

Machell, Aileen GCPE:EX

From: Machell, Aileen GCPE:EX
Sent: Tuesday, July 24, 2018 2:27 PM
To: Hannah, Matt GCPE:EX
Subject: Messages
Attachments: Ridesharing Messages AM.docx

Aileen Machell
Issues Manager
778.584.0257

From: Machell, Aileen GCPE:EX
Sent: Tuesday, July 24, 2018 9:59 AM
To: Hannah, Matt GCPE:EX
Subject: KMs

- We know people are frustrated and have been waiting too long for a solution to the lack of transportation options that are available - particularly in Metro Vancouver. People want more options for getting around the city efficiently.
- We are taking the next step in delivering more convenience and flexibility for people traveling around the province.
- People need to be able to get around safely and reliably. That's why we're putting more taxis on the streets and laying the groundwork for new ridesharing services to enter the market.
- Our action plan on ridesharing includes:
 - Retaining Dr. Hara to assist and advise government, working with the PTB to further consult with industry, including major rideshare stakeholders.
 - Implementing policy changes through the PTB.
 - Working with the PTB on data collection and analysis.
- We're preparing legislation for the fall focused on:
 - Consumer safety and enforcement.
 - Streamlining license applications for drivers.
 - Boundaries and meeting demand for taxis and other passenger directed vehicles.
 - Working with ICBC to enable a modern insurance product.
- This is our action plan to bring ridesharing to B.C. and we fully expect ride sharing companies to apply to the Passenger Transportation Board to offer services in B.C. by next September.
- Our approach will modernize the taxi industry and help meet current demand, while opening the door to other ways of ride hailing - so people can move around how they want, when they want, safely.

Aileen Machell
Issues Manager
778.584.0257

Machell, Aileen GCPE:EX

From: Machell, Aileen GCPE:EX
Sent: Wednesday, July 18, 2018 12:05 PM
To: Beale, William TRAN:EX; Robb, Katie GCPE:EX; Lowe, Sonia GCPE:EX
Cc: Papadopoulos, James TRAN:EX
Subject: RE: Edits
Attachments: KM_QA_Ridehailing AM edits - July 18.docx; SN_Ridehailing Announcement AM edits.docx

Just confirming you have my updated versions. Thanks.

Aileen Machell
Issues Manager
778.584.0257

From: Beale, William TRAN:EX
Sent: Wednesday, July 18, 2018 11:56 AM
To: Robb, Katie GCPE:EX; Lowe, Sonia GCPE:EX
Cc: Machell, Aileen GCPE:EX; Papadopoulos, James TRAN:EX
Subject: RE: Edits

Full package approved

From: Robb, Katie GCPE:EX
Sent: Wednesday, July 18, 2018 10:28 AM
To: Machell, Aileen GCPE:EX; Beale, William TRAN:EX; Papadopoulos, James TRAN:EX
Subject: RE: Edits

All good!

Katie Robb
Communications Director | Ministry of Transportation and Infrastructure
Government Communications & Public Engagement
O: [250.953.4865](tel:250.953.4865) | M: [250.920.8371](tel:250.920.8371)

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Yes, I was already so far into it when I realised I should be tracking. s.22

Aileen Machell
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From: Robb, Katie GCPE:EX
Sent: Wednesday, July 18, 2018 10:25 AM
To: Machell, Aileen GCPE:EX; Beale, William TRAN:EX; Papadopoulos, James TRAN:EX
Subject: RE: Edits

Triple checking – Aileen I don't see tracked changes in the QA. Is that correct?

Katie Robb

Communications Director | Ministry of Transportation and Infrastructure

Government Communications & Public Engagement

O: 250.953.4865 | M: 250.920.8371

From: Machell, Aileen GCPE:EX

Sent: Wednesday, July 18, 2018 9:57 AM

To: Robb, Katie GCPE:EX; Beale, William TRAN:EX; Papadopoulos, James TRAN:EX

Subject: Edits

Hi Katie,

I've highlighted sections in the KM/QA doc that should be checked for accuracy, or removed. Generally, I think we need to keep the answers in the QA much shorter. Call me if you have any other questions.

Will/James, take a look at the documents and provide your feedback as well.

Thanks!

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Machell, Aileen GCPE:EX

From: Machell, Aileen GCPE:EX
Sent: Wednesday, July 18, 2018 12:03 PM
To: Beale, William TRAN:EX
Subject: RE: Edits

s.13

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From: Machell, Aileen GCPE:EX
Sent: Tuesday, July 17, 2018 10:08 AM
To: Papadopoulos, James TRAN:EX; Beale, William TRAN:EX; Robb, Katie GCPE:EX; Trevena, Claire TRAN:EX
Subject: Op-Ed
Attachments: FINAL OP-ED_Greyhound withdrawal.docx

Sage has signed off on this one, with the Minister's edits and just a couple of minor word changes to make it less formal. If there are no concerns with this version we can send it to the Sun.

Thanks!

Aileen Machell
Issues Manager
778.584.0257

Machell, Aileen GCPE:EX

From: Machell, Aileen GCPE:EX
Sent: Friday, July 6, 2018 11:56 AM
To: Beale, William TRAN:EX
Subject: Messaging for interview

- I was very concerned to hear the reports of a 3 hour wait for an accessible taxi over the Canada Day long weekend.
- The Passenger Transportation Branch is currently investigating this complaint to make sure appropriate steps are taken so this doesn't happen again.
- Taxi licensees with wheelchair accessible vehicles are required, as part of their licence, to prioritize accessible calls, before customers who do not require accessibility.
- We sympathize with any passenger that has been refused a ride by a taxi and encourage them to report detailed information about the incident with the Passenger Transportation Branch and Consumer Protection B.C.
- **Ridesharing services do not always have accessible options available to people, and this is one of the reasons we are working on a made-in-BC solution that will work for everyone.**
- We're working hard on a plan that protects riders and ensures safety but also opens the door to more modern transportation options that people are looking for.

When will ridesharing come to B.C.?

