Passenger Transportation Board
MOVING FORWARD, TOGETHER

Indicators

The Board uses trip data and other data sources to make objective, data-driven, and evidence-based decisions to support a healthy and sustainable passenger transportation industry. The Board is committed to transparency in its data analysis.

The Board has developed 9* indicators that provide insight into factors related to public need and sound economic conditions pertaining to the taxi and TNS sectors in B.C. Each indicator is primarily identified with a public need or sound economic conditions factor, as described in their respective policies in the Board's Policy Manual.

It is important to understand that each indicator represents only one dimension of the passenger transportation market. To draw larger conclusions about the status of the industry, it will be necessary to consider several indicators in relation to each other.

The Board relies on the advanced economic expertise of its economists and data analysts to ensure quantitative analysis presents an accurate picture of the industry.

- Learn how the Board makes objective evidence-based decisions.
- Understand more about quantitative analysis.

* Editor's note: It was previously stated that the Board had developed 10 indicators. The originally planned 10 indicators included two similar metrics: "vehicle occupation rate" and "peak-hour vehicle occupation rate." The two metrics were subsequently consolidated into a single indicator, which will be reported in the June 2026 data newsletter.

Demand factor (PN)

Trip volume indicator

Primary Factor: Demand as described in the public need policy.

Description: Trip Volume represents the observed quantities demanded for trip services, representing the balance between passenger demand and industry supply.

Measurement: Trip Volume is calculated as the total number of completed trips reported to the Trip Database in each area over a specified month.

Interpretation: Rising Trip Volume indicates growth in demand for passenger transportation services, while declining trip volume may suggest a reduction in demand or capacity constraints.

Examples: The Board's public need policy lists examples of the demand factor, which are set out below alongside their corresponding implications on trip volume:

- There are people who require access to, or are seeking access to, or would likely access a new, expanded, or improved passenger transportation service.
    - When the proposed service fulfills previously unmet demand and brings new users into the market, it will result in an increase in Trip Volume in the area served by the service.
    - A steady increase in trip volume over time can signal a growing demand for the service, suggesting market potential for the service.
- There are people who would use the proposed service.

- Trip volume directly measures the quantity of service used by passengers.

Limitations: This indicator is based on trip data submitted to the Trip Database. Companies not reporting or reporting with quality issues, are excluded. Quantity demanded is not the same as latent demand, which, at a given market price, is the sum of two parts: the portion of demand that is met by the supply and the portion that is not met by the supply. Quantity demanded refers to the observed number of trips only.

Trip revenue indicator

Primary Factor: Demand as described in the Public Need Policy.

Description: Trip revenue represents the dollar value of the observed quantity demanded for trip services. It serves as a proxy for the demand for trip services.

Measurement: Trip revenue is calculated as the total fare amount of all completed trips reported to the Trip Database for a given area and month.

Interpretations: When fare levels are unchanged, an increase in trip revenue indicates growth in the quantity demanded in the respective markets, and a decrease in trip revenue indicates a decline in the quantity demanded in those markets. Moreover, a shift in trip revenue from the taxi sector to the TNS sector can signify a structural change in market dynamics, suggesting evolving consumer preferences or competition between the two types of partially substitutable services.

It is important to note that although taxis and TNS offer similar transportation functions, they are not identical. While they may be substitutable to some degree, they often serve distinct user segments and use cases, reflecting their complementary roles within the broader transportation market. An increase in combined revenue across both sectors may reflect an expansion of choice and

accessibility for passengers, rather than the inherent superiority of one service over the other.

Examples: The Board's Public Need Policy in the Policy Manual lists examples of the demand factor, which are set out below alongside their corresponding implications for trip revenue:

- There are people who would use the proposed service. There are people who require access to, or are seeking access to, or would likely access a new, expanded, or improved passenger transportation service.
    - When fare levels are unchanged, higher demand for trip services leads to increases in trip revenue.

Limitations: This indicator is based on trip data submitted to the Trip Database. Companies not reporting or reporting with data quality issues are not included. As a proxy for demand, trip revenue should be interpreted with the assumption that other variables, such as supply and fares, remain unchanged.

