



Passenger
Transportation Board

DRIVING FORWARD. TOGETHER



Passenger Transportation Board **ANNUAL REPORT 2025 – 2026**

August 31, 2026

The Honourable Niki Sharma, K.C.
Attorney General and Deputy Premier of British Columbia
Parliament Buildings
Victoria, B.C. V8V 1X4

The Honourable Mike Farnworth
Minister of Transportation and Transit
PO Box 9055, Stn Prov Govt
Victoria, B.C. V8W 9E2

Dear Honourable Ministers:

RE: Passenger Transportation Board 2025-26 Annual Report

I am pleased to forward to you the Passenger Transportation Board's Annual Report for the fiscal year April 1, 2025 to March 31, 2026. This report has been prepared for your review pursuant to Section 22.1 of the Passenger Transportation Act.

Yours truly,

A handwritten signature in black ink, appearing to read 'Baljinder Narang', with a horizontal line drawn through the middle of the signature.

Baljinder Narang
Chair
Passenger Transportation Board

Enclosure



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TERRITORIAL ACKNOWLEDGEMENT

The Passenger Transportation Board acknowledges the traditional territories of the many diverse Indigenous Peoples in the geographic areas we serve. With gratitude and respect, we acknowledge that the Board's office is located on the traditional unceded territories of the *ləkʷəŋən* speaking peoples, also known as the Songhees and Esquimalt First Nations communities, who are the traditional keepers of this land and whose historical relationships with this land continue today.

The Passenger Transportation Board acknowledges that we are guests on these lands and commit to walk lightly and work mindfully with the peoples, communities, and the lands.



MESSAGE FROM THE CHAIR

The 2025-2026 fiscal year has been an important year for the Passenger Transportation Board. The Board, as with our partners and colleagues across government, faced operational challenges due to labour action in fall 2025, but has continued to make progress and achieve success on several priorities.

The Board has engaged regularly with the Ministry of Transportation and Transit on a legislative review of the Passenger Transportation Act. The Board has provided a number of recommendations to the ministry and has provided analysis and advice to support the review process. The Board is pleased with the opportunities provided to

support this critically important work and looks forward to working with the ministry to implement any changes to the legislative and regulatory framework.

The Board also continues to work closely with the Ministry of Labour to support ongoing changes to the regulation of the gig economy, particularly as this relates to ride hail services and ride hail drivers.

The Board has continued to work with the taxi industry and ride hailing companies on changes to the Board's rates structures, rules, and policies. A key area of focus this year has been the implementation of new taxis rates structures in Region 4 and 5, with



new implementation scheduled to proceed in Region 3 in summer 2026 and in Region 1 and 2 in early 2027. These changes are intended to support taxi industry sustainability, respond to ongoing changes in the passenger transportation landscape, and provide simpler processes to change rates as well as enhanced opportunities for flexibility for licensees.

I am pleased to report that the Board has also continued to make progress on implementing a number of strategic priorities, including changes to Board policies regarding taxi meters and taxi cameras. These initiatives are being implemented to support ongoing modernization of taxis and taxi regulation, respond to concerns about rising business costs, and provide flexibility for licensees.

The Board has also continued to make significant progress in enhancing its data and economic analysis capacity. During this year, the Board has published data newsletters which provide important insight and information regarding key indicators that the Board uses to inform and support its role as a data-driven, evidence-based decision-maker. These indicators provide greater transparency and a shared understanding of market conditions across the passenger transportation industry.

Operationally, the Board has continued to explore opportunities to make improvements that will streamline application processing and ultimately help to reduce timelines for application decisions. Board members and staff continue to review the Board's application requirements to identify potential changes that will support these objectives.

All of this work was made possible by the skill, dedication, and professionalism of our Board members and staff. I want to express my sincere thanks to the entire team for their contributions to a productive year. I also acknowledge the support of our colleagues at the Ministry of Transportation and Transit and the Ministry of Attorney General, and I extend appreciation to all stakeholders.

The Board remains focused on its commitment to fairness, transparency, and evidence-based regulation in support of a sustainable, accessible, and responsive passenger transportation system across British Columbia.

Baljinder Narang, Chair

ABOUT US

The Passenger Transportation Board (Board) is an independent tribunal established under the Passenger Transportation Act (PTA). The Board was established in 2004 when the PTA was brought into force.

The Board is mandated under the PTA to make decisions on applications for “special authorization” licences. This includes licenses for passenger directed vehicles (PDVs) such as taxis, limousines, and shuttle vans, inter-city buses (ICBs), and transportation network services (TNS, or “ride-hailing”). The Board has authority to establish terms and conditions of licence, and regulates the operation of these services in accordance with these terms and conditions. The Board is also authorized to determine appeals of administrative penalties imposed by the Registrar of Passenger Transportation (Registrar). The Board typically receives approximately 150 applications and 1-3 reconsiderations in a fiscal year.

Board overview

Members of the Board are appointed by the Lieutenant Governor in Council through a merit-based process. Board members come from diverse backgrounds in business, law, academia, or government and are commonly active in their communities, serving on various agencies or boards. Currently, the Board has seven part-time members, including the Chair.

The Board is supported by 16 full-time staff. Staff are B.C. public servants hired through a merit-based, competitive process. Board Members and staff are committed to fostering a culture of professionalism, administrative fairness, and good governance, and their skills, expertise, and knowledge are key to the Board’s success.