- We know people been waiting too long for a solution to the lack of transportation options that are available - particularly in Metro Vancouver.
- People want more options for getting around the city efficiently and affordably — and they want it now.
- We're working hard on a plan that will protect consumers but also open the door to more modern transportation options that will deliver the convenience and reliability that people are looking for.
- We'll have more to say on government's next steps for taxi and ride hailing later this year.

Aileen Machell
Issues Manager
778.584.0257

OPINION-EDITORIAL

People Rely on the Service Provided by Greyhound

By Claire Trevena

Minister of Transportation and Infrastructure

(July 17, 2018)

(XXX words)

People are understandably fearful about Greyhound's decision to eliminate all its service in BC and throughout Western Canada.

As a government, we are working to making life better for people and to ensure they can access the services they need. The safe, reliable and affordable service provided by bus operators is necessary for people to travel for work, to access health or social services, or to visit family or friends. So the impact of its loss on northern and rural communities in particular cannot be overstated.

We knew ridership on Greyhound was down, and when the company pulled its services in Northern BC, we responded. However at that time the company chose not to tell us it was planning on eliminating service throughout our province or the rest of Western Canada. The decision to do so is frustrating and disappointing.

Greyhound had been looking for government to subsidize their operation. It would not have been appropriate for the BC government to provide funding to the international company when the same situation was occurring across half of the country.

It is not just a B.C. problem, it is a national problem. The same story is unfolding in Alberta, Saskatchewan, Manitoba, and half of Ontario. Since most of Greyhound's routes are in BC we feel the greatest impact and as such I have led discussions with my provincial counterparts, and have heard their shared concerns.

Finding a solution to this problem is a top priority for our government. Premier Horgan will be discussing this issue at the Council of the Federation meeting of the premiers in New Brunswick later this week.

It is our expectation that the Prime Minister understands the importance of transportation to a country as diverse and vast as Canada. To have no long distance bus transportation from Sudbury west is unacceptable. We are encouraged by the Prime Minister's promise this week that the federal Transport Minister will work with the provinces to see what paths forward there are.

Meantime, our government is working hard towards a permanent solution. The Passenger Transportation Board (PTB) is fast-tracking applications from companies wishing to provide service on the routes. Government has received several applications and has forwarded them

along to the PTB, and I am hopeful other local operators will see an opportunity to provide that service.

I will be meeting with service providers to determine discuss next steps, and hear their ideas on how to address the challenges they may face in servicing the routes being left vacant by Greyhound. Their input is valuable as we work with the federal government, other provinces and municipalities to make sure people can travel safely and reliably in B.C. and across Canada.

Key Messages and Q&A

PROVINCE COMMITS TO RIDE HAILING & MODERNIZING THE TAXI INDUSTRY

Updated: July 17, 2018

KEY MESSAGES

- We know people are frustrated and have been waiting too long for a solution to the lack of transportation options that are available - particularly in Metro Vancouver. People want more options for getting around the city efficiently.
- Today, we are taking the next step in delivering more convenience and flexibility for people traveling around the province.
- Today marks the first steps in our action plan to bring ridesharing to B.C. and I fully expect ride sharing companies to apply to the Passenger Transportation Board to offer services in B.C. by next September.
- Dr. Hara – and the all-party committee’s work on modernizing transportation have been instrumental to informing our next steps to bring more options to B.C.
- People need to be able to get around safely and reliably. That’s why we’re putting more taxis on the streets and laying the groundwork for new ridesharing services to enter the market.
- Our approach will modernize the taxi industry, while opening the door to other ways of ride hailing - so people can move around how they want, when they want, safely.

- Our action plan on ridesharing includes:
 - Retaining Dr. Hara to assist and advise government, working with the PTB to further consult with industry, including major rideshare stakeholders.
 - Implementing policy changes through the PTB.
 - Working with the PTB on data collection and analysis.
- We're preparing legislation for the fall focused on:
 - Consumer safety and enforcement.
 - Streamlining license applications for drivers.
 - Supply and boundaries for taxis and other passenger directed vehicles.
 - Working with ICBC to develop a modern insurance product.
- Together, these changes will help people get around faster and more conveniently, without undermining customer safety or accessibility.

QUESTIONS AND ANSWERS - GENERAL

Q. What changes are you announcing today?

- First, the ministry will work with the Passenger Transportation Board to boost the number of taxis to better meet consumer demand.
- Dr. Hara suggests a 15% increase.
- That would be 500 more taxis on the road to keep people moving.
- We'll also be working with the Board to give the taxi industry the flexibility to discount fares when trips are booked through an app.

- We'll work to equip the Passenger Transportation Board with better data to make smarter decisions to meet consumer's transportation needs.
- And finally, we'll be working with ICBC to develop an insurance model for the industry over the coming year.

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- I know people are looking for expanded transportation options to be available soon.
- I want to reassure the public that there are many people working very hard behind the scenes to get this accomplished, and we need to get the legislation right.
- We can learn from the experience in other jurisdictions which have brought in ridesharing, to ensure the safety of consumers in BC.

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- First we must introduce a new regulatory framework and legislative changes this fall and work with ICBC to develop an insurance model for the industry over the coming year.

Q. Does this mean ridesharing can't come in until ICBC has developed their insurance product?

- Legislation is required for ICBC to be able to bring forward a new insurance product.
- And before that insurance product can be implemented, there is also the required B.C. Utilities Commission (BCUC) processes to receive regulatory approval.
- This will take time and we expect all the necessary insurance changes to be in place by September of 2019.

Q. All the public wants to know is when ride hailing will be legal in B.C. What's the answer?

- We're still on track to introduce legislation this fall – which will lay the foundation to allow ride hailing into the province by 2019.
- These first steps in the action plan will be in place by September 2019, making it easier for ride sharing companies to apply to the Passenger Transportation Board to offer services in B.C.
- There are changes needed to legislation, safety regulations, vehicle licencing and insurance products – in order to introduce ride sharing services in B.C.

s.13

- We know people are frustrated and have been waiting too long for a solution to the lack of transportation options that are available -

particularly in Metro Vancouver. People want more options for getting around the city efficiently— and they want it now.

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- There are changes needed to legislation, safety regulations, vehicle licencing and insurance products – in order to introduce ride sharing services in B.C.
- Once legislation is passed, ICBC will be able to develop an insurance product that works for B.C. and ride hailing companies alike.

