



I want to change my taxi licence

Do I need approval from the Board to change any of my terms and conditions of licence?

Yes. If you want to change any of your terms and conditions, you must submit an application to amend your licence.

How do I put together an Application Package?

You start by collecting information to put in your application package. An application package must be complete. Incomplete application packages delay the processing of your application. Both the Passenger Transportation Branch (“Branch”) and the Passenger Transportation Board (“Board”) have application requirements.

Send your application to:

Passenger Transportation Branch
Ministry of Transportation and Infrastructure
313 – 1500 Woolridge Street, Coquitlam BC V3K 0B8
Phone: 604-527-2198
Fax: 604-527-2205
Toll Free: Call the Enquiry BC number at 1-800-663-7867
Email: passengertransportationbr@gov.bc.ca

The Branch reviews your application to confirm it is complete. If your application is complete, the Branch sends it to the Board. If your application is incomplete, the Branch will ask to you to supply missing documents. Once you have supplied these, the Branch will send your application to the Board. If you do not supply the missing documents in the time set by the Branch, it will send your incomplete application to the Board. The Board may,

after giving you notice, dismiss your application if you do not provide the required documents.

What do I need to put in an application package?

Use this checklist to make sure your application package is complete.

1. Required Forms

- Special Authorization Licence Application Package** [Branch SA Forms PTR 5010](#)
- PDV Vehicle Proposal** [PDV Forms](#) (Form 1) (If changing your vehicle type)
- PDV Proposed Terms & Conditions of Licence** [PDV Forms](#) (Form 2)
- Municipal Notice Form: Taxi Applications** [PDV Forms](#) (Form 4)
- Disclosure of Unlawful Activity & Bankruptcy** [PDV Forms](#) (Form 5)
- Public Explanation of Application** [PDV Forms](#) (Form 6)
- Declaration PDV Forms** [PDV Forms](#) (Form 17)

2. Required Materials

- Business Plan Update, including** Reference [Sheet 2.1](#)
 - Financial Information** Reference [Sheet 4](#)
 - Public Need Indicators** (as outlined in this application guide)

If you want to use “taxi soft meters” to calculate rates, you **must** submit the following:

- Taxi Soft Meter** [Declaration of Compliance](#) (Form 20)

If you want to use wheelchair accessible taxis, submit the following:

- Accessible Service Plan** Reference [Sheet 7](#)

Note *If you are also applying to add vehicles for your current area of service, refer to Guide 3: [I want to add taxis to my fleet.](#)*

3. Optional or Special Forms

- Condensed Operating Plan** [Optional Forms](#) (Form 9)
- PDV Rates & Rules** [Optional Forms](#)

Note: You must protect personal information of clients and potential clients. This is the law under the *Personal Information and Privacy Act* (PIPA). You must have consent to share personal information. For more information, read the Board’s Industry Advisory [Protect Personal Information of Your Customers](#)

Is my information kept confidential?

Your application is public. The Board is required to publish notice of applications. An exception is if the Board is satisfied that there is an “urgent public need” for the proposed service. Then the application is not published. (See [Reference Sheet 5](#))

The Board publishes application summaries every Wednesday in its “[Weekly Bulletin](#)”. This Bulletin is posted on the Board’s website and is available to the public. People may make submissions on your applications. (See [Reference Sheet 8](#))

The Board keeps the following types of information confidential:

- private financial information (e.g. personal net worth statements)
- private business details (e.g. customer account information)

Other information submitted with an application may be made public. Business plans are not confidential. However, the Board does not routinely release them. Board decisions are public. If your application is set down for a public hearing, the hearing is open to the public. Most exhibits entered at a public hearing are public documents.

The *Freedom of Information and Protection of Privacy Act* may apply to information in your application package. See [Operational Policy II.7](#) for information on requests made under FIPPA.

What does the Board consider when it reviews my application?

The Board will review your application and consider the following three questions:

1. Is there a public need for the amendment you want to make?
2. Are you a fit and proper person and capable of providing the taxi service?
3. Would approving the application promote sound economic conditions in the transportation industry?