Accessibility factor (PN)

Wheelchair Accessible Vehicles (WAVs) indicator

Primary Factor: Accessibility Factor as described in the public need policy.

Description: This indicator measures the number of active WAVs in a region using three metrics:

1. Number of Active WAVs: this metric includes three components:

    a. A count of the total number of WAVs on the road.

b. A count of the number of active WAVs that reported at least one accessible trip in the month.

c. The number of WAVs allocated by the Board in the region.

2. Active WAVs per 100,000 Population: This metric gives context to the number of active WAVs by comparing it to population statistics over time.

3. Number of Accessible WAV Trips: This metric measures the total number of trips for WAVs recorded as accessible trips in the region, including hailed and reserved trips.[1]

Measurement:

1. Number of Active WAVs:

   a. The number of active WAVs is determined by cross-referencing the list of WAVs reported to the Registrar's Office during licence renewal with the list of active vehicles (which may not necessarily have provided accessible trips) reported to the Trip Database.

   b. The number of active WAVs providing at least one accessible trip is determined by limiting the list of active WAVs to those reported as having provided accessible trips. Both metrics can be further normalized per 100,000 persons to indicate their change relative to the population.

   c. The number of WAVs allocated by the Board is found in the licensee's terms and conditions.

2. Active WAVs per 100,000 Population is determined by dividing the number of WAVs that provided accessible trips in a month by the region's population, then multiplying 100,000.

3. Number of Accessible WAV Trips is determined by the number of completed accessible trips provided by registered WAVs reported to the Trip Database.

Interpretation: The number of active WAVs indicates the accessibility and inclusiveness of passenger transportation services for individuals who use wheelchairs or other mobility devices. Generally, a higher number of active WAVs, especially compared to overall population growth, indicates a greater level of service availability for individuals using wheelchairs or other mobility devices. On the other

hand, too many WAVs relative to demand concentrating in a small area may indicate inefficiency.

Examples: The Board's public need policy lists examples of the accessibility factor, which are set out below alongside their corresponding implications on wheelchair accessible vehicles:

- The proposed service provides more or improved service to persons with mobility disabilities, including WAVs.
    - The number of WAVs directly and positively contributes to the availability of service for individuals who use wheelchairs and other mobility devices. A sufficient number of WAVs also improves service quality for individuals who use wheelchairs and other mobility devices.

Limitations: In calculating the number of WAVs, vehicles and accessible trips from companies that did not report data to the Trip Database cannot be captured. Some conventional trips may be mistakenly labelled as accessible trips in the Trip Database.

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[1] When a trip type is marked as "accessible" in an identified WAV vehicle, it is assumed that the trip was delivered to a passenger using a wheelchair or other mobility device.

Availability indicator

Primary Factor: Accessibility as described in the public need policy.

Description: This indicator measures the availability of passenger transportation services using three metrics:

1. Active vehicles per 1,000 population: This metric shows how many vehicles are available to serve every 1,000 people in an area.

2. Matching time by hour of the week: This metric shows how long passengers usually wait to be picked up during different hours of a typical week[2].

3. Hourly vehicle availability patterns: This metric shows how the number of active vehicles changes by hour across the typical week, relative to trip volume.

Measurement:

1. Active vehicles per 1,000 population is calculated in two steps:

   a) First, the average number of unique active vehicles per day in each month is calculated for each service area.

   b) Second, this average is divided by 1,000 and then multiplied by the population in the region considered. The population data is acquired from BC Stats regional-level population estimates.

2. Matching time by hour of the week is determined by the average time (in minutes) between a passenger request and vehicle pickup for each hour of the day in each day of the week in a calendar year. This metric is based on dispatched trips, and street hails are excluded because they do not have a matching time.