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- First and foremost, we want to make sure people are safe when they get into a rideshare vehicle, which means drivers have to be properly trained and licensed and vehicles have to be properly inspected and insured.

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- Legislation is required for ICBC to be able to bring forward a new insurance product, such as the one utilized by companies like Uber and Lyft in other jurisdictions.
- Before that can be implemented, there is also the required (B.C. Utilities Commission) BCUC processes to receive regulatory approval.

Q. What about the Select Standing Committee Report? Will you be adopting any of their recommendations?

- We'd like to thank the Select Standing Committee for their work in studying ride hailing in a broader context.
- We've taken their recommendations and, combined with the Hara Report, developed a plan that considers both reports and B.C.'s regulatory model.

Q. Who did Dan Hara consult with?

- The Hara Report is based on comprehensive consultation with the taxi industry, local governments, and consumer and business interest groups.
- Police forces throughout the province were contacted through the BC Association of Chiefs of Police.
- Further outreach also included First Nations; transit operators, airports, and port authorities; advocacy organizations and offices; convention and tourism associations; and the Insurance Corporation of British Columbia.
- As well, individuals wrote to the study team or to the Minister of Transportation and Infrastructure expressing their views.

Q. You say you will continue to consult with Dr. Hara. For how long and how much is this costing taxpayers?

- We've retained Dr. Hara until the end of the year to provide advice as we work on policy and legislation.
- The cost to retain him for this additional length of time is approximately \$XX

Q. Did you consult with Uber or Lyft during this process?

- Yes - consultation included local and international rideshare companies.

Q. What do you mean when you say you're "leveling the playing field"?

- We committed to working with the taxi industry to find the best way to prepare them for the introduction of commercial ridesharing.
- That was why we hired Dr. Hara – to advise government how on how we can create a level playing field for the thousands of people who work in the taxi industry, who earn a living to support their families.

Q. You keep referencing a 'made in B.C.' solution. What do you mean, exactly?

- B.C. has a unique regulatory model compared to other provinces.
- We have studied other jurisdictions and, combined with the Hara Report and Select Standing Committee's recommendations, feel that the plan we intend to put in place will meet the needs of British Columbians and ensure safety for consumers.

- However, with our new plan, we will be creating more welcoming regulatory conditions to encourage ride hailing companies to operate in B.C.

Q. What if Uber or Lyft say these changes won't work with their business model?

- We are committed to taking steps toward opening the door to ride hailing through legislation in the fall but we will not compromise passenger safety.
- We have looked at the rules in other jurisdictions and we know that rideshare is thriving in regulated environments, despite earlier protests by some companies.
- We want consumers to have more choice and convenience but not at the expense of safety.

Q: So when will legislation be introduced?

- We will be introducing legislation this fall.
- Once legislation is passed, ICBC will be able to develop an insurance product that works for B.C. and ride hailing companies alike.
- We expect all of the necessary ride hailing changes to be in place by fall 2019, when ridesharing companies are expected to apply to the PTB.

Q: What about the lack of service now?

- The Passenger Transportation Board has committed to boosting the number of taxis to better meet consumer demand.
- Dr. Hara suggests a 15% increase, which would translate to approximately 300 more cabs in the Lower Mainland and 200 more cabs across the rest of the province.

Q. Greyhound is pulling service this fall. Your plan won't be in place until next year – do you not bear some responsibility for putting people in a tough position when it comes to finding transportation?

- We are focussing our efforts on finding solutions, and we are working tirelessly to do so. I've been in discussions with my provincial counterparts on this issue over the past week.
- The Premier will be discussing it with other Premiers this week as well.
- Meantime, we're encouraged that private operators may fill the space left by Greyhound and any private operators interested in applying to provide service on any route in B.C. should make an application to the Passenger Transportation Board.

Q. Why didn't you increase the number of taxis last year – when you knew the public was frustrated about the lack of cabs?

- The Passenger Transportation Board has taken a number of steps to increase the amount of cabs on the road at peak periods– for example, over the holiday season, summer or during major sporting events.
- And, since April 1st of last year, the Board approved a 15% increase in the number of taxis in Metro Vancouver. That meant 175 more cars were added to the road in Metro Vancouver.

Q. So you're saying over the past year the Board has already approved fleet by 15%. Will another 15% increase really make a

difference?

- This 15% increase would translate to approximately 300 more cabs in the Lower Mainland and 200 more cabs across the rest of the province.
- We think this is a substantial enough increase to provide some direct relief for passengers until we get a system in place for passenger directed vehicles.

Q. Won't more cars on the road - whether it is more cabs or rideshare - add to Vancouver's already-congested roads?

- That's why it's important that the Passenger Transportation Board is equipped with better data to make smarter decisions on meeting the transportation needs of British Columbians.
- This data will be useful for effective future planning – so we can better manage congestion.

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Q. Can you point to some of Dr. Hara's successes in bringing in consulting with the taxi industry or bringing in ride-sharing to other communities?

- Dr. Hara undertook a review of the City of Calgary's taxi supply, and provided expert guidance in recommendations around taxi supply and demand for the city.
- Dr. Hara also provided guidance to Ottawa, as part of a regulatory taxi review the city conducted in 2015.
- Further abroad in Australia, he also provided innovative alternatives to traditional caps on the number of taxis, potentially allowing the opening of supply while offering protection to existing service providers.

LEGISLATION

Q. Sounds like there is more work to be done on the legislative side. What legislative changes will you be making in the fall?

- Government will be working hard over the summer; and moving forward, ministry will take further action to open the door to more ride hailing services through legislation in the fall.
- Legislation is required for ICBC to be able to bring forward a new insurance product, such as the one utilized by companies like Uber and Lyft in other jurisdictions.
- Once legislation is passed, ICBC will be able to develop an insurance product that works for B.C. and ride hailing companies alike.

- We expect all necessary ride hailing changes to be in place by 2019.

Q. Why aren't you introducing all of the changes at once?

- Some of the changes can be made through policy changes at the Passenger Transportation Board while other changes will require legislative amendments, which will take more time.
- This approach will also ensure the taxi industry is able compete on a level playing field as new services enter the market.

