

Links:

Webpage | [Mobile Apps](#)

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B.C. Reg. 308/2009
O.C. 712/2009

Deposited December 11, 2009
effective January 1, 2010

Motor Vehicle Act
**USE OF ELECTRONIC DEVICES WHILE DRIVING
REGULATION**

Note: Check the Cumulative Regulation Bulletin 2014
for any non-consolidated amendments to this regulation that may be in effect.

Contents

- 1 Definition
- 2 "Use" further defined
- 3 Prescribed electronic devices
- 4 Installation of electronic devices
- 5 Persons carrying out powers, duties or functions
- 6 New drivers exempt from section 214.2 of the Act
- 7 Hands-free use of electronic device
- 8 Global positioning system
- 9 Hand microphone
- 10 Hand-held audio player
- 11 Televisions

Definition

- 1 In this regulation, "**Act**" means the *Motor Vehicle Act*.

"Use" further defined

- 2 A person who watches the screen of an electronic device uses the device for the purposes of paragraph (d) of the definition of "use" in section 214.1 of the Act.

Prescribed electronic devices

- 3 (1) The following electronic devices are prescribed for the purposes of paragraph (c) of the definition of "electronic device" in section 214.1 of the Act:
 - (a) electronic devices that include a hands-free telephone function;
 - (b) global positioning systems;

- (c) hand-held electronic devices, one of the purposes of which is to process or compute data;
- (d) hand-held audio players;
- (e) hand microphones;
- (f) televisions.

(2) In subsection (1), "**hand microphone**" means a communication device consisting of a hand-held unit that

- (a) is both receiver and microphone,
- (b) is operated by a push and hold-to-talk function, and
- (c) allows for oral communication, but not for the transmission and receipt of oral communication at the same time.

Installation of electronic devices

4 (1) Subject to sections 7 (1) (a) and 8 (3), an electronic device listed in subsection (2) must be installed

- (a) so that it is securely fixed to the motor vehicle, and
- (b) in a manner that does not obstruct the driver's view of the front or sides of the motor vehicle or interfere with the safety or operating equipment of the motor vehicle.

(2) The following electronic devices are listed for the purposes of subsection (1):

- (a) global positioning systems;
- (b) electronic devices that include a hands-free telephone function;
- (c) televisions.

Persons carrying out powers, duties or functions

5 For the purposes of section 214.5 (a) of the Act, the following classes of persons may use an electronic device while exercising their powers, duties or functions:

- (a) a person appointed under section 11 of the *Canada Border Services Agency Act* to conduct intelligence, investigation or enforcement work of the agency in the Intelligence Division, the Criminal Investigators Division or the Pacific Region Enforcement Centre;

(b) a person designated as a park warden under section 18 of the *National Parks Act*.

New drivers exempt from section 214.2 of the Act

- 6 Section 214.2 of the Act does not apply to a person to whom a Class 7 or 7L licence is issued.

Hands-free use of electronic device

- 7 (1) Subject to subsection (2), a person may use an electronic device in a hands-free telephone function while driving or operating a motor vehicle on a highway, if the device
- (a) is installed in accordance with section 4 and within easy reach of the driver's seat, or worn securely on the person's body,
 - (b) is voice-activated or requires only one touch in order to initiate, accept or end a call, and
 - (c) in the case of a device that includes an earpiece, the earpiece is worn only in one ear.
- (2) Subsection (1) (c) does not apply to a person who is driving or operating a motorcycle on a highway.

Global positioning system

- 8 (1) Subject to subsection (3), a person may use a global positioning system for navigation purposes while driving or operating a motor vehicle on a highway, if the system is
- (a) installed in accordance with section 4 if subsection (3) of this section does not apply, and
 - (b) operated in accordance with this section.
- (2) A person may use a global positioning system while driving or operating a motor vehicle on a highway, if the system
- (a) is programmed before the person begins to drive or operate the motor vehicle, or
 - (b) can be programmed in a voice-activated manner.
- (3) If a global positioning system is a hand-held type, a person may use the system while driving or operating a motor vehicle on a highway if, in addition to the requirements of subsection (2), the system
- (a) is not held in the person's hand, and

(b) is securely fixed to the motor vehicle in a manner that does not obstruct the person's view of the front or sides of the motor vehicle or interfere with the safety or operating equipment of the motor vehicle.

Hand microphone

9 A person may use a hand microphone while driving or operating a motor vehicle on a highway if

(a) the device is within easy reach of the driver's seat, and

(b) is securely fixed to the motor vehicle or worn securely on the person's body in a manner that does not obstruct the person's view of the front or sides of the motor vehicle or interfere with the safety or operating equipment of the motor vehicle.

Hand-held audio player

10 A person may use a hand-held audio player while driving or operating a motor vehicle on a highway if

(a) the device

(i) is not held in the person's hand, and

(ii) is securely fixed to the motor vehicle or worn securely on the person's body in a manner that does not obstruct the person's view of the front or sides of the motor vehicle or interfere with the safety or operating equipment of the motor vehicle, and

(b) the sound is emitted through the speakers of the sound system of the motor vehicle.

Televisions

11 (1) Except as provided in subsection (2), a person must not drive or operate a motor vehicle on a highway in which the image displayed from a television in the vehicle is visible to the person.