3. Hourly vehicle availability patterns are determined by the average number of active vehicles in each hour of the day for each day of week in a calendar year. A vehicle is considered active if it completes at least one trip during the hour. Hourly trip volume is used as a basis for comparison and is defined as the average number of trips in each hour of the day across the same weekly and yearly period[3]. Both metrics are presented on a relative scale from 0 to 100, where 100 represents the highest level of activity observed for that area and service type. This allows for clear and direct comparison between vehicle availability and trip volume patterns throughout the week.

Interpretation: Availability serves as an indicator of the accessibility of passenger transportation services. Each metric offers distinct insights:

- Active vehicles per 1,000 population: measures general accessibility. A higher number means more service is available in the region, and a lower number means less service is available in the region. Note that this metric does not consider the characteristics of the region under consideration, such as population and employment density, infrastructure such as roads and public transportation service quality, as well as a range of other factors that would influence demand and supply.

- Matching time by hour of the week: provides a direct measure of service responsiveness. Shorter matching time at a given hour indicates short-term demand is being met with sufficient supply of vehicles, and longer matching time indicates short-term demand is not being met with sufficient vehicle supply.

- Hourly vehicle availability patterns: illustrate the variation of service capacity relative to the number of passenger trips during different periods in a week. When the two curves – the number of active vehicles and the number of trips – are moving up and down in tandem, it indicates service capacity increases or decreases with the demand and that availability tend to remain stable.

  On the other hand, if the two curves diverge, it indicates reduced availability and inefficiency. When the number of active vehicles goes down while trip volume is going up, service availability is reduced. When the number of active vehicles goes up while trip volume is going down, availability is improved, but possibly at the cost of operational efficiency.

Examples: The Board's public need policy lists examples of the accessibility factor, which are set out below alongside their corresponding implications on the Accessibility Indicator:

- Enhances the availability of passenger transportation services to everyone in the province, including in low-density areas such as rural and remote communities.

    - A higher number of active vehicles per 1,000 population (1st metric) reflects stronger service presence and potentially broader geographic coverage.

- Supports essential service levels (24 hours a day, seven days a week).

    - Consistent short matching times (2nd metric) throughout the week indicate reliable, around-the-clock service access.

    - Consistent movement between active vehicle counts (3rd metric) and trip volume suggests that service supply adjusts with trip activity, supporting reliable availability and efficient operations.

Limitations: These metrics are based on trip data submitted to the Trip Database. Companies that do not report, or that submit data with quality issues, are excluded from analysis. For the active vehicles per 1,000 population metric, results should be interpreted in the context of each region. A wide range of local characteristics—such as population density, demographic and socioeconomic factors, and infrastructure—can influence both demand and supply, and therefore what constitutes a sufficient number of vehicles per 1,000 people. For matching time, only dispatched trips are included; street-hail trips are excluded because matching time cannot be defined for them. Additionally, data points with matching times over 90 minutes were excluded, as these were likely the result of data errors.

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[2]The typical week is constructed by averaging each hour of the day across all occurrences of that weekday throughout the year. For example, the Monday profile reflects the average matching time at each hour, calculated using all Mondays in the year.

[3] Trip volume is used as a proxy for short-term demand of passenger travel. It should be noted that trip volume is not a perfect measure of demand, especially in the long run.

Affordability factor (PN)

Fare cost indicator

Primary Factor: Affordability as described in the public need policy.

Description: This indicator measures the passenger fare cost for a service, using two metrics:

1. Fare for a 5 km trip: This metric captures the typical fare for a five-kilometre trip measured in dollar amounts.
2. Real cost for a 5 km trip: This metric captures the fare cost for a five-kilometre trip, measured in labour compensation of a typical B.C. worker[4].

Measurement:

1. Fare for a 5 km trip is determined in three steps.

   a. All passenger trips in the region in a month with distance between 4.5 and 5.5 kilometres are chosen as a subset of trips.

   b. The five-kilometre fare is calculated for each trip in the subset of trips.

   c. The fare for a 5 km trip metric is determined by the median (50th percentile) of all the trips in the subset.

2. Real cost for a 5 km trip is calculated as the ratio of the first metric (fare for a 5 km trip) to the median hourly wage in British Columbia, based on Statistics Canada data for full-time and part-time employees over the age of 15 across all industries.