Q. Many taxi companies don't accept payment via their apps– so how will they discount fares?

- It will be up to the PT Board to set policy related to discounting and it will be up to industry to make any necessary changes to their technology to be able to offer those discounts.

Q. What if taxi companies refuse to increase their supply?

- It is well known that current supply of taxis is failing the public – with a shortage of taxis on the street at peak times.
- It is in the taxi company's best interest to take advantage of this opportunity to show they can meet demand.
- Down the road, new service providers will be aiming to fill any unmet demand.

- Today's announcement is about modernizing the taxi industry and ensuring people can get a safe ride when they need it, while laying the foundation for made-in-B.C. ridesharing solution.

Q. Will this mean the financial value of a taxi licence will go down?

- Dr. Hara's research suggests that a 15% lift in supply is significant enough to have an immediate impact on service quality, without having a detrimental effect on licence values.
- Dr. Hara also pointed out that more reliable service will result in increased use of both taxis AND other passenger directed vehicles.

Q. Will you be removing boundary / operating areas for taxis in Metro Vancouver?

- Operating areas are set by the Passenger Transportation Board.
- That's why we'll be equipping the Passenger Transportation Board with better data to make smarter decisions on the number of cars needed to meet transportation demand and where they should operate.

- We'll have more information to say on this in the fall.

Q. What type of insurance product is needed for new ride hailing companies or new taxis?

- Legislation is required for ICBC to be able to implement a new insurance product, such as the one utilized by companies like Uber and Lyft in other jurisdictions.
- Once legislation is passed, ICBC will be able to develop an insurance product that works for B.C. and ride hailing companies alike.

Q. How much will rideshare companies have to pay for licences and to operate in BC? Will they pay the same as taxis?

- We will have more information on this in the fall. We'll be working hard over the summer to draft legislation in several key areas, like insurance and licencing.
- We'll have more to say about this in the coming months.

DATA COLLECTION AND USE

Q. What do you mean by data collection? How will the data be used? Who will house the data? How will you use it?

- The Passenger Transportation Board is tasked with making decisions to ensure consumer demand can be met.
- We want the Board to have access to data for policy setting and application decisions.

- We are working on these policy changes and will have more details in the fall.

SUPPLY AND OPERATING AREAS

Q. The news release says legislation will include a focus on “Supply and boundaries for taxis and other passenger directed vehicles.”

What does this mean?

- We know the current system isn’t meeting the needs of consumers.
- There are gaps especially during peak hours and late at night and during busy events and tourist seasons.
- Our legislation will look at how we can ensure the system best meets demand, including for accessible vehicles.

Q. Will there be an open market on taxis or still limits on the number of taxis?

- These are issues that we are still working on. We’ll have more to say about this in the fall.

Q. But will the regulator be changing the boundaries of where they can operate?

- Dr. Hara recommends introducing more flexible operating boundaries for app-hailed trips.
- We’ll have more to say about this in the fall, but it’s important that people are able to access safe rides between the communities.

Q. Will the province set limits on the number of rideshare cars? Where will they operate?

- Regulatory authority is one of the issues we are still working on. We will have more to say in the fall.

INSURANCE

Q. What kind of insurance will be available for rideshare companies and how will it work?

- Over the coming year, the Insurance Corporation of British Columbia (ICBC) will be working to develop the necessary insurance products in order to enable more flexibility and innovation in the taxi industry and for other passenger directed vehicles that may enter the B.C. market.
- Legislation is required for ICBC to be able to bring forward a new insurance product, such as the one utilized by companies like Uber and Lyft in other jurisdictions.
- Once legislation is passed, ICBC will be able to develop an insurance product that works for B.C. and ride hailing companies alike.

Q. How much will the rideshare companies have to pay for insurance? Will they pay the same as taxis?

- ICBC will require distance data for its insurance product for ride hailing companies, to ensure it is priced at an appropriate level reflective of risk.

FINANCIAL IMPACTS

Q. What will all of this cost taxpayers?

- A preliminary estimate of capital costs is about \$14 million.

COMPLIANCE AND ENFORCEMENT

Q. What is the fine for drivers who don't have a passenger transportation licence?

- The current fine for operating without a licence is \$1150.

Q. What will the penalties be for drivers who don't have the right insurance on their vehicles?

- If a driver is involved in a crash without having completed all necessary insurance requirements, there could be very serious financial consequences including potentially having to repay the full value of all claims that arise and forfeiting coverage for their own injuries and damage to their vehicle.

IMPACT ON ACCESSIBLE TAXIS

Q. What about accessible taxis and how will drivers be encouraged to keep driving accessible cars?

- We remain committed to safe and accessible service and that will be at the centre of our legislative work.
- We'll have more to say about this in the fall.

Q. Will there be a way to make taxi companies continue to operate accessible taxis?

- Yes - we remain committed to safe and accessible service and that will be at the centre of our legislative work.
- Taxi licensees with wheelchair accessible vehicles are required, as part of their licence, to prioritize accessible calls, before customers who do not require accessibility. This will not change with the entrance of other passenger-directed vehicles.

Key Messages and Q&A
PROVINCE COMMITS TO RIDE HAILING & MODERNIZING THE TAXI
INDUSTRY

Updated: July 17, 2018

KEY MESSAGES

- We know people are frustrated and have been waiting too long for a solution to the lack of transportation options that are available - particularly in Metro Vancouver. People want more options for getting around the city efficiently.
- Today, we are taking the next step in delivering more convenience and flexibility for people traveling around the province.
- Today marks the first steps in our action plan to bring ridesharing to B.C. and I fully expect ride sharing companies to apply to the Passenger Transportation Board to offer services in B.C. by next September.
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QUESTIONS AND ANSWERS - GENERAL

Q. What changes are you announcing today?

- First, the ministry will work with the Passenger Transportation Board to boost the number of taxis to better meet consumer demand. Dr. Hara suggests a 15% increase, which would translate to approximately 300 more cabs in the Lower Mainland and 200 more cabs across the rest of the province.
- That's 500 more taxis on the road to keep people moving.
- We'll also be working with the Board to give the taxi industry the flexibility to discount fares when trips are booked through an app.

