



# Taxi Regulation in British Columbia

Presentation to the City of Kelowna  
December 13, 2010

## Introduction

The City of Kelowna asked the Board to address two questions about taxi licensing:

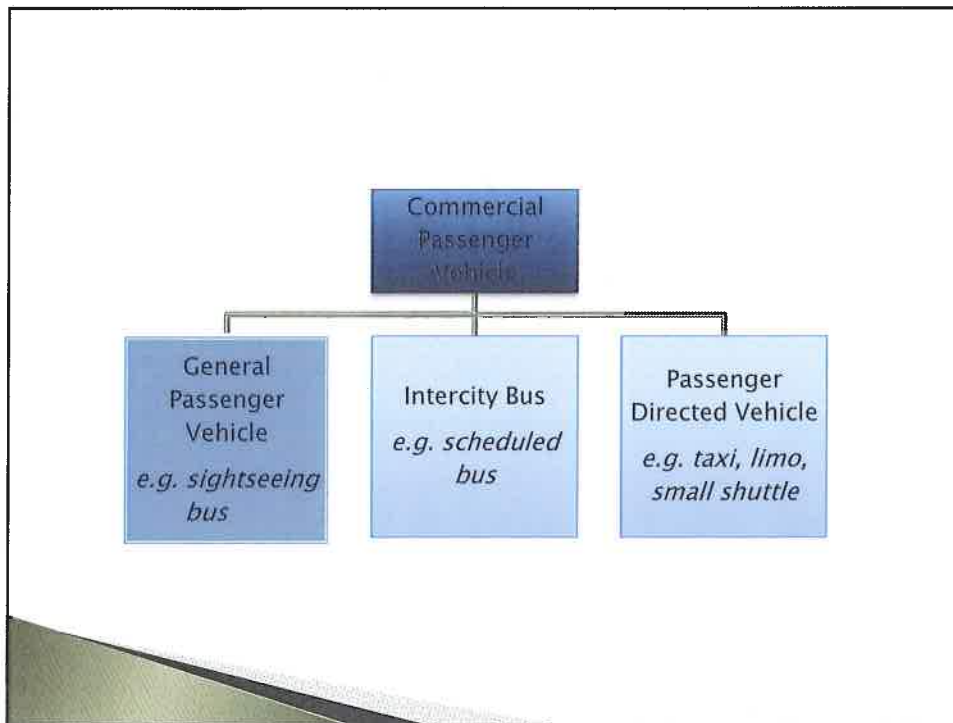
1. Process & Decision Making
2. How to encourage additional taxi licences in Kelowna

## Overview of Presentation

1. Overview of licensing under the Passenger Transportation Act
2. Board Decision-Making Criteria
3. Board Processes
4. Taxis in Kelowna
5. Conclusion
6. Questions/Discussion

## Passenger Transportation Act

- ▶ Taxi licensing is regulated under the *Passenger Transportation Act*
- ▶ The Act sets out two licensing streams:
  - General Authorizations
    - General Passenger Vehicles
  - Special Authorization
    - Passenger Directed Vehicles (includes taxis)
    - Inter-city buses



## Passenger Transportation Board

- ▶ Makes decisions on applications for
  - a) New taxi licences
  - b) Additional Vehicles for existing companies
  - c) Changes to operating areas or other aspects of terms and conditions of licence

## Board Mandate

- ▶ The Board receives its mandate from the Act.
- ▶ The Board approves applications if it considers:
  1. There is a public need for the service;
  2. The applicant is fit & proper and capable of providing the service; and
  3. The application promotes sound economic conditions in the transportation business

## Public Need

- ▶ Applicants must prove to the Board that there is a public need for a new or increased taxi service within an operating area.
- ▶ Applicants should give the Board information that is factual and objective. The information should show that there are people who would *use* the service.
- ▶ Applicants should not rely on their opinion or general statements to show public need.

## **Public Need Indicators**

- ▶ User Support Statements
- ▶ Signed Contracts
- ▶ Information about other taxi services
- ▶ Surveys

## **Public Need Indicators (continued)**

- ▶ Customer Service Response Trends
- ▶ Fleet Utilization
- ▶ Information on Population Trends, Community Plans and the Economy
- ▶ Letters from third parties such as police, city councils, tourism boards

## Applicant Fitness

- ▶ The Board considers whether an applicant is:
  - a “fit and proper person” to provide the proposed service; and
  - capable of providing that service

## Sound Economic Conditions

- ▶ Concern is with the viability of taxi industry as a whole:
  - How would more taxis affect overall service?
  - Could the market absorb more taxis?
  - Are there real issues with the quality of service in an area?

## Process

- Application Driven
- Applications are published
- Submissions/objections received & considered
- Board decisions may be made after a
  - File review
  - Investigation
  - Public Hearing
- If an application is approved, the Board sets terms and conditions of licence.

## Taxis in Kelowna

Company	Vehicles (Total)	Wheelchair Accessible Taxis	Additional Vehicles Approved
Apple Cabs	4	0	1 (Feb. 09)
Checkmate	22	2	4 (Oct. 08)
Comfort Taxi	1	0	
Kelowna Cabs	49	3	2 (Apr. 08)
Star	11	0	
<b>Total</b>	<b>87</b>	<b>5</b>	<b>7</b>

## Additional Taxi Licences in Kelowna

- ▶ An application must be submitted
- ▶ Applicants must meet the 3 part test set out in the Act
- ▶ Materials that may help with decision-making:
  - Letters from Councils that detail problems
  - Letters/observations from police
  - Community reports/studies

## Taxis at Peak Periods

Recent observations by Ministry of Transportation staff (CVSE) in downtown Kelowna on Friday and Saturday nights:

- ▶ Multiple taxis were competing for a relatively small market of business
- ▶ Input from taxi drivers and members of the public focussed on taxi shortages during the Christmas and New Years periods, as well as during the summer tourist season