(2) Subsection (1) does not apply if the image on the television displays pictures, information or data solely designed to assist the driver in the safe operation of the vehicle or the safety and security of its load or its passengers.

[Provisions of the *Motor Vehicle Act*, R.S.B.C. 1996, c. 318, relevant to the enactment of this regulation: sections 25, 210 and 214.6]

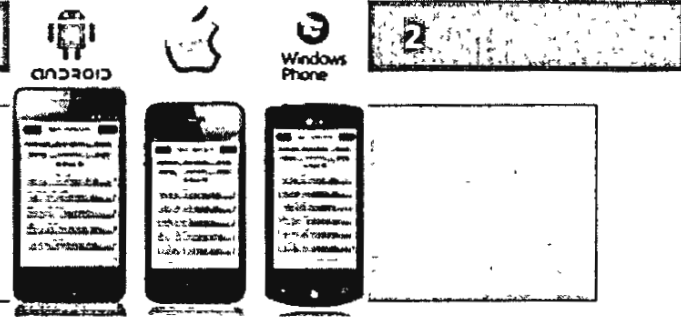
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Principles and Parameters for Mobile Apps in Taxis and Limousines with Special Authorization licences in British Columbia

April 30, 2014

Introduction



- Taxi and limousine companies are discovering the benefits of using mobile apps to attract customers.
- Mobile apps are a new way of connecting passengers and vehicles. They have the potential to change the dynamics of the passenger transportation industry.
- In November 2012, the Passenger Transportation Branch and Passenger Transportation Board published an Information Sheet on "Passenger Transportation Rates and Smartphone Applications (Apps)".
- Apps are being used by taxi and limousine companies in other jurisdictions such as Toronto and New York City. In some areas, apps have raised public policy issues in the areas of public safety, service availability, rates and enforcement.

What are mobile apps?

- **“Mobile apps”** for taxis and limousines:
 - are specialized programs downloaded onto mobile devices to access transportation services
 - may feature location based function such as GPS that takes into account geographic position of passengers
 - may integrate payment systems
 - may interface with a taxi meter or may use its own program to assess fares
 - may be custom designed or a commercial product

PT Board Principles and Parameters

- The Board is establishing “principles” and “parameters” to guide app usage in taxis and limousines whose operators have a Special Authorization (SA) licence.
- The Board will review these principles and parameters and update as necessary.
- The principles and parameters relate to apps and not to rate structures. The Board approves rates for taxis and limousines. Licensed operators must charge these rates, with or without an app.
- The following slides present four principles, with parameters, that the Board is proposing for mobile apps in taxis and limousines.

Apps for Taxis

PT Board

Principle One

Smartphone apps that provide a dispatch or booking service for transportation within a licensee's service area enhance current options for customers.

This is not an area that the Board is seeking to regulate.

Parameters

- a. All taxis dispatched through mobile apps must be operated under the authority of a passenger transportation licence and have Special Authorization Vehicle Identifiers.
- b. Licensees are responsible for care and control of vehicles, drivers, operator officers, agents, and its employees. Licensees must not allow the use of apps to abrogate this duty.
- c. Fees associated with the development, installation and maintenance of the app must be borne by the licensee, not the consumer.
- d. Licensees must charge Board approved rates – apps cannot circumvent rates.
- e. Licensees are responsible for personal information they collect via apps. Such information is subject to provincial privacy legislation.
- f. Taxi companies must continue to provide service that is available to all passengers. Apps must be integrated with, not exclusive of, other dispatch methods.

Apps for Taxis

PT Board

Principle Two

Mobile apps may be linked to payment processing systems as long as fares charged are based on (i) a properly calibrated and programmed taxi meter that is independent of the app or (ii) non-metered rates as approved by the Board.

Parameters

- a. If metered rates are approved, taxis must have a taxi meter that (a) is capable of calculating and displaying a fare based on time and distance; and (b) have a fare display that a passenger with normal eyesight seated in the rear of the taxicab is able to read.
- b. Taxi companies who accept credit or debit cards must not charge customers for the use of such cards.
- c. If companies accept payments made through an independent payment service or “digital wallet”, licensees may not charge to, or collect from, customers any fees associated with these services.
- d. All tips and gratuities are voluntary
- e. The parameters enumerated in Principle One apply.

Apps for Limousines

PT Board Principle Three

Apps that provide a booking or reservation service for transportation within a licensee's service area enhance booking options for customers.

This is not an area that the Board is seeking to regulate.

Parameters

- a. All vehicles booked through an app must be operated under the authority of a passenger transportation licence and have Special Authorization Vehicle Identifiers.
- b. Licensees are responsible for care and control of vehicles, drivers, operators, officers, agents, and its employees. Licensees must not allow the use of apps to abrogate this duty.
- c. If an app calculates rates, it must be programmed to calculate Board approved rates— apps cannot circumvent rates
- d. Licensees are responsible for personal information they collect via apps. Such information is subject to Provincial privacy legislation
- e. Apps must give passengers information so that they can identify the driver and the vehicle

Apps for Limousines

PT Board Principle Four

Apps that include payment services may be used as long as fares are calculated based on rates approved by the Board.

Parameters

- a. Licensees may establish policies for use of payment services as long as they are in line with Board approved rates and rules
- b. All tips and gratuities are voluntary
- c. Fuel surcharges must be calculated based on the Board fuel surcharge policies
- d. The parameters enumerated in Principle Three apply