The Board office is located in Victoria. The Board meets at least every quarter, and sometimes more often when required. Board meetings focus on policy, procedural matters, and emerging issues affecting the commercial passenger transportation industry. Application and appeal decisions are not made at Board meetings.



Role and mandate

Following amendments to the PTA and Passenger Transportation Regulation that were brought into force in 2019, the role and mandate of the Board was expanded. This was primarily due to the integration of Transportation Network Services (TNS), also known as ride-hailing, into the passenger transportation regulatory framework. This made the Board responsible for regulating the licensing and operation of TNS, in addition to Passenger Directed Vehicles (PDVs) such as taxis and limousines, shuttles, and Inter-City Buses (ICBs).

To support this expanded role, and to regulate the economic interaction of passenger transportation services in B.C., the Board is also expected to collect, analyze, and provide data to support objective, evidence-based decision-making. Generally, the Board is expected to be an:

- Independent decision-maker with exclusive jurisdiction over key aspects of the passenger transportation industry.
- Economic regulator, expected to equitably balance sectors of the passenger transportation industry in the public interest.
- Integrator of broader policy goals into the passenger transportation framework.

The direction to practice evidence-based decision-making has had major implications for the Board's work. Firstly, the interaction between ride-hailing services and PDV services, such as taxis, has raised regulatory issues that the Board must review and address through evidence-based decision-making to support the continued health of the industry as a whole. On these matters, the Board may make "systemic" decisions that consider larger economic conditions and market trends, addressing a variety of factors such as fleet sizes, operating areas, and rates.

The requirement for evidence-based decision-making affects other regulatory activities of the Board as well. For instance, section 28(1) of the PTA specifically requires the Board to consider fitness, capability, public need, and sound economic conditions. These last two criteria require the Board to understand broader conditions in the B.C. passenger transportation industry in order to assess demand for new services and evaluate the potential impact of applications on other licensees and sectors of the industry.

In all aspects of its decision-making, the Board is mandated to conduct reviews, gather evidence, and examine data in relation to licensee operations and broader economic conditions pertaining to the passenger transportation industry.

PRIORITIES

IN 2025-2026

During 2025-2026, the Board engaged in a wide range of activities related to licensing decisions and operations, strategic priorities and policy development, data management, and economic research and analysis to advance priority goals as described in the Board's [Strategic Plan 2023-2026](#).

Rates

Taxi rates structure implementation

In January 2026 the Board began implementation of a new taxi rates structure. This followed the Board decision in December 2023 to replace the existing taxi rates structure with regional rate bands and, in areas where common rates rules were in effect, to implement Board standardized rates.

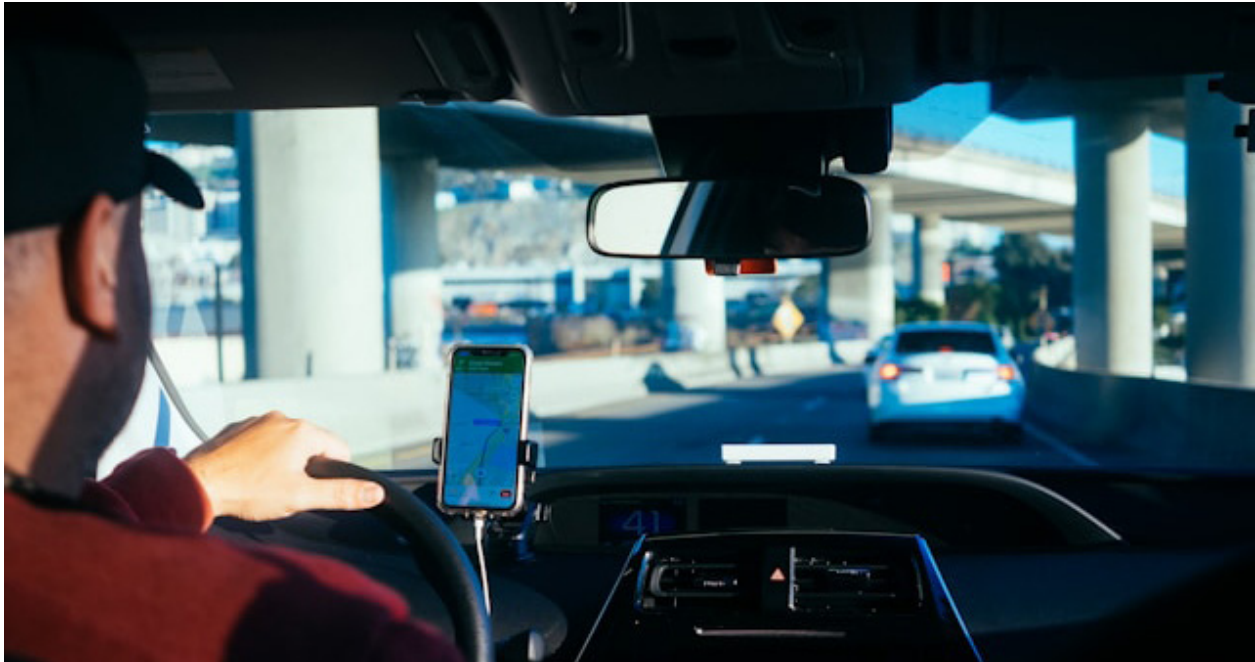
Implementation in the Passenger Transportation Regions began with Region 5 in January 2026. Implementation proceeded

to Region 4 in April 2026. (Please refer to the Board policy on [Passenger Transportation Regions](#) as well as the glossary at the end of this Annual Report for further information.)