If the Board answers “yes” to all three questions, your application will be approved. It is up to you to give the Board the information it needs to answer these questions. You should consider the type, location and scope of the service you wish to provide. This Application Guide outlines the type of information the Board is looking for. If you submit too little information or information that is too general, your application may be refused.

In this guide, each of the questions above is considered separately. However, you should remember that the Board member will review your whole application. The information in your package should be consistent. You should not say one thing in one section that is contradicted by something in another section. If information in your package seems contradictory, you should explain the reason for this.

Is there a public need for the licence amendment I am seeking?

The Board expects you to show that there is a public need for the licence amendment that you are seeking.

Minor Amendments

If you are seeking a minor amendment, you may not need to provide as much detail on public need. However, you must provide some public need indicators and these must be more than your “opinion” or “preference”. For example, if you are applying to add return or reverse trips, information from customers may be relevant to public need

Major Amendments

If you want to add a new originating area, you should provide substantial public need indicators. This also applies if you want to significantly expand your current originating area, especially into areas where there are other taxis.

What are Public Need Indicators?

It is up to you to determine the type and amount of public need indicators that may be relevant to your application. Examples of public need indicators are provided below:

- **Fleet Utilization & Passenger Trends** Do you have any call logs or dispatch information that supports your request? What is your current fleet utilization? Will the amendment requested allow you to utilize your fleet better? How?
- **User Support Statements** These are documents such as letters or e-mails written by people who would either use the amended taxi service themselves or who would refer the service to others or book the service for passengers. User support statements should have the following:
 - why, when and how often the writer needs new or additional taxi service
 - whether the writer uses any other taxis and if so, how often and how long do they wait for a taxi
 - why the writer would use your taxi service instead of taxis that are available
 - writer's name, signature and contact information

Note You must tell people that their letter or e-mail may be treated as a public document as part of the Passenger Transportation Board's licence application process.

Excerpt from a decision

The application seeks to expand the originating area to include other areas for the accessible vehicle in its fleet. The original application materials include 25 "form letters" in support of this change. None of the form letters include any addresses for the persons who signed them, and at least six of them contain no contact information. None make any specific reference to the need for accessible vehicle service. The 25 form letters are given little weight in assessing public need for service outside the existing originating area. ...I find that the applicant has failed to demonstrate that there is a public need for a broader originating area. ..

With respect to the addition of a reverse trip authority to the licence, the applicant provided 10 pre-drafted letters, all from individuals in the applicant's originating area. It is clear that there is a certain inconvenience, and to some extent some confusion, over the inability of the applicant to provide a reverse trip to its customers. This is especially the case for those in need of the accessible vehicle, as accessible vehicles are not always readily available in the destination areas served by the applicant.... I find that there is a need for reverse trips

- **Signed Contracts** or agreements to enter into a contract to provide taxi service where the amendment is required.
- **Information about other taxi services** may be relevant to public need. The Board will want factual evidence about other taxi services, especially if you claim that they are not meeting the public's need.
- **Information on Population Trends, Community Plans and the Economy** You should explain how this information shows a need for more taxi service. The Board may consider population statistics when reviewing public need. However, the Board does not usually rely on "taxi to population" ratios to determine need as other factors may affect need for a new service. Such factors include the size of an area, public transportation options, existence of transportation hubs and vehicle usage. You should include the source and date of any references or statistics you put in your application.
- **Surveys** The focus of the survey should be on public need (as opposed to preference) for your services. The Board is also interested in why, when and how often respondents use the type of service for which you are applying.

The Board will want to know that the survey is reliable. You should tell the Board

- how the survey was developed
- who conducted the survey and
- when, where and how the survey was conducted.

You should also provide a summary of the survey results.

- **Social Media** This evidence must be meaningful and capable of being tested and verified. Quantity does not necessarily equate to relevancy or reliability.