Interpretation: Fare Cost serves as an indicator of the affordability of passenger transportation services.

The first metric (fare for a 5 km trip) measures the typical cost of passenger trips that are determined by the rate structure, trip patterns, and traffic conditions, but it only indirectly reflects affordability for passengers. A higher fare for a 5 km trip means passengers typically pay more for their trips, and it may indicate less affordable services if general wage levels in the area did not increase at a higher rate than this metric. On the other hand, a lower fare for a 5 km trip means passengers typically pay less for their trips, and it may indicate improved affordability if general wage levels in the area did not decrease at a higher rate than this metric.

The second metric (real cost for a 5 km trip) is a direct measure of affordability because it measures the trip cost in relation to a typical B.C. worker's working time. A higher real cost indicates reduced affordability for passengers. On the other hand, a lower real cost indicates passenger trips are more affordable.

Examples: The Board's public need policy lists examples of the affordability factor, which are set out below alongside their corresponding implications on the Fare Cost:

- The proposed service provides more affordable options or services for consumers.
    - Fare for a 5 km trip reflects the cost perceived by passengers. For example, in an environment where both fare and wage are increasing at the same rate, if fare for a 5 km trip is increasing, passengers pay more for their trips in general. While the perceived cost is higher, in this case, affordability is not changed as the passenger's income is also increasing at the same rate.
    - Real cost for a 5 km trip directly and accurately measures the affordability of the service in relation to working time.

Limitations: In calculating the metrics in this indicator, passenger trips from companies that did not report data to the Trip Database and passenger trips reported to the Trip Database with data quality issues are not included. Moreover, to address data quality issues such as erroneous outliers, trips with fare costs in the top and bottom 10 percent ranges were removed. This truncation does not affect median, but may, in some cases, lead to moderate underestimation of the maximum and overestimation of the minimum fare for 5 km trip.

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[4] For example, if the real cost of a 5 km trip is 30 minutes, that means a worker who earns the median hourly wage for B.C. can pay for the trip using their labour compensation earned from 30 minutes of work.

Service quality factor (PN)

Wait time

Primary Factor: Service Quality as described in the public need policy.

Description: Wait time reflects the duration that passengers wait for vehicles to arrive for pick-up.

Measurement: Wait time for each trip is calculated as the difference between the pick-up arrival time and the hail time. Wait time is measured by the median (i.e., the 50th percentile) of the monthly wait time distribution in an area.

Interpretation: Wait time serves as an indicator of the quality of passenger transportation services. It acts as a market-clearing indication, influenced by factors such as demand, supply, and the efficiency of the technology used to match passengers with vehicles. A longer median wait time indicates reduced service quality, as it suggests longer delays for passengers and higher operating costs for licensees.

Examples: The Board's public need policy lists examples of the service quality factor. The relevant examples are set out below alongside their corresponding implications on wait time:

- The proposed service provides more or improved service where there is currently inadequate service.
    - Long wait times suggest an inadequate level of service supplied.
- The proposed service provides more reliable service.
    - Consistently short wait times suggest that the service is reliable.
    - Significant variations in wait times can suggest that the service is not reliable.
    - Consistently long wait times suggest that the service is not reliable.
- The proposed service encourages more efficient service to the public, including trip speed.
    - Wait time is part of the overall time for passengers to complete a trip, so a short wait time contributes to an efficient service.
- The proposed service provides a service that is comfortable and convenient.
    - A short wait time is more likely to contribute to a more comfortable and convenient service.

- The proposed service supports better customer service and customer satisfaction.
    - A short wait time may contribute to better customer service and customer satisfaction.

Limitations: In calculating the median wait time, trips with unreasonably long wait times due to data errors are not included. Trips with wait times above 95th percentile are not reported in the distribution due to data quality concerns.

Sustainability factor (SEC)

Taxi fleet utilization rate

Primary Factor: Sustainability as described in the sound economic conditions policy.

Description: Taxi fleet utilization rate represents the proportion of approved taxi vehicles that are active in an area over a month.