- Customers like the convenience and security of booking and paying with an app. We will allow companies to use this technology as part of their approach to fares.
- Equipping the Passenger Transportation Board with better data to make smarter decisions to meet consumer's transportation needs. Independently verifiable data will allow regulators to make the best evidence-based decisions about how many vehicles are needed to meet demand and where and when they can operate, including the number of accessible taxis required.
- And finally, we'll be working with ICBC to develop an insurance model for the industry over the coming year.

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- We know that this announcement will be of little comfort to those who are looking for expanded transportation options immediately coming out of today's event.
- It's important that we get the legislation right. We can learn from the experience in other jurisdictions which have brought in ridesharing, to ensure the safety of consumers in BC.
- Our approach will help modernize the taxi industry, while opening the door to other ways of ride hailing - so people can move around how they want, when they want, safely.

Q. When are these changes taking place?

- The first set of policy and regulatory changes will take place now - over summer and fall of 2018, with a commitment to laying the groundwork for new services to enter the market by next year.
- These first steps in the action plan to improve marketplace conditions for transportation companies will be in place by September 2019, making it easier for ride sharing companies to apply to the Passenger Transportation Board to offer services in B.C.
- To do this, government is currently undertaking the necessary policy work to allow for passenger-directed vehicles to come to B.C.
- This includes the intention of introducing a new regulatory framework and legislative changes this fall and working with ICBC to develop an insurance model for the industry over the coming year.

Q. Does this mean ridesharing can't come in until ICBC has developed their insurance product?

- Legislation is required for ICBC to be able to bring forward a new insurance product, such as the one utilized by companies like Uber and Lyft in other jurisdictions.
- And before that insurance product can be implemented, there is also the required B.C. Utilities Commission (BCUC) processes to receive regulatory approval.
- This will take time and we expect all the necessary insurance changes to be in place by September of 2019.

- It is important that we take these first steps to lay the appropriate groundwork, with policy changes and a new regulatory framework, before other pieces, like insurance, can be implemented.

Q. All the public wants to know is when ride hailing will be legal in B.C. What's the answer?

- We're still on track to introduce legislation this fall – which will lay the foundation to allow ride hailing into the province by 2019.
- These first steps in the action plan to improve marketplace conditions for transportation companies will be in place by September 2019, making it easier for ride sharing companies to apply to the Passenger Transportation Board to offer services in B.C.
- We're committed to getting this done as quickly as possible but no one wants to have a plan in place that is not well thought out, creates havoc in the industry and adds further frustration to the sector and consumers.
- There are changes needed to legislation, safety regulations, vehicle licencing and insurance products – in order to introduce ride sharing services in B.C.

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- We know people are frustrated and have been waiting too long for a solution to the lack of transportation options that are available - particularly in Metro Vancouver. People want more options for getting around the city efficiently— and they want it now.

- We're working hard to introduce the first set of policy and regulatory changes now – over summer and fall of 2018.

- Moving forward, we're moving as quickly as we can to bring in ride hailing by 2019. To do this, government is currently undertaking the necessary policy work to allow for TNCs to come to B.C.
 - This includes the intention of introducing a new regulatory framework and legislative changes this fall;
 - And working with ICBC to develop an insurance model for the industry over the coming year.
 - Companies will be able to use this time to meet any licensing requirements and recruit drivers and get them ready.

- Legislation is required for ICBC to be able to bring forward a new insurance product, such as the one utilized by companies like Uber and Lyft in other jurisdictions.

- Once legislation is passed, ICBC will be able to develop an insurance product that works for B.C. and ride hailing companies alike.

Q. This seems like you're bowing down to the taxi industry – why can't you just bring in ride hailing?

- First and foremost, we want to make sure people are safe when they get into a cab or any passenger-directed vehicle, which means drivers have to be properly trained and licensed and vehicles have to be properly inspected and insured.

- That said, legislation is required for ICBC to be able to bring forward a new insurance product, such as the one utilized by companies like Uber and Lyft in other jurisdictions.
- Before that can be implemented, there is also the required (B.C. Utilities Commission) BCUC processes to receive regulatory approval.
- These first steps in the action plan to improve marketplace conditions for transportation companies will be in place by September 2019, making it easier for ride sharing companies to apply to the Passenger Transportation Board to offer services in B.C.

Q. What about the Select Standing Committee Report? Will you be adopting any of their recommendations?

- We'd like to thank the Select Standing Committee for their work in studying ride hailing in a broader context.
- We've taken their recommendations and, combined with the Hara Report, developed a plan that considers both reports and B.C.'s regulatory model.

Q. Who did Dan Hara consult with?

- The Hara Report is based on comprehensive consultation with the taxi industry, local governments, and consumer and business interest

groups.

- Hara Associates heard from taxi and driver associations, as well as individual drivers and licence holders.
- All municipalities were contacted and offered the opportunity to attend workshops to discuss and exchange views, or to make a written submission. They met with key municipalities and reached out to ensure a balance of municipalities of different sizes, and in different parts of the province, were included in consultation.
- Police forces throughout the province were contacted through the BC Association of Chiefs of Police.
- Further outreach also included First Nations; transit operators, airports, and port authorities; advocacy organizations and offices; convention and tourism associations; and the Insurance Corporation of British Columbia.
- As well, individuals wrote to the study team or to the Minister of Transportation and Infrastructure expressing their views.

Q. You say you will continue to consult with Dr. Hara. For how long and how much is this costing taxpayers?

- We've retained Dr. Hara until the end of the year to provide advice as we work on policy and legislation.
- The cost to retain him for this additional length of time is approximately \$XX

Q. Did you consult with Uber or Lyft during this process?

- Yes - consultation included local and international rideshare companies.

Q. What do you mean when you say you're "leveling the playing field"?

- We committed to working with the taxi industry to find the best way to prepare them for the introduction of commercial ridesharing.
- That was why we hired Dr. Hara – to advise government how on how we can create a level playing field for the thousands of people who work in the taxi industry, who earn a living to support their families.

