

September 20, 2017

## Wheelchair Accessible Transportation: Update 2017

**Wheelchair Accessible Transportation by Taxi and Inter-city Bus in British Columbia: Update 2017** (“Update 2017”) is now available. It is a follow up to the PT Board’s [first report on wheelchair accessible transportation](#), published in 2012. The Board initiated these reports to better understand accessibility issues related to wheelchair accessible taxis and inter-city buses. Both reports focus primarily on wheelchair accessible taxis.

Update 2017 highlights advances made by industry, stakeholders and the PT Board since 2012 in the area of accessible commercial passenger transportation. Advances include:

- Improved driver training among taxi companies in Metro Vancouver
- A 51% increase in the supply of wheelchair accessible taxis in the Province
- Introduction of taxi soft meters with “talking meter” capability

Update 2017 notes areas for further improvement, such as:

- Developing a provincial driver training framework
- Expanding accessibility in the design of apps and app functions
- Finding innovative ways to meet the challenges of operating a wheelchair accessible taxi in rural or smaller communities
- Coordinating the dispatch of wheelchair accessible taxis in urban communities with multiple taxi companies

We hope Update 2017 will be used by industry, stakeholders and community groups to enhance further accessible transportation services in the Province. In the past five years, significant advances happened when industry and groups worked together. We expect that further collaboration will result in new improvements in services for persons with disabilities throughout the Province.

We thank the knowledgeable individuals who reviewed and discussed an earlier draft of this report—leaders in the taxi industry, accessibility community, transportation regulation, and local government. Update 2017 is posted on the [Board’s accessible transportation webpage](#).