Measurement: The taxi fleet utilization rate is determined by dividing the number of average active vehicles by the total number of approved taxi vehicles in a given area during the reporting period. The number of average active vehicles is determined by data reported to the Trip Database, while the total number of approved taxi vehicles is the maximum fleet size approved by the Board.

Interpretation: A relatively stable taxi fleet utilization rate over time can indicate long-term stability for the taxi sector. On the other hand, a significant decline in fleet utilization rate, other things being equal, may suggest unsustainable economic conditions as licensees choose to operate fewer vehicles in their fleet.

Examples: The Board's sound economic conditions policy lists examples of the sustainability factor. The relevant examples are set out below alongside their corresponding implications on taxi fleet

utilization rate:

- The proposed service promotes long-term stability for the passenger transportation industry.
    - Significant changes in the fleet utilization rate can signal instability of the passenger transportation industry.
- The proposed service encourages resiliency in the passenger transportation industry.
    - A consistently close-to-full fleet utilization rate may indicate that the industry is at its supply capacity, and unable to meet further demand growth. A consistently low fleet utilization can indicate a lack of growth of the industry.
- The proposed service minimizes significant market disruption.
    - A significant change in the fleet utilization rate can signal market disruption.
- The proposed service protects the taxi sector from rapid disruption to ensure its long-term stability as an essential service.
    - Frequent spikes to close-to-full fleet utilization indicates the supply of the industry is unable to adapt to market disruptions.
- The proposed service promotes overall profitability and economic sustainability of the industry.

- Close-to-full fleet utilization rates can indicate licensees are unable meet demand to maintain and grow their profit margin.
- A consistent reduction in the fleet utilization rate can indicate deteriorating profit margins.

Driver hourly revenue

Primary Factor: Sustainability as described in the sound economic conditions policy.

Description: The Driver Hourly Revenue reflects whether the passenger transportation sector is producing a sustainable level of revenue for drivers to promote retention of their workforce.

It is important to note that hourly revenue does not reflect take-home pay, which depends on factors such as business-level labour payment arrangements, employment classification, operating costs, and hours worked. However, revenue per hour remains a useful indicator of market stability and service sustainability from a labour supply perspective.

This indicator captures the median[5] of the total fare[6] collected by taxi and TNS drivers per working hour in a defined geographical area (such as a Passenger Transportation Region) for over a month.

Measurement: Driver Hourly Revenue is measured in three steps:

a) For each driver in a day, total working time is calculated as the aggregation of spans where each span consists of a series of passenger trips with the gap between two consecutive trips less than or equal to 60 minutes.

b) Using the total working time defined above, the monthly average per-hour revenue is calculated for each driver.

c) The Driver Hourly Revenue is then determined by finding the median (50th percentile) of all the drivers in a specific area.

Interpretation: Higher hourly revenue indicates stronger revenue generation for the sector, supporting its long-term operational sustainability. This indicator measures median hourly revenue at the sector level and does not reflect individual driver take-home earnings, which can vary based on numerous factors. The focus is on the sector's overall financial health and its ability to maintain service levels over time.

Examples: The Board's sound economic conditions policy lists examples of the sustainability factor, which are set out below alongside their corresponding implications on the Driver Hourly Revenue Indicator:

- The proposed service promotes long-term stability for the passenger transportation industry.
    - When hourly revenue efficiently reflects passenger transportation market conditions, they help modulate labour supply in the industry and support long-term stability by maintaining an efficient pool of drivers.
- The proposed service encourages resiliency in the passenger transportation industry.
    - Hourly revenue that provides efficient compensation and an income appropriate to market conditions allows drivers to better adapt to fluctuations in market conditions, building greater resilience in the industry. For example, efficiently compensated and well-informed drivers are more likely to weather short-term dips in demand, whereas inadequate hourly pay can lead to excessive driver attrition.