Q. You keep referencing a 'made in B.C.' solution. What do you mean, exactly?

- B.C. has a unique regulatory model compared to other provinces.
- We have studied other jurisdictions and, combined with the Hara Report and Select Standing Committee's recommendations, feel that the plan we intend to put in place will meet the needs of British Columbians and ensure safety for consumers, while leveling the playing field to bring in ride hailing.

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- That's why we're implementing some of the changes Dr. Hara recommended, so people can get around easier, right away.

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Q: So when will legislation be introduced?

- We will be introducing legislation this fall.

- Some of the changes we'll be making over the summer and fall through policy changes by the Passenger Transportation Board while others will require changes to legislation, which will take more time.
- This legislation is also required for ICBC to be able to develop a new insurance product, such as the one utilized by companies like Uber and Lyft in other jurisdictions.
- Once legislation is passed, ICBC will be able to develop an insurance product that works for B.C. and ride hailing companies alike.
- We expect all of the necessary ride hailing changes to be in place by fall 2019.
- These first steps in the action plan to improve marketplace conditions for transportation companies will be in place by September 2019, making it easier for ride sharing companies to apply to the Passenger Transportation Board to offer services in B.C.
- Companies will be able to use this time to meet any licensing requirements and recruit drivers and get them ready.

Q: What about the lack of service now?

- The Passenger Transportation Board has committed to boosting the number of taxis to better meet consumer demand. Dr. Hara suggests a 15% increase, which would translate to approximately 300 more cabs in the Lower Mainland and 200 more cabs across the rest of the province. That's 500 more taxis on the road to keep people moving.
- We'll be working hard over the summer to address some of the broader challenges in the legislation, which will be examined as we work towards

putting a made in B.C. system for passenger directed vehicles in place.

Q. Greyhound is pulling service this fall. Your plan won't be in place until next year – do you not bear some responsibility for putting people in a tough position when it comes to finding transportation?

- In terms of Greyhound, we're encouraged that private operators may fill the space left by Greyhound and any private operators interested in applying to provide service on any route in B.C. should make an application to the Passenger Transportation Board.
- Greyhound's business model was providing long-haul ground service, which is not something passenger-directed vehicles would necessarily be focused on.

Q. Why didn't you increase the number of taxis last year – when you knew the public was frustrated about the lack of cabs?

- The Passenger Transportation Board has taken a number of steps to increase the amount of cabs on the road at peak periods– for example, over the holiday season, summer or during major sporting events.
- And, since April 1st of last year, the Board approved a 15% increase in the number of taxis in Metro Vancouver. That meant 175 more cars were added to the road in Metro Vancouver.

Q. So you're saying over the past year the Board has already approved fleet by 15%. Will another 15% increase really make a difference?

- This 15% increase would translate to approximately 300 more cabs in the Lower Mainland and 200 more cabs across the rest of the province.

- We think this is a substantial enough increase to provide some direct relief for passengers until we get a system in place for passenger directed vehicles.

Q. Won't more cars on the road - whether it is more cabs or rideshare - add to Vancouver's already-congested roads?

- That's why it's important that the Passenger Transportation Board is equipped with better data to make smarter decisions on the supply of cars on the road and where they operate.
- This data will be useful for effective future planning – so we can better manage congestion.

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- However, we understand the need to modernize and address some of the broader challenges in the legislation, which will be examined as we work towards putting a made in B.C. system for all passenger directed vehicles in place.
- That's why we hired Dr. Hara – to engage with the taxi industry and stakeholders so we get this right the first time. That is also why the Select Standing Committee, an all-party committee, was asked to

provide advice specific to ridesharing.

- We wanted to be completely sure all concerns raised by the taxi industry and other stakeholders, including accessibility advocates, are addressed in advance of commercial ridesharing operating into this province.

Q. Can you point to some of Dr. Hara's successes in bringing in consulting with the taxi industry or bringing in ride-sharing to other communities?

- Dr. Hara undertook a review of the City of Calgary's taxi supply, and provided expert guidance in recommendations around taxi supply and demand for the city.
- Dr. Hara also provided guidance to Ottawa, as part of a regulatory taxi review the city conducted in 2015.
- Further abroad in Australia, he also provided innovative alternatives to traditional caps on the number of taxis, potentially allowing the opening of supply while offering protection to existing service providers.

LEGISLATION

Q. Sounds like there is more work to be done on the legislative side. What legislative changes will you be making in the fall?

- Government will be working hard over the summer; and moving forward, ministry will take further action to open the door to more ride hailing

services through legislation in the fall.

- Legislation is required for ICBC to be able to bring forward a new insurance product, such as the one utilized by companies like Uber and Lyft in other jurisdictions.
- Once legislation is passed, ICBC will be able to develop an insurance product that works for B.C. and ride hailing companies alike.
- We expect all necessary ride hailing changes to be in place by 2019.

Q. Why aren't you introducing all of the changes at once?

- Some of the changes can be made through policy changes at the Passenger Transportation Board while other changes will require legislative amendments, which will take more time.
- This approach will also ensure the taxi industry is able compete on a level playing field as new services enter the market.

Q. Many taxi companies don't accept payment via their apps– so how will they discount fares?

- It will be up to the PT Board to set policy related to discounting and it will be up to industry to make any necessary changes to their technology to be able to offer those discounts.

Q. What if taxi companies refuse to increase their supply?

- It is well known that current supply of taxis is failing the public – with a shortage of taxis on the street at peak times.
- It is in the taxi company's best interest to take advantage of this opportunity to show they can meet demand.
- Down the road, new service providers will be aiming to fill any unmet demand.

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- Today's announcement is about modernizing the taxi industry and ensuring people can get a safe ride when they need it, while laying the foundation for made-in-B.C. solution so people can move around how they want, when they want, safely.
- We're looking for a solution that creates opportunities for everyone.

Q. Will this mean the financial value of a taxi licence will go down?

- Dr. Hara's research suggests that a 15% lift in supply is significant enough to have an immediate impact on service quality, without having a detrimental effect on licence values.
- Dr. Hara also pointed out that more reliable service will result in increased use of both taxis AND other passenger directed vehicles and we want to give taxis the opportunity to explore this.