When social media posts are submitted, you are expected to provide information that enables the Board to authenticate the information. You should provide:

- a complete copy of the original post (in writing or electronically)
- date material was retrieved
- URL for the material
- Identity and contact information for authors of the text, tweet, post or other social media comment
- A copy of notice you provided to authors that their social media comments will be disclosed to the Board as part of its consideration of a specific application and may be treated as public information.

You need to consider how best to present the evidence. Reams of raw data, such as strings of posts, may not be meaningful to the Board. The Board expects applicants to analyze information and demonstrate what it shows or proves. For example, putting raw data into a table or chart may show trends or common responses. A sample of the raw data should also be provided for reference.

For more information, read the Board's [Operational Policy II.5](#), "Submitting Social Media Information".

- **Other Material** You may have other information that indicates public need for more taxis. You may include petitions or form letters. However, the Board may not give as much weight to them as it does to information from individuals who give specific information about their use of taxis.
- **Information from Municipal Councils or Community Organizations** The Board requires you to notify local government of your application. The Board may receive information on transportation services from a town council, tourist board or other community organization. The Board may consider it as part of the application materials, especially if it is detailed information. The Board would share any negative information with you and give you a chance to respond.

Notes

1. *The above list is not a comprehensive list.*
2. *If you talk about a website, make sure you include a link to the specific site or webpage. You should also tell the Board what is on the site and why it is useful. If the link is to a document, tell the Board what pages of the document you want the Board to refer to.*
3. *Applicants should not ask people to contact the Board directly. Generally, the Board does not accept letters, e-mails of support or tweets or social media posts sent directly to the Board. . Applicants are responsible for collecting this information and putting it in their application package.*

Are you a fit and proper person? Are you capable of providing an expanded taxi service?

The Board reviews fitness in two parts:

- (i) *Are you a “fit and proper person” to provide the proposed service?*
- (ii) *Are you capable of providing that service?*

What is a fit and proper person?

The term “fit and proper” reflects the idea that a licensee has a responsibility to exercise the powers conferred by the granting of a licence with regard to proper standards of conduct. Fit and proper persons conduct themselves and their business lawfully. They uphold the integrity of the industry and promote public confidence in the industry.

Excerpt from a Board decision to refuse an application on fitness grounds.

In summary, the Directors have failed to convince me that the Board can accept the word of the company at this time. The current Directors have all been Directors for some years. They participated in the disreputable activity. Based on the evidence before me, there are outstanding obligations to a government agency. The Board must be reasonably assured that it can rely upon the financial documents, the statements and the claims submitted with an application in order to find an applicant to be a fit and proper person. I find that the applicant is not a fit and proper person to provide the service requested in this application. The conduct of the directors with respect to their exercise of their duties as officers of a company is of serious concern to the Board.

Note: This excerpt has been modified from its original form to delete company and agency names.

The Board considers fitness in the context and circumstances of an application. The Board may look at such things as your conduct and its potential of harm to the public or to the integrity of the industry.

You must complete a [Disclosure of Unlawful Activity and Bankruptcy](#) form as part of the application process. This information will be used by the Board as part of its assessment of your fitness. In reviewing your answers, the Board may consider such things as:

- The circumstances around any criminal charges, convictions or findings of guilt
- Bankruptcy and insolvency history
- Past behaviour and whether it indicates a pattern of poor conduct and character, lack of financial integrity or a threat to the public.

The Board inputs the names people who sign the [Disclosure of Unlawful Activity and Bankruptcy](#) and Bankruptcy into [Court Services Online](#), a provincial court registry that provides the public with 24/7 access to information from Provincial traffic and criminal court files in British Columbia.

If you have another passenger transportation licence, the Registrar will include information on any administrative penalties that have been imposed against you.

The Board may also consider other information that it learns about you when reviewing an application file. This could be information in your National Safety Code profile, allegations of illegal operations or information from submitters. The Board will review these in the context of the application, your explanation of the penalties and whether you are demonstrating care and control over your operations.