The new rates structure represents an important means to address competition between passenger transportation services, industry sustainability, and affordability for passengers. In setting the rate bands, the Board examined trip data, conducted economic analysis, assessed market conditions, and consulted with licensees to balance industry sustainability and customer affordability.

Implementation of the new rates structure will continue in stages throughout 2026 and into 2027 across the different passenger transportation regions of the province. Throughout the process the Board remains committed to communicating effectively with the taxi sector to support the transition.





New taxi cost index (TCI) and implementation

As part of changes to the taxi rates structure, the Board contracted external consultant Hara Associates to assist in the creation of a new custom taxi cost index (TCI) to replace the previous taxi and limousine cost index (TLCI).

The new TCI is intended to better represent the costs of running a taxi business and respond to applicable inflationary factors, facilitating more efficient and accurate periodic adjustments to taxi rates.

Implementation of the new TCI began in 2025, in conjunction with the roll out of new rate structures in each region. The TCI will eventually apply to both standardized rates and rates bands, and will be updated on an annual basis by the Board.

TNS minimum rates updated

In February 2026 the Board announced that it was establishing new minimum rates for

the TNS sector. The new rates are scheduled to come into effect on August 18, 2026. Licensees have been provided a period of six months to implement them in all regions following the announcement.

The Board determined the new TNS minimum rates following a comprehensive review in 2024-25. Prior to the review, the Board had not updated the minimum rates since 2019 when TNS was integrated into the regulatory framework. This was due in large part to the disruptions to the passenger transportation industry caused by the COVID-19 pandemic, which resulted in the Board having insufficient data to make updates.

By late 2025 the data available to the Board became sufficiently comprehensive to determine potential changes to TNS minimum rates. Going forward, the Board plans to update minimum rates for each region on an annual basis to account for inflation and other changes in market conditions.

Economic analysis and reporting

When the Board is engaged in decision-making, it weighs evidence from applicants and submitters, and it also relies on objective evidence obtained through its own economic research and analysis of the passenger transportation industry. Economic analysis is important to support assessments of public need and sound economic conditions factors within the B.C. passenger transportation market, which in turn inform Board policy development and decision-making.

In 2025-2026 the Board's economic analytics team continued to make progress integrating economic analysis and reports into the Board's decision-making process. It also identified key economic indicators for both the application economics report and monthly data newsletters for the taxi and TNS sectors.

Application economics report

The Board economic analytics team continued to advance the applications economics report through the course of 2025-2026. The report is not a single static document, but rather an established data analysis and reporting regimen that describes the current economic conditions within the B.C. passenger transportation industry. When completed, this report will assist Board members in assessing individual applications for public need and sound economic conditions. As of March 2026, the report is anticipated to be finalized in late 2026 and implemented as part of Board decision-making at some point in 2027.



Data newsletters and economic indicators

During 2025-2026, the Board continued monthly publication of data newsletters for the taxi and TNS sectors, adding one further industry indicator each month. The newsletters helped to shed light on the latest developments in these sectors.

More broadly, the Board used monthly indicators to produce various metrics, visualizations and interpretations on the state of the taxi and TNS sectors in those regions that had reliable data coverage and quality. These monthly indicators were used by the economics team to produce a pilot digital dashboard that could possibly become hosted in future on the Board website for broader industry interest.

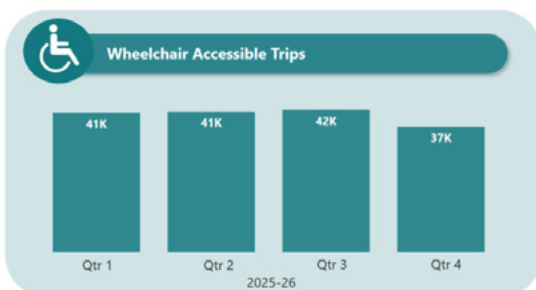
The newsletters and dashboard were initiated as part of the Board's commitment to transparency in its data analysis, allowing the Board to share its economic analysis with industry stakeholders.

Industry indicator snapshots

The following graphics are representative of the types of visualizations that the Board began to produce in 2025-2026 using data collected from the taxi and TNS sectors.

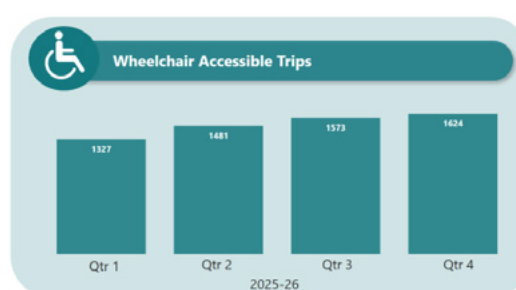
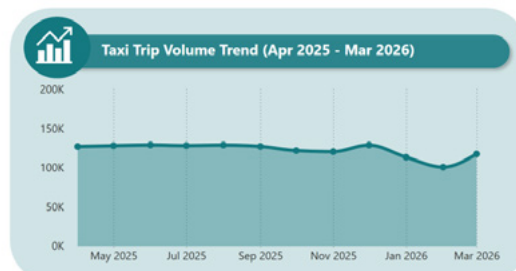
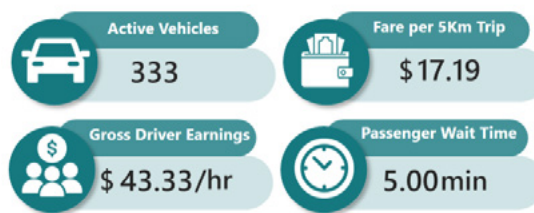
Region 1: Taxi sector snapshot