Q. Will you be removing boundary / operating areas for taxis in Metro Vancouver?

- Operating areas are set by the Passenger Transportation Board.
- That's why we'll be equipping the Passenger Transportation Board with better data to make smarter decisions on the number of cars needed to meet transportation demand and where they should operate.
- We'll have more information to say on this in the fall.

Q. What type of insurance product is needed for new ride hailing companies or new taxis?

- Legislation is required for ICBC to be able to implement a new insurance product, such as the one utilized by companies like Uber and Lyft in other jurisdictions.
- Once legislation is passed, ICBC will be able to develop an insurance product that works for B.C. and ride hailing companies alike.

Q. How much will rideshare companies have to pay for licences and to operate in BC? Will they pay the same as taxis?

- We will have more information on this in the fall. We'll be working hard over the summer to draft legislation in several key areas, like insurance and licencing.
- We'll have more to say about this in the coming months.

DATA COLLECTION AND USE

Q. What do you mean by data collection? How will the data be used? Who will house the data? How will you use it?

- The Passenger Transportation Board is tasked with determining whether there is sufficient evidence to show there is a public need for more vehicles on the road. We want the Board to have access to data for policy setting and application decisions.
- We are working on these policy changes and will have more details in the fall.

SUPPLY AND OPERATING AREAS

Q. Will there be an open market on taxis or still limits on the number of taxis?

- Supply and boundaries are two issues that we are still working on. We'll have more to say about this in the fall.

Q. But will the regulator be changing the boundaries of where they can operate?

- Dr. Hara recommends introducing more flexible operating boundaries for app-hailed trips.
- We'll have more to say about this in the fall.

**Q. Will the province set limits on the number of rideshare cars?
Where will they operate?**

- Regulatory authority is one of the issues we are still working on. We will have more to say in the fall.

INSURANCE

Q. What kind of insurance will be available for rideshare companies and how will it work?

- Over the coming year, the Insurance Corporation of British Columbia (ICBC) will be working to develop the necessary insurance products in order to enable more flexibility and innovation in the taxi industry and for other passenger directed vehicles that may enter the B.C. market.
- Legislation is required for ICBC to be able to bring forward a new insurance product, such as the one utilized by companies like Uber and Lyft in other jurisdictions.
- Once legislation is passed, ICBC will be able to develop an insurance product that works for B.C. and ride hailing companies alike.

**Q. How much will the rideshare companies have to pay for insurance?
Will they pay the same as taxis?**

- ICBC will require distance data for its insurance product for ride hailing companies, to ensure it is priced at an appropriate level reflective of risk.

FINANCIAL IMPACTS

Q. What will all of this cost taxpayers?

- A preliminary estimate of capital costs is about \$14 million.

COMPLIANCE AND ENFORCEMENT

Q. What is the fine for drivers who don't have a passenger transportation licence?

- The current fine for operating without a licence is \$1150.

Q. What will the penalties be for drivers who don't have the right insurance on their vehicles?

- If a driver is involved in a crash without having completed all necessary insurance requirements, there could be very serious financial consequences including potentially having to repay the full value of all claims that arise and forfeiting coverage for their own injuries and damage to their vehicle.

IMPACT ON ACCESSIBLE TAXIS

Q. What about accessible taxis and how will drivers be encouraged to keep driving accessible cars?

- We remain committed to safe and accessible service and that will be at the centre of our legislative work.
- We'll have more to say about this in the fall.

Q. Will there be a way to make taxi companies continue to operate accessible taxis?

- Yes - we remain committed to safe and accessible service and that will be at the centre of our legislative work.
- Taxi licensees with wheelchair accessible vehicles are required, as part of their licence, to prioritize accessible calls, before customers who do not require accessibility. This will not change with the entrance of other passenger-directed vehicles.

- We know people are frustrated and have been waiting too long for a solution to the lack of transportation options that are available - particularly in Metro Vancouver.
- People need to be able to get around safely and reliably. That's why we're taking immediate steps by putting more taxis on the streets while laying the groundwork for new ridesharing services to enter the market.
 - First, we'll be working with the Passenger Transportation Board to boost the number of taxis to make it easier for people to get around. We're looking at increasing the number of cabs by 500 across the province.
 - Second, we'll be giving the taxi industry the flexibility to discount fares when trips are booked through an app.
 - Third, we'll be equipping the Passenger Transportation Board with data on demand for services so it can ensure taxis and ridesharing vehicles are available when people need them.
- We're preparing legislation for the fall focused on protecting people, by ensuring drivers are properly licensed and insured.
- Once legislation is in place, ICBC can develop an insurance product suitable to rideshare companies like Uber and Lyft.
- We fully expect ride sharing companies to apply to the Passenger Transportation Board to offer services in B.C. by next September.
- Our approach will modernize the taxi industry and help meet current demand, while opening the door to other ways of ride hailing - so people can move around how they want, when they want, safely.

Why is it taking so long? Why can't you do it right away?

- We need to make sure people are safe when they get into a ride-for-hire, and we're obligated to take steps to protect people.
- We're bringing forward legislation this fall to ensure drivers are properly licensed, and enable ICBC to start working on suitable insurance for rideshare companies.
- ICBC will then produce a new insurance product. Ridesharing companies don't want to purchase the same insurance that taxi companies use, so a new more flexible and innovative insurance product will have to be created that doesn't currently exist in BC.
- This insurance product then needs to be approved by the BC Utilities Commission.
- With the challenges that already exist at ICBC, this insurance product has to be developed carefully so that the public isn't left holding the bag from insufficient coverage and rates.
- We're confident ridesharing companies looking to operate will be able to apply by next fall.

Event/Media Availability / Technical Briefing / Speech
'Made in B.C.' approach to bringing in ride hailing

Event: Province commits to bring in ride hailing; modernize the taxi industry

When: Thursday, July 19th - 11:00 a.m.

