Passenger Transportation Board
MOVING FORWARD, TOGETHER

Ride-hail (TNS)

Ride-hail or Transportation Network Services (TNS) companies must have a passenger transportation licence, with special authorization (SA), to operate a TNS service.

Start a ride-hail (TNS) service

If you are applying for a licence, you must show the Board that you are:

- a fit and proper person to provide the proposed service; and
- capable of providing the service

You must demonstrate that:

- there is a public need for your proposed service; and
- if you are granted a licence, your service will promote sound economic conditions in the B.C. passenger transportation industry.

Make sure you understand the application process. It explains how the Board uses the evidence you provide in your application to make a decision.

Checklist

New TNS licence

Before you apply

- Understand commercial vehicle and safety information about commercial passenger transportation vehicles
- Obtain a National Safety Code certificate (NSC)
- Review and understand the Data Requirements(495 KB) imposed by the Board
- If you have hired an agent to prepare your application, submit a letter authorizing the agent to act on your behalf.

Forms

- Transportation Network Services application package(713 KB) (Registrar and Board forms)
- Signing authority (Registrar form)

Attachments

- Business plan
- Financial information
  - All Applicants: Cash flow projections (36 months) and income statements
  - Incorporated Companies: Balance sheet
  - Sole Proprietors or Partnerships: Personal net worth statements
- Resumés, criminal record checks and business registration documents

- Public need indicators

Final step

- Submit your completed application package to the Registrar's Office at CPV@gov.bc.ca.

Change a ride-hail (TNS) licence

If you are applying to change a licence, you must show the Board that you are:

- a fit and proper person to provide the proposed service; and
- capable of providing the service

You must demonstrate that:

- there is a public need for your proposed service; and
- if the change is granted, it will promote sound economic conditions in the B.C. passenger transportation industry.

Make sure you understand the application process. It explains how the Board uses the evidence you provide in your application to make a decision.

Transfer a licence

If you hold a B.C. passenger transportation licence, you can apply to transfer your passenger transportation licence to another business entity.

Amend a ride-hailing licence

Ride-hailing (TNS) companies must apply to the Board to amend or change their terms and conditions of licence. They cannot apply to amend terms and conditions labelled “legislative requirements”.

Operating a ride-hail (TNS) service

Driver earnings

The Board independently collects data related to driver earnings from all active ride-hailing (TNS) companies on a quarterly basis to inform policies and decisions affecting the industry. The data collected includes information on the number of drivers, hourly earnings and hours worked per driver to form a picture of how the industry and its workers are changing over time. This data will allow the Board to make informed evidence-based decisions, as needed, to ensure the sustainability and competitiveness of the passenger transportation industry.

Further information from industry public engagement can be found in the BC Ministry of Labour report on work in the gig economy, which includes the ride-hail sector. The Future of Work in Ontario report provides insight into the challenges of the gig economy in other parts of Canada.

Minimum rates

Ride-hailing, where passengers hail and pay for service using an app, introduced dynamic pricing to passenger transportation. The Board sets minimum rates to be charged for ride-hail (TNS) trips in B.C. in all passenger transportation regions. For ride-hail trips, passengers agree to pay an up-front or estimated fare and that fare must not fall below the minimum rate.

Booking apps

Passengers can book a ride-hail (TNS) operator using a booking app on their smartphone. Smartphone applications (apps) connect customers to transportation services while also making booking and dispatch an easy and efficient process for operators.

Funding to improve accessible services

Ride-hail (TNS) services must pay a $0.90 fee for each trip provided in a non-wheelchair accessible vehicle.

This fee is collected to support accessibility in the passenger-directed vehicle industry. The Ministry of Transportation & Infrastructure is responsible for collecting this trip fee and the Passenger Transportation Accessibility Program (PTAP).

Data requirements

Passenger directed vehicle and ride-hail (TNS) licensees must adhere to the terms and conditions in their licence regarding data requirements and submit trip data to the Registrar of Passenger Transportation.

Terms and conditions

The Board sets terms and conditions of passenger transportation licences when an application is approved. To continue operating a ride-hailing (TNS) company, an operator must ensure they remain in compliance with their terms and conditions as well as the Act and the Regulations. Terms and conditions for ride-hailing (TNS) include things like data requirements, operating areas, fleet size, driver earnings, and other requirements that must be followed.

Fitness reviews

The Board may review licensee fitness at any time to make sure licensees meet standards.

Related topics:

- Application process
- How the Board makes a decison

- Urgent public need
- Operating with a licence
- Transfer a licence