In the graphics below, we see that Region 1 had approximately 1,900 active taxi vehicles during the 2025-2026 fiscal period. The average fare was \$16.90 per five-kilometre trip, and gross driver earnings averaged \$36.06 per hour. Passenger wait times averaged 5.17 minutes. Monthly trip volumes were relatively stable throughout the year, totaling approximately 6.3 million trips by year end. The region recorded approximately 161,000 wheelchair accessible trips during the same period.



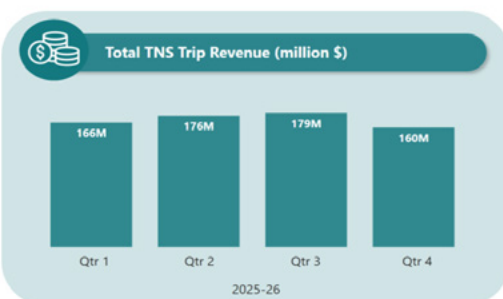
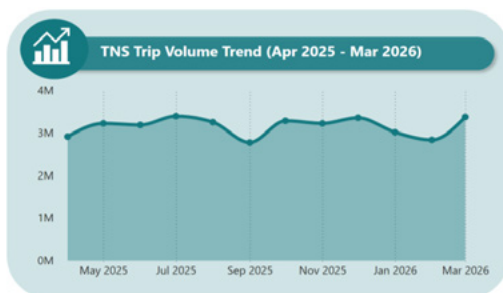
Region 2: Taxi sector snapshot

The following graphics indicate that Region 2 had 333 active taxi vehicles during the 2025-2026 fiscal period. The average fare was \$17.19 per five-kilometre trip, and gross driver earnings averaged \$43.33 per hour. Passenger wait times averaged 5.00 minutes. Monthly trip volumes were relatively stable throughout the year, totaling approximately 1.5 million trips by year end. The region recorded approximately 6,000 wheelchair accessible trips during the same period, with a steady increase from quarter to quarter.



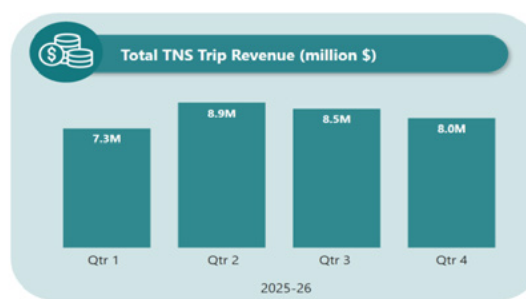
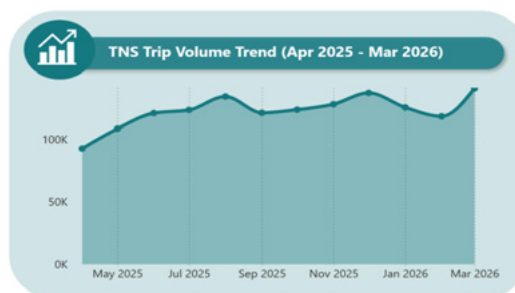
Region 1: TNS sector snapshot

During fiscal 2025-2026, approximately 9,900 TNS vehicles were active in Region 1. The average TNS fare was \$12.05 per five-kilometre trip, and gross driver earnings averaged \$39.74 per hour. Passenger wait times averaged 4.22 minutes. The TNS sector recorded approximately 37.8 million trips during the year, generating approximately \$680 million.



Region 2: TNS sector snapshot

Region 2 had 373 active TNS vehicles during fiscal 2025-2026. The average fare was \$16.69 per five-kilometre trip and gross driver earnings averaged \$52.84 per hour. Passenger wait times averaged 6.20 minutes. The TNS sector recorded around 1.5 million trips during the year, generating approximately \$32.7 million in total trip revenue.

