

March 13, 2012

Application Policy & Process Changes

The Board has updated its policy on wheelchair accessible taxis. It is adding 2 new requirements for taxi applications. The Board has revised its vehicle activation timelines. This Advisory describes these changes.

Wheelchair Accessible Taxi Policy

The Board changed its policy on wheelchair accessible taxis. The Board seeks to have wheelchair accessible taxis operating in communities that are served by 8 or more taxis. See [Operational Policy IV.1: Accessible Taxis](#).

Accessible Service Plan

Taxi applicants must submit an Accessible Service Plan when they apply to start or expand a taxi service with wheelchair accessible taxis. An Accessible Service Plan includes a Priority Dispatch Plan. It also has information about how a company provides transportation for passengers with disabilities and accessible transportation options in the community. The Board has a Reference Sheet, [Preparing an Accessible Service Plan](#), to assist applicants.

Municipal Notice Form

The Board created a new [Municipal Notice](#) form. Taxi applicants must send this form to city councils when they apply to start or expand a taxi service. The notices invites councils to send comments to the Board. If the Board receives comments that are not in support of an application, applicants will have a chance reply to the Board.

Vehicle Activation Timelines

The Board has changed most vehicle activation timelines from one year to 6 months. The Board is also requiring taxi, limousine or other passenger directed vehicles operators to

activate at least 50% of vehicles that have been approved within 6 months. Otherwise, approval for any vehicles that have not been activated will lapse. The activation period for passenger directed vehicles approved on the basis of Urgent Public Need (UPN) is 45 days. At least 50% of the vehicles approved must be activated in this time period.

The Board does not make decisions about the number of vehicles that may be used by inter-city bus (ICB) operators. However, Board approval of a new ICB licence or transfer of an ICB licence expires after 6 months if no ICBs are activated. For UPN applications, ICB operators have 60 days to activate at least one vehicle.

Applicants may request a time extension **before** the expiry date. See [Operational Policy III.1: Activation of Licences](#).