Where: Fairmont Waterfront Vancouver - Mackenzie Room
900 Canada Place Way Vancouver

Contact: Kristin Vanderkuip, Registrar and Executive Director, Passenger Transportation Branch. Cell – 604-992-9140

Length: 2-3 minutes

Rollout:

- Media in the room to receive a copy of the Hara Report before the technical briefing.
- Dr. Dan Hara of Hara Associates to deliver pre-announcement technical briefing to media (not for attribution and not available for media over the phone).
- Minister Trevena to deliver announcement on government's next steps. (remarks will be heard over the phone)
- News release, Hara Report to be released via newswire / online once Minister Trevena starts speaking.
- 11:00 a.m. – Embargoed, technical briefing (in person only) with Dr. Hara on his report
- 11:30 a.m. – Minister Trevena speaks and addresses next steps (teleconference option)
- 11:35 a.m. – QA with media in attendance (teleconference option)

Key Messages:

- We know people are frustrated and have been waiting too long for a solution to the lack of transportation options that are available - particularly in Metro Vancouver. People want more options for getting around the city efficiently.
- Today, we are taking the next step in delivering more convenience and flexibility for people traveling around the province.
- Today marks the first steps in our action plan to bring ridesharing to B.C. and I fully expect ride sharing companies to apply to the Passenger Transportation Board to offer services in B.C. by next September.
- Dr. Hara – and the all-party committee’s work on modernizing transportation have been instrumental to informing our next steps to bring more options to B.C.
- People need to be able to get around safely and reliably. That’s why we’re putting more taxis on the streets and laying the groundwork for new ridesharing services to enter the market.
- Our approach will modernize the taxi industry and help meet current demand, while opening the door to other ways of ride hailing - so people can move around how they want, when they want, safely.
- Our action plan on ridesharing includes:
 - Retaining Dr. Hara to assist and advise government, working with the PTB to further consult with industry, including major rideshare stakeholders.
 - Implementing policy changes through the PTB.
 - Working with the PTB on data collection and analysis.
- We’re preparing legislation for the fall focused on:
 - Consumer safety and enforcement.
 - Streamlining license applications for drivers.

- ~~Supply and~~ Boundaries and meeting demand for taxis and other passenger directed vehicles.
- Working with ICBC to develop a modern insurance product.

- Together, these changes will help people get around faster and more conveniently, without undermining customer safety or accessibility.

Speaking Notes

for the

Hon. Claire Trevena

**Minister of Transportation and Infrastructure and
MLA for North Island**

Thursday, July 19th – 11:00 a.m.

Fairmont Waterfront Vancouver - Mackenzie Room
900 Canada Place Way
Vancouver

Introduction

- Thank you all for joining us today; and I'd like to thank those of you who were able to join us on the phone.
- I'd also like to give a warm thanks to Dr. Dan Hara for his invaluable work – he undertook many hours of consultation with stakeholders, so I'd like to extend my gratitude to him for being here today from Ottawa to answer your questions.

Commitment

- To expand on Dr. Hara's comments, I'd like to provide you with a status update - and begin by backing up a bit and letting you know about some of the hard work that's been going on behind the scenes.
- In October of last year, we committed to the creation of a safe, fair and accessible ridesharing system to get people around.

- We know people are frustrated and have been waiting too long for a solution to the lack of transportation options that are available - particularly in Metro Vancouver. People want more options for getting around the city efficiently—and they want it now.
- This was a big task and we had lots of groundwork to do - especially with the taxi industry - to make sure they are ready and able to compete on a level playing field when ridesharing is introduced.
- We wanted to make sure we're adding – not taking away - good local jobs, while laying the foundation for made-in-B.C. solution to bring in ride hailing - so people can move around how they want, when they want – safely.
- Dr. Hara's recommendations from his consultation have informed government on the direction we're heading as we make changes to the system.

- His report complements the Select Standing Committee's report and their 32 recommendations – which the committee released in February.
- I'd like to thank Dr. Weaver as well as the MLAs on the Select Standing Committee for their hard work over the past year on this topic.
- These first steps in our action plan are intended to improve marketplace conditions for innovative transportation companies.
- We expect these conditions to be in place by September 2019, making it easier for ride sharing companies to apply to the Passenger Transportation Board to offer services in B.C. **by next September.**

What are our immediate next steps?

- First, we'll be working with the Board to boost the number of taxis to make it easier for people to get around.
- Dr. Hara suggests a 15% increase, which would translate to approximately 300 more cabs in the Lower Mainland and 200 more cabs across the rest of the province.
- That's 500 more taxis on the road to keep people moving.
- Second, we'll be giving the taxi industry the flexibility to discount fares when trips are booked through an app.
- The Board will better enable companies to use this technology as part of their approach to fares.

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- One of the last pieces will be working with the Insurance Corporation of British Columbia (ICBC) to develop an insurance model for the industry over the coming year.
- And, finally, government is preparing legislation for the fall session that further lays the groundwork for transportation companies to enter the market.

Summary of Recommendations

- I want to reassure the public that there are many people working very hard behind the scenes to get this accomplished but it's important that we get the legislation right.

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- Our approach will ~~do both – it will~~ ensure that people are safe when they get into a taxi - while opening the door to other ways of ride hailing - so people can get around the city – and province - more efficiently.
- Thank you – Dr. Hara and I will be happy to take your questions.

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- Today marks the first steps in our action plan to bring ridesharing to B.C. and I fully expect ride sharing companies to apply to the Passenger Transportation Board to offer services in B.C. by next September.
- Dr. Hara – and the all-party committee’s work on modernizing transportation have been instrumental to informing our next steps to bring more options to B.C.
- People need to be able to get around safely and reliably. That’s why we’re putting more taxis on the streets and laying the groundwork for new ridesharing services to enter the market.
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- That's 500 more taxis on the road to keep people moving.
- Second, we'll be giving the taxi industry the flexibility to discount fares when trips are booked through an app.
- The Board will better enable companies to use this technology as part of their approach to fares.

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- One of the last pieces will be working with the Insurance Corporation of British Columbia (ICBC) to develop an insurance model for the industry over the coming year.
- And, finally, government is preparing legislation for the fall session that further lays the groundwork for transportation companies to enter the market.

Summary of Recommendations



- I want to reassure the public that there are many people working very hard behind the scenes to get this accomplished but it's important that we get the legislation right.

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- Our approach will ~~do both – it will~~ ensure that people are safe when they get into a taxi - while opening the door to other ways of ride hailing - so people can get around the city – and province - more efficiently.
- Thank you – Dr. Hara and I will be happy to take your questions.