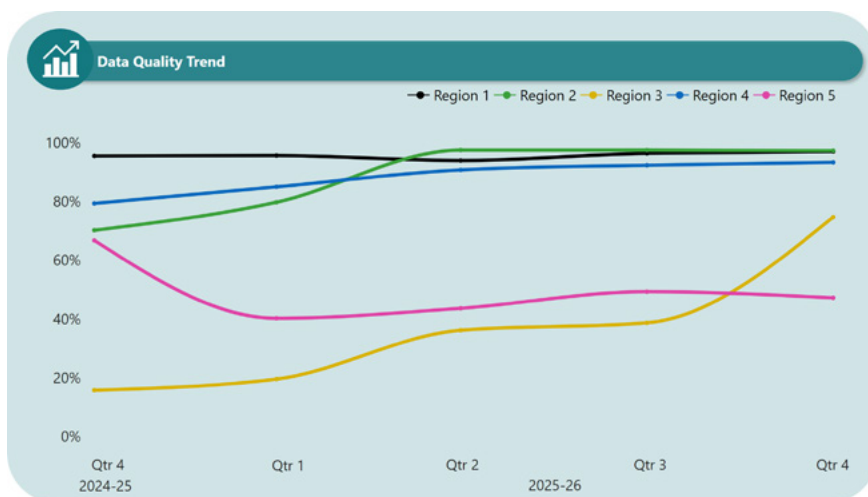
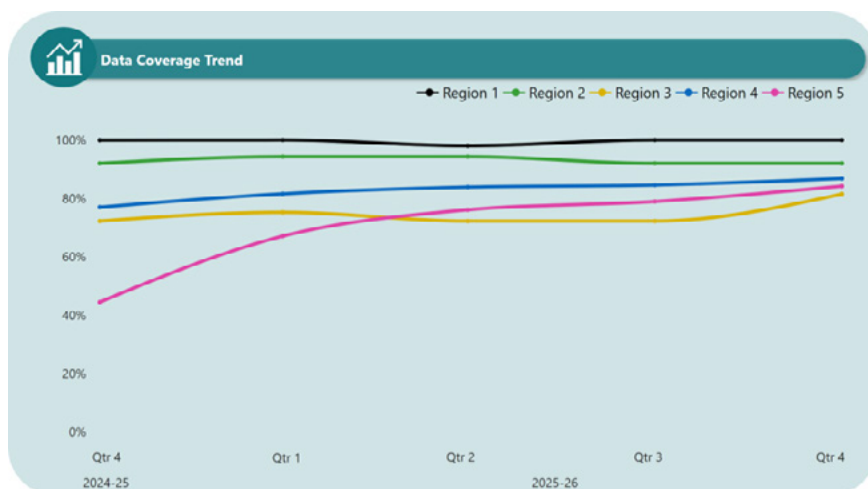


Monitoring data coverage and quality

In collaboration with the Registrar's Office, the Board's economics team continued working in 2025-2026 to identify and address any data coverage and quality issues that affected the reliability of the data used for economic analysis and reporting. The Board's goal is to attain a minimum threshold of 90 per cent data coverage and 90 per cent data quality in each passenger transportation region.

Region 1 (Lower Mainland and Whistler) and Region 2 (CRD) already met the 90 per cent threshold in fiscal 2024-2025 and made

further gains in 2025-2026. Regions 3, 4 and 5 made considerable improvement during the year as the economics team continued to work with the Registrar to identify outstanding data issues. As of fiscal year end, Region 3 had met the 90 per cent threshold for coverage. Region 3 and Region 5 had yet to meet the Board's data quality threshold, and the Board committed to continue working with the Registrar as well as taxi licensees and the taxi industry to improve data coverage and data quality in these regions.



Fit, proper, and capable

In 2025-2026, the Board continued to review its policies related to the fit and proper and capable criteria under section 28 of the PTA.

These policies are an integral component of the regulatory framework as they are used by the Board to assess the suitability of applicants and licensees.

The ongoing review is intended to update and align these policies with the Board's broader policy and regulatory priorities, and where necessary to help streamline requirements and expedite processing of applications. This work is expected to continue through 2026. Progress will be updated in next year's annual report.

Climate change

Climate change policy

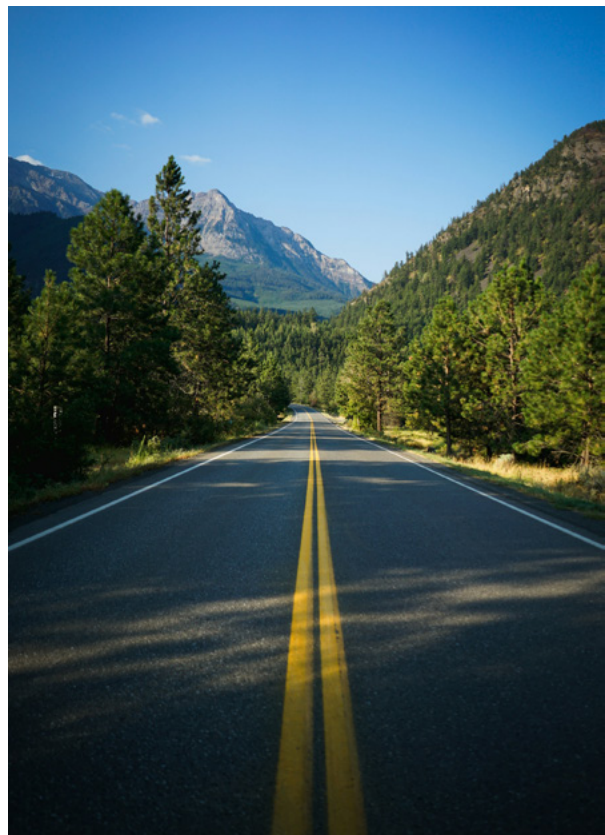
The Board continues to monitor the impact of passenger transportation on climate change, and to explore opportunities to support climate change-related initiatives.

Recognizing the shift in priorities for government, including potential changes to the Zero Emission Vehicle Act, reduction in climate change targets related to vehicle greenhouse gas emissions, and the ongoing review of climate change and related programs inside government, the Board will continue to review its relevant policies and procedures and seek to align with broader government direction.

Rural services

Monitoring changes

The Board continues to review the provision of passenger transportation services in rural, remote, and low-density communities. This includes monitoring the expansion of TNS services across the province in the interest of observing and assessing the potential impact on the provision of passenger transportation services in rural, remote, and low-density communities. The Board also continues to work with the Ministry of Transportation and Transit (MoTT) to address issues related to the provision of inter-city bus (ICB) service, particularly the need to expand and improve service in rural, remote, and low-density communities.



