Accessibility requirements for passenger transportation services

June 12, 2024

The Passenger Transportation Board (Board) is committed to supporting the full and equal participation of people with disabilities, as well as continuing to work towards inclusivity and accessibility across the passenger transportation industry. The Board takes seriously any issues concerning accessibility of passenger transportation services.

Accordingly, the Board would like to remind all licensees of their obligations in providing accessible services to passengers. The Board sets its own accessibility requirements through specific policies (such as the Accessible Taxis policy(489 KB)), as well as terms and conditions of licence. In addition, licensees are responsible for complying with requirements and obligations in provincial legislation concerning provision of accessible services to the public.

Board policy, Terms and Conditions

The Board is focused on supporting an increase in the number of accessible passenger transportation vehicles, particularly for people in wheelchairs and those who use mobility aids.

The Accessible Taxis policy(489 KB) supports the integration of wheelchair accessible vehicles (WAVs) with taxi fleets in communities across British Columbia. The Board can also establish requirements for accessible vehicles and services through terms and conditions of licence. These terms and conditions may include the number of WAV in fleets and priority dispatch requirements for persons who require accessible taxis.

Taxis have a duty to serve the public, including people with disabilities and those who use wheelchairs or other mobility aids.

Taxi Bill of Rights (TBOR)

Taxi services in Metro Vancouver are also required to comply with the Taxi Bill of Rights (TBOR). The TBOR stipulates that passengers have the right to travel with an assistance dog or portable mobility aid.

Taxi operators outside of Metro Vancouver who have adopted a Voluntary Taxi Bill of Rights (VTBOR) (473 KB) are bound by the same requirements.

B.C. Human Rights Code

The B.C. Human Rights Code (Code) does not allow businesses to discriminate in providing accommodation, service, and facility. The relevant section of the Code reads as follows:

> 8 (1) A person must not, without a bona fide and reasonable justification,
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> > (a) deny to a person or class of persons any accommodation, service or facility customarily available to the public, or
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> > (b) discriminate against a person or class of persons regarding any accommodation, service or facility customarily available to the public
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> because of the Indigenous identity, race, colour, ancestry, place of
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> origin, religion, marital status, family status, physical or mental
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> disability, sex, sexual orientation, gender identity or expression, or
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> age of that person or class of persons.

All licensees are required to comply with these and other requirements in the Code. Licensees should consider how these requirements, as well as other provincial legislation, may affect their business operations and the provision of passenger transportation services.

Guide Dog and Service Dog Act

Licensees are also required to comply with requirements in the Guide Dog and Service Dog Act (GDSDA). Section 2(1) of the GDSDA stipulates that persons with certified guide dogs and service dogs are permitted to enter and use any conveyance to which the public has access. This includes commercial passenger transportation vehicles.

Compliance and enforcement

Compliance and enforcement related to the Code, GDSDA, TBOR, VTBOR, and the Passenger Transportation Act is not within the scope of the Board's authority.

Complaints regarding denial of access to persons with disabilities should be reported to the Registrar of Passenger Transportation. The Registrar's office can be reached at cpv@gov.bc.ca or toll-free at 1-800-663-7867. The Registrar is also responsible for compliance and enforcement of TBOR and VTBOR.

Alleged violations of the Human Rights Code must be determined by the B.C. Human Rights Tribunal (BCHRT). Individuals can file formal complaints with the BCHRT by following the complaints process on the tribunal website.

Violations of the Guide Dog and Service Dog Act (GDSDA) can be reported to Security Programs Division by calling 250-387-4454 or emailing guideandservicedogs@gov.bc.ca.

Our shared commitment

The Board is committed to working with the industry to support the provision of accessible passenger transportation services across the province.

The Board appreciates the continued commitment of all licensees and their operators to deliver safe and accessible passenger transportation without discrimination.

More information

If licensees and operators would like to learn more about their obligations regarding accessibility, please contact the Passenger Transportation Board at ptboard@gov.bc.ca.