You will have an opportunity to comment on any information that may have a harmful effect on your application.

What is meant by “capable” of providing a service?

The Board reviewed “capability” when it approved the initial licence. With this application you need submit a business plan update that focuses on the changes you are applying for and how they will affect your business and operations. You need to satisfy the Board that you are capable of providing an expanded service.

The update should include information on your proposed changes and how they. It should provide information on how the expanded service will be integrated into the existing operations. You should advise the Board of any key operational changes since your initial application. You should include information on the knowledge, skills and abilities of key directors or management who have joined the organization since your last application. This might include information about yourself if you have recently acquired the business.

Information that shows you have the financing to operate the expanded service is important. A personal net worth statement or proof of financing may be required for the Board to assess whether you are capable of providing the service. The Board will also review your current financial information and financial projections and the assumptions on which they were based.

The Board may, at any time after a licence is issued, conduct a fitness review of a licensee. For information on fitness reviews, see [Reference Sheet 15](#).

Would approving the amendments promote sound economic conditions in the transportation industry?

The Board looks at the state of taxi services in the area where you are applying to operate. The Board considers how more taxis in an area could affect service. The Board looks at the overall health and quality of taxi services. The Board will consider how your requested amendments will affect other providers.

Your application should show that you understand the local taxi service. You need to show the Board that the local taxi service is not meeting the needs of the community. This must be done with factual information. Some of the information you collected for public need may be relevant. Information on competing services is available on the Board's website at: www.ptboard.bc.ca/operators.htm. The Board may refer to this information when reviewing your application.

If you request a minor amendment, you should note whether or not your competitors have what you are seeking.

Some things that the Board may look at in deciding if your service would promote sound economic conditions in the local taxi industry are:

- Your service would add value to public (e.g. improved convenience, newer vehicles, accessible taxis, etc.)
- The market is able to absorb or adjust to a new taxi service in the area
- Local taxi operators are not responding to current market place needs

Excerpt from a decision on to add a service area

Approving this application may unduly impact accessible taxi service in the City and undermine public confidence in the industry. Similarly, as I have noted, I am not satisfied that accessible taxi service at the airport is insufficient to meet the needs of those persons requiring accessible taxis.

I find that the evidence before me does not support a conclusion that the application, if granted, would promote sound economic conditions in British Columbia.

How does the Board make decisions on applications?

Board members make decisions on applications. Staff do not make decisions. Members make their decisions based on the information that the Board received during the application process. This information may include:

- information you submit with your application
- written submissions from other people
- your replies to the submissions
- follow-up information that the Board gets from you, submitters or another person. (You will be able to see information from submitters or another person, unless it is confidential business information. If it is confidential business information, you will receive a summary of the information)
- information already available to the public (e.g. information on your website, information on the Board website, etc.)
- information the Board receives from a town council, tourist board or other community organization
- compliance information received from the Registrar of Passenger Transportation
- investigation reports from the Registrar and any comments received from you
- information from a public hearing

Other Information Available to the Board

The Board also has “[Operational Policies](#)” and “[Rules of Practice & Procedure](#)”. These are posted on the Board’s website.

Board decisions are posted on its website. The Board decides each case on its own merits. It is not required to follow its previous decisions. However, the Board seeks to have consistency in its decisions.

How are the Board’s decisions issued?

The Board issues written decisions. The decisions include the reasons why the Board reached its decision. If an application is approved, the decision will set terms and conditions of licence. Decisions are sent to the applicant and the Registrar of Passenger

Transportation. Decisions are published in the [Weekly Bulletin](#) and posted on the Board website. The Board process usually ends when the decision is made and published.

Can my decision be appealed?

There is no right of appeal of Board decisions. The Board may reconsider, vary or rescind a decision in two cases:

- (a) information has become available that was not available at the time the decision was made, or
- (b) there has been an error in procedure.

There must be a legal basis for reconsideration. Your decision cannot be reconsidered just because you disagree with it. For more information, see [Reference Sheet 14](#).