Legislative review

In May 2024, the Special Committee to Review Passenger Directed Vehicles delivered its final report and recommendations. In response to the report, government (led by MoTT) initiated a review of the PTA.

As part of this review, the Board has worked closely with MoTT through 2025-2026 to provide information, analysis, advice, and recommendations related to the Board's role and regulatory authority under the PTA, as well as broader issues of shared strategic priority.

From the Board's perspective, the review of the PTA represents an important opportunity to:

- Support a robust and equitable passenger transportation system in the public interest.
- Encourage a variety of passenger transportation services across the province, promote healthy competition, support sustainability of all passenger transportation sectors, including long-term sustainability of the taxi sector.
- Minimize monopolistic market behaviour that is contrary to the objectives of the regulatory framework and the public interest.

Based on this, the Board has identified several priorities for consideration as part of the legislative review. These include:

- Refining and improving definitions in the PTA, specifically related to sector categories and service types, drivers, and vehicles.
- Clearly delineating and separating the regulation and provision of different sectors and service types (particularly taxi and TNS).
- Clarifying the Board's regulatory role and authority, particularly in relation to matters such as fleets, operating areas, sector-wide decision-making, and application assessment criteria.
- Promoting flexibility in the Board's adjudicative role and function.
- Ensuring alignment of the Board's role and regulatory authority with best practices across the tribunal sector and in the Administrative Tribunals Act.

The legislative review is expected to be completed in spring 2026, with potential amendments to be proposed, as determined by government, following completion of the review process.

The Board will continue to monitor this process and provide support, analysis, and advice, as needed. If legislative amendments are passed, the Board will need to focus resources internally to ensure the Board's policies and procedures are aligned with these changes.

Public safety

Taxi camera program discontinued

Following a comprehensive review in 2024-2025, the Board announced its decision in September 2025 to discontinue its taxi camera program. In conducting its review, Board staff engaged key stakeholders, conducted extensive research and analysis, and considered the recommendations of the Special Committee on Passenger Directed Vehicles. The Board decision was based on issues of camera supply, data accessibility, emerging technology, and affordability.

The Board has made clear that its decision does not mean taxi cameras are prohibited. The decision was simply that the Board would no longer administer a mandatory taxi camera program for a selected group of taxis operating in certain geographical areas.

The Board appreciates drivers' concerns about personal safety and has made a decision to support all passenger transportation licensees to use cameras that work best for them.

challenges and pressures on the capacity of Board members and staff.

The project objectives are to establish standardized, reliable, and efficient end-to-end application processes that strengthen staff clarity, promote consistent decision-support work, and improve overall operational confidence. This includes enhancing service standards through predictable, transparent, and equitable workflows, ensuring that all applicants experience a fair and consistent process.

The project is anticipated to continue into fiscal 2026-2027, and the Operations team expects that it will build a foundation for continuous improvement into the future, ensuring the Board's internal processes and public-facing materials are aligned, maintainable, and modernized.

The Board is also working to modernize its Salesforce system, which will support improvements to application processing and management of Board operations.

Operations

The Board Operations team oversaw several important initiatives beyond regular activities involving processing of licensing applications and business support functions.

Application process improvement

In October 2025 the Operations team began a project to review and improve applications processing. The project was initiated in response to longstanding operational



APPLICATION DECISIONS

Application types

In deciding individual applications, the Board has the authority to approve three different types of Special Authorizations (SA):

1. Inter-City Bus (ICB) Authorizations: These are for operators who wish to provide inter-city bus service in B.C.

2. Passenger Directed Vehicle (PDV)

Authorizations: These are mostly taxis but also a small number of applications from other types of PDV, such as shuttle buses or limousines.

3. Transportation Network Service (TNS)

Authorizations: These are for ride-hailing businesses.

In addition to deciding new or amended SA applications, the Board also considers:

4. Temporary Operating Permits (TOPs):

These are for PDV operators seeking to urgently and temporarily increase their fleet size to respond to fluctuations in public need (e.g., festive seasons, peak tourist periods).

5. Urgent Public Need (UPN): For applicants seeking an expedited application process on the basis of urgent public need (UPN). If the UPN request is approved, the Board does not typically publish notice of the application.

6. Transfers: For licensees to transfer their SA to someone else.

7. Rates: For operators who wish to change their Board-approved rates.



APPLICATION PERFORMANCE MEASURES

Outcomes and timelines

The Board received a total of 108 new applications in fiscal 2025-2026. This represented a 21 per cent decrease from the 137 applications received during the previous fiscal year.

The Board rendered 122 decisions. A total of 94 applications were approved in whole or in part, 21 applications were refused, and seven applications were withdrawn or dismissed. There were 41 applications yet to be decided as of the end of the fiscal year (March 2026).

Summaries for application decisions outcomes and timelines are presented below.

Inter-City Bus (ICB) and TNS

During fiscal 2025-2026, the Board received three Inter-City Bus (ICB) applications. One was approved in whole and the other two were still in process at the end of fiscal.

During the same period, the Board received one new TNS application, which it refused. The Board made another three TNS decisions on applications that were received prior to fiscal 2025-2026. All TNS application decisions issued by the Board can be found on the Board's website.

