

Modernizing Passenger Directed Vehicle Services

Terms of Reference

October 16, 2017

Overview

The taxi business is an established industry providing point-to-point transportation services in B.C. and is currently the primary provider of passenger directed vehicle services in B.C. Concurrent municipal and provincial jurisdiction over taxi operations has created a complex regulatory environment for B.C.'s taxi industry with sometimes overlapping or duplicative requirements.

The Minister of Transportation and Infrastructure's mandate letter directs her to work with the Minister of Public Safety and Solicitor General to create a fair approach to ridesharing and government committed to "work with taxi drivers, taxi companies and ridesharing companies to create a truly fair approach to ridesharing in British Columbia that doesn't unfairly benefit – or punish – one group over the other."

A comprehensive consultation with the taxi industry, local governments, consumer and business interest groups will allow government the opportunity to gather the necessary information to consider changes to modernize the existing industry in a way that allows the taxi industry to remain viable and compete on equal footing should additional passenger directed vehicle services, such as commercial rideshare, be introduced in B.C. Each of these groups could provide government with an understanding of the importance that transportation options affords both industry and the public as well as key themes that are relevant to each group (see Appendix A Stakeholder Groups).

Purpose of Review

To identify opportunities for the taxi industry to modernize their service delivery model to meet consumer demand for safe, reliable and affordable passenger transportation service. To achieve this purpose, the review will include:

- Review of the current regulatory framework in British Columbia (B.C.).
- Review of current state of taxi industry and taxi regulation in other jurisdictions, including the impact of new entrants into the passenger directed vehicle market.
- Meetings with individual taxi licence holders to understand the industry's current operating model, and identify any systemic barriers to modernization.
- Meetings with a taxi drivers' association to identify the challenges and opportunities of the current passenger directed vehicle regulatory framework.

- Meetings with Passenger Transportation Board, Passenger Transportation Registrar and Commercial Vehicle Safety and Enforcement, local governments, Treaty First Nations (TFN), ports and airports to understand the complex regulatory environment for B.C.'s taxi industry and identify overlapping or duplicative requirements.
- Meetings with taxi user representatives including the Seniors Advocate, disability advocates and tourism associations to understand the impact that the current system has on availability and accessibility of taxi service.
- Identify municipal, TFN or provincial policies, rules, regulation or legislation that may be impeding the taxi industry's ability to modernize to meet consumer needs.

Review Scope

- A report will be prepared that will examine:
 - A brief history and rationale for the current regulatory framework in B.C.
 - The origin and consequences of secondary markets for Passenger Transportation licences.
 - An overview of changing demand and service expectations for passenger directed vehicle services.
 - Feedback gathered from the taxi industry, non-owner taxi drivers and local governments.
- The report will include considerations for the taxi industry and non-provincial regulators to eliminate systemic barriers to modernization.
- The report will include considerations for the Provincial Government to enhance policies, rules, regulation or legislation that may be impeding the taxi industry's ability to modernize to meet consumer demand.

Project Team / Governance

- Executive Project Sponsor – Deborah Bowman, ADM, Transportation Policy and Planning
- Project Steering Committee – Kristin Vanderkuip, Registrar and Executive Director, Passenger Transportation Branch (Project Director), Cam Filmer, Executive Director, Transportation Policy and Programs Branch
- Project Team Members – Sandy Evans, Manager, Passenger Transportation Policy, Chantelle Gergley, Deputy Director, Passenger Transportation Branch, Hara Associates, Consultant; TBD, Finance; TBD, CVSE
- Various ministry and department subject matter experts as needed

Deliverables and Project Timeframe

- Public announcement – October 16, 2017
- Consultation period and analysis – mid October - mid December
- Progress report – November 29, 2017
- Draft report –December 31, 2017

Project Approach and Methodology

- Confirmation of operational policies within scope, finalization of a report outline and content of reports and considerations will be based on advice from Legal Services Branch, assessment of other jurisdictions and interviews with subject matter experts.
- Early identification and participation of industry and local government representatives and core subject matter experts will be a critical success factor.
- Industry and local government participation from across the Province will be required to accurately capture the perspective of small, medium and large communities.

APPENDIX A
STAKEHOLDER GROUPS

- Vancouver Taxi Association
- BC Taxi Association
- Taxi Drivers' Association of Southern BC
- Passenger Transportation Board
- RoadSafetyBC
- Lower mainland, interior and northern municipalities (ex. Vancouver, Surrey, Victoria, Kelowna, Prince George, Fort St. John)
- Treaty First Nations
- Translink/BC Transit
- YVR & YYJ airport operators
- Port Metro Vancouver
- Greater Victoria Harbour Authority
- Consumer Protection BC
- Tourism Vancouver and Victoria
- BC Pavilion Corporation
- Seniors Advocate
- Disability Alliance of BC
- CNIB
- Insurance Corporation of British Columbia
- BC Association of Chiefs of Police