- The proposed service minimizes significant market disruption.
    - Volatile fluctuations in hourly revenue may indicate market disruption; stable or gradual adjustments in revenue may imply smooth transitions in market conditions.
- The proposed service protects the taxi sector from rapid disruption to ensure its long-term stability as an essential service.
    - A sudden drop in driver revenue, especially when adjusted for inflation, may indicate economic stress or potential instability in the sector. Stable or gradually increasing hourly revenue that is comparable to wage levels in related sectors can reduce the risk of driver attrition, helping preserve the sector's operational continuity.
- The proposed service promotes the overall profitability and economic sustainability of the industry.
    - Maintaining hourly revenue at levels that ensure efficient and transparent returns can support driver retention. A stable driver supply contributes to the broader operational stability and economic sustainability of the industry.

Limitations: This metric is based on trip data submitted to the Trip Database. Companies not reporting, or reporting with quality issues, are excluded. There is no single definitive way to measure the labour supply of drivers, nor is the actual working time of drivers directly observed in the data. Therefore, the Board applies its own definition of working hours, which we believe best captures the time drivers devote to work given the available data. The definition and its calculation are described in Parts a), b), and c) of the "Measurement" subsection of this indicator. Nevertheless, our definition may still slightly

overestimate or underestimate drivers' actual working time.

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[5] The median of a range of values represents the midpoint so that half of the values are greater than the median and the rest are smaller than the median. We choose median of all average driver revenues as it is the best metric to capture the representative case in a tractable indicator.

[6] Total fare is the sum of the amount passengers pay.

Vehicle occupancy rate indicator

Primary Factor: Sustainability, as described in the Sound Economic Conditions policy.

Description: The vehicle occupancy rate (VOR) represents the proportion of working time during which a vehicle carries passengers in an area over a month. It indicates how intensively the available supply is being used to meet travel demand.

Measurement: The VOR is computed as the ratio of the total passenger-carrying time of all trips to the total working time of all vehicles in a given area over a month.[7]

Interpretation: The VOR is often used as a key productivity metric for taxi and Transportation Network Service (TNS) operations. A higher VOR generally indicates that vehicles spend a larger share of their working time carrying passengers, reflecting stronger utilization and more efficient deployment of the available fleet. Conversely, a low VOR suggests substantial idle time, which may indicate excess supply, weak demand, or poor matching efficiency between passengers and vehicles. Persistently low or volatile VOR values can signal potential issues with market balance, driver earnings, or the long-term sustainability of the sector.

The Board's sound economic conditions policy in the Policy Manual lists examples of the sustainability factor, which are set out below alongside their corresponding implications for the taxi and TNS VOR:

- The proposed service promotes long-term stability for the passenger transportation industry.
    - Stability in the VOR can reflect long-term stability in the industry.
- The proposed service encourages resiliency in the passenger transportation industry.
    - Higher VORs can be associated with greater resiliency and operational efficiency in the industry.
- The proposed service minimizes significant market disruption.
    - Large or sudden changes in the VOR can indicate significant market disruption.
- The proposed service protects the taxi and TNS sector from rapid disruption to ensure its long-term stability as an essential service.
    - Sharp declines or spikes in the VOR may signal rapid disruption, posing risks to long-term stability as an essential service.
- The proposed service promotes the overall profitability and economic sustainability of the industry.
    - Persistently low VORs suggest insufficient utilization, which can undermine profitability and economic sustainability.

- The proposed service promotes adequate driver incomes to contribute to a stable supply of drivers.

    - A low VOR may be associated with lower driver earnings, which could weaken the supply of drivers.

Limitations: This indicator is based on trip data submitted to the Trip Database. Companies that do not report data, or that report data with quality issues, are not included. The VOR captures the interaction between service supply and passenger demand, offering insight into market utilization and productivity. However, this indicator alone does not reflect all dimensions of industry sustainability identified in the Board's policy framework.

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[7] Total working time is not based on formal shift schedules, as those schedules can overstate inactive periods. Instead, a vehicle's daily working time is derived by aggregating clusters of active periods, where each cluster is defined as a sequence of trips separated by less than 60 minutes. Sensitivity testing shows that a 60-minute gap provides a robust threshold for distinguishing active and idle periods.