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## Apps—There's a rule for that!

The Passenger Transportation Board has issued a rule, Apps for Passenger Directed Vehicles, about the use of apps by taxi, limousine and small shuttle operators. The rule is posted on the PT Board webpage for [Mobile Apps in Taxis and Limousines](#).

Rule highlights include:

- Apps do not create new authority or expand service areas. Operators must comply with terms and conditions set out in their PT licence.
- Apps must use geo-fencing to ensure that originating and destination areas match terms and conditions of licence
- Priority dispatch for people requiring wheelchair accessible taxis must be maintained
- Apps used for payment may only calculate and charge Board-approved rates
- Taxi operators must continue to provide telephone dispatch—not everyone uses a mobile device.

The PT Board encourages operators who install apps to ensure that the app is accessible to users, including users with disabilities. For example, apps should be compatible with assistive technology.

Operators using cloud based dispatch must comply with the *Personal Information and Privacy Act*. The Office of the Information and Privacy commissioner has developed a guidance document on [cloud computing for private organizations \(small and medium sized enterprises\)](#).

Apps present many opportunities for companies and enhance user experiences. The new app rule does not create new requirements. It clarifies or consolidates current policies so that operators can find information in a central location.