Urgent Public Need (UPN)

Applicants wanting to have an application processed based on UPN can submit a request to the Board outlining their reasons for this. If approved, the Board does not typically publish notice of the application or consider written submissions in respect of the application.

In the 2025-2026 fiscal year, 11 decisions were made on the basis of UPN. Three were approved in part, one was withdrawn, and the remaining seven were rejected as UPNs and went through the regular application process.

Applications	Average # of days to decision	# of application decisions	# of application decisions within target
ICB	275	6	0
PDV	218	79	5
TNS	348	4	0
UPN	140	4	1
TOPs	9	33	29

Performance targets

The Board establishes performance targets to monitor service quality and to assist in identifying areas for improvement. As the Board continues with ongoing process improvement, it is reviewing its targets and considering new key indicators as better measures of performance. One shortcoming of previous performance indicators is that they fail to account for the variation between application streams within each type of authorization. The Board hopes to introduce new indicators for reporting in fiscal 2026-

2027 that provide a more accurate measure of performance.

As indicated above, Board operations in 2025-2026 were impacted by a lengthy labour dispute between the B.C. provincial government and members of the B.C. Government Employees Union. This led to challenges in completing some decisions within their normal projected timelines, but processing times quickly recovered following the return-to-work agreement reached on October 26.

OTHER DECISIONS

In addition to application and systemic decisions, the Board makes other kinds of decisions such as reconsiderations, appeals, and fitness reviews. Information for fiscal 2025-2026 is outlined below.

Reconsiderations

The PTA does not provide a right to appeal Board decisions. An applicant can apply for a reconsideration to reconsider, vary, or rescind a decision in only two circumstances:

1. Information has become available that was not available at the time of the decision; or
2. There has been an error in procedure.

A decision cannot be reconsidered just because someone disagrees with it.

The reconsideration process has two steps:

1. Determining whether reconsideration criteria is met (i.e., new information, error in procedure), and then
2. Determining the outcome of the reconsideration.

The Board received eight requests for reconsideration in 2025-2026. Six were found to have no grounds for reconsideration. Five involved applicants submitting additional information that was already available when the applications were first submitted, and one alleged that the Board had made an error in procedure but failed to demonstrate any such error. The remaining two requests for reconsideration were still being processed as of the end of this reporting period.



The number of reconsiderations is significantly higher than previous years. The Board is monitoring the situation and considering further action (e.g., additional communication regarding reconsideration requirements).

Appeals

In addition to application decisions, the Board also hears appeals regarding administrative penalties that are imposed on an operator by the Registrar.

In 2025-2026, the Board did not receive any appeal applications.

Fitness reviews

Licensees with a special authorization must remain fit, proper, and capable of providing the passenger transportation service described in their licence. The Board can review the fitness of a licensee at any time on its own initiative. If the Board finds that

a licensee is not fit, proper, and capable during a fitness review, the Board can provide direction to the Registrar to suspend or cancel the licence.

In 2025-2026, the Board conducted one fitness review.

Judicial review

Applicants are permitted to file for a judicial review of a Board decision. A judicial review is an application to the B.C. Supreme Court and is governed by various laws including the Judicial Review Procedure Act and the Administrative Tribunals Act. If a judicial review is filed, a judge decides whether it will review a Board's decision. The review will proceed only if the judge determines that the Board did not provide a fair hearing or if the Board decided outside of its legal authority.

In 2025-2026, no petitions were filed with the B.C. Supreme Court for judicial review of Board decisions.

THE BOARD

IN 2025-2026

Board Members

The Board held quarterly meetings in 2025-2026. There were seven part-time Board Members, including the Chair, as follows:

Member	Initial appointment effective	Term expiry date
Baljinder Narang ¹	October 1 2023	October 1, 2026
David Black	June 28, 2024	June 28, 2026
Patricia Bood	June 28, 2024	June 28, 2026
Garland Chow	April 27, 2020	December 31, 2026
Kyong-ae Kim	November 19, 2021	November 19, 2027
Daniel Oleksiuk	July 14, 2025	July 14, 2027
Sophia Redmond	June 28, 2024	June 28, 2026

Note 1: Baljinder Narang was first appointed as a Board member on March 11, 2019.

