Passenger Transportation Board
MOVING FORWARD, TOGETHER

Dispatch systems and application software

The Board does not regulate dispatch systems or application software under the Passenger Transportation Act. However, these systems and applications can be an important part of a taxi business' ability to collect, organize, and report comprehensive and accurate data as required by the Act and terms and conditions of licence. Such systems and applications automate essential business processes and assist with other types of tracking and reporting (e.g., ICBC or NSC reports, business analytics, etc.)

Modern smart and soft taxi meters can connect with data-collecting software and other dispatch-related services, which makes it easier for licensees to meet the Board's data requirements. Whether a taxi business has a small or large fleet of vehicles, there are service providers available in B.C. that can customize dispatch services and provide packages to meet their needs.

Large taxi businesses may have more dispatch options available to them due to their large fleet sizes and resources. In contrast, smaller taxi businesses may need to explore ways in which they can meet a minimum vehicle threshold (or economy of scale) to get full value for these services. This may include working with other taxi licensees in the province to centralize their dispatch services as a group, thereby reducing costs for each licensee.

Dispatch service providers can provide combined services to groups of licensees while ensuring the business operations of each licensee stay separate in every other way. Licensees who are interested in exploring this option may wish to contact their taxi association for more information or other licensees in the province to discuss joint opportunities. Licensees do not need to be in the same operating area or Region of B.C. to centralize dispatch services and costs.

Related Topics:

- Rates rules manual
- Board policy manual