Board staff

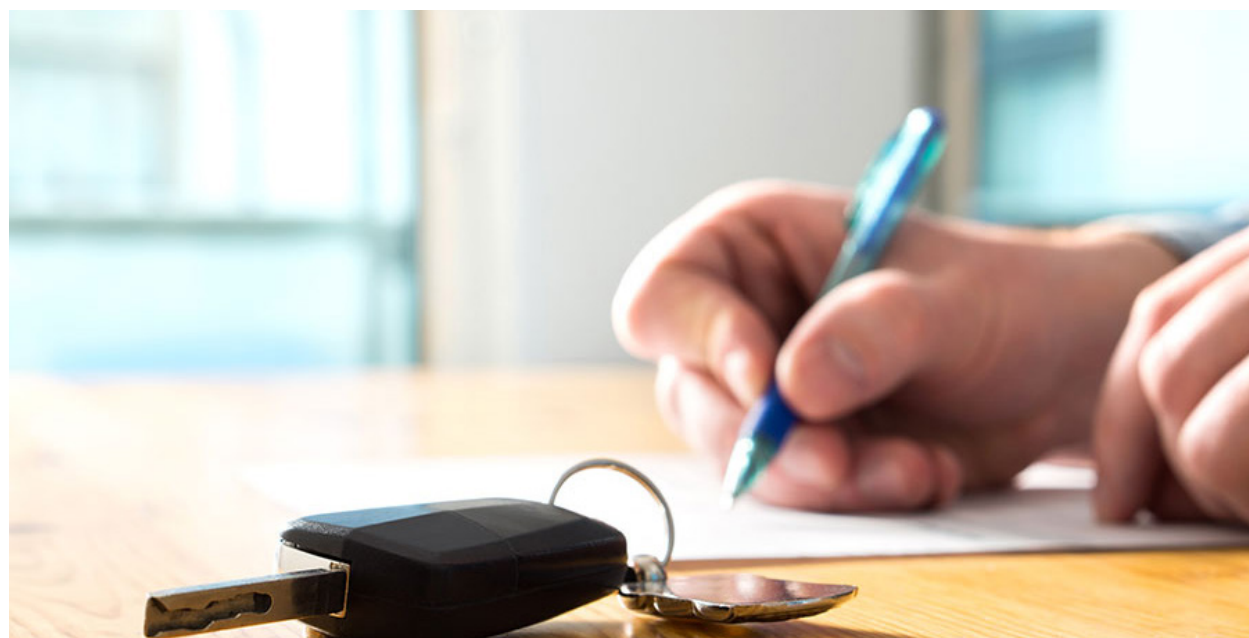
The Board was supported by a staff of 16 full-time employees who worked out of the office in Victoria. Staff handled the administrative functions of the Board, undertook policy research and projects, supported strategic planning, and responded to inquiries from applicants, submitters, and the public.

Board senior staff	Title
Heather Stewart	Executive Director
Jessica Sharpe	Director, Operations
Robert Lawson	Director, Policy & Projects

Board budget

In June 2025, the Board received confirmation from the Ministry of Attorney General of its annual budget amount of \$2,558,000.00. Actual expenditures for 2025-2026 were \$2,422,827.37.

Budget category	Allocation (\$)	Expenditure (\$)
Salaries	1,435,000	1,413,307.55
Benefits	360,575	363,433.91
Member Per Diems & Travel	224,000	165,777.32
Staff Travel	5,500	0
Professional Services – Operational	429,000	280,424.30
Information Systems – Operating	51,500	39,885.29
Office & Business Expenses	53,425	14,270.52
Stat Advertising & Publications	0	0
Recoverable Occupancy	-1,000	145,728.48
Totals	2,558,000	2,422,827.37



GLOSSARY

Active vehicles refers to the number of vehicles available on a typical day and completed at least one trip.

Data coverage is the percentage of trip data submitted by licensees in a region relative to expected submissions, proxied by captured fleet size divided by total licensed fleet size in a region. The Board considers data reliable for economic analysis when coverage reaches 90 per cent.

Data quality measures the accuracy and completeness of key data elements, such as trip times, locations, and fares, within records submitted to the Passenger Transportation Data Warehouse. The Board targets 90 per cent data quality in each region.

Driver gross earnings is the average gross revenue a driver earns per hour of active service, before any deductions.

Fare per 5 Km trip measures the average fare of all trips with a 5 km distance within the Passenger Transportation Data Warehouse.

Fit and proper is a threshold criterion under Section 28(1) of the Passenger Transportation Act used to assess whether an applicant demonstrates the conduct, character, and standards necessary to hold a passenger transportation licence. The Board considers factors such as past conduct, compliance history, and the potential risk of harm to the public and the integrity of the industry.

Passenger-Directed Vehicles (PDVs) are a category of commercial passenger vehicles in which the passenger directs the driver to a destination. PDVs include taxis, limousines, and shuttle services and are regulated under a Passenger-Directed Vehicle Authorization issued by the Board.

Passenger Transportation Regions (1–5) are five geographic regions established by the Board to support regulation, data analysis, and decision-making across the province. Region 1 covers the Lower Mainland and Whistler. Region 2 covers the Capital Regional District. Region 3 covers Vancouver Island, excluding the Capital Regional District. Region 4 covers the Okanagan, Kootenay, Boundary, Cariboo, and Thompson-Nicola areas. Region 5 covers the northern, central, and other areas of B.C..

Passenger wait time is the median time, in minutes, between a passenger's trip request and the vehicle's arrival at the pick-up location.

Public need is a criterion under Section 28(1) of the Passenger Transportation Act requiring the Board to consider the extent and type of public need for a proposed service. The Board assesses public need in terms of demand, accessibility, affordability, safety, and service quality.

Rate Bands establish Board-approved minimum and maximum metered rates for taxi licensees within a passenger transportation region. Licensees may set

rates within the band without individual Board approval, allowing flexibility to respond to market conditions.

Registrar of Passenger Transportation is a provincial authority, separate from the Board, responsible for receiving and processing licence applications, issuing licences approved by the Board, administering data submission requirements, and imposing administrative penalties for non-compliance under the Passenger Transportation Act.

Sound economic conditions is a criterion under Section 28(1) of the Passenger Transportation Act requiring the Board to consider whether a proposed service, if approved, would promote the overall health of the passenger transportation industry. The Board considers factors such as competition, innovation, sustainability, and variety from an industry-wide perspective.

Special Authorization (SA) is a licence issued by the Board under the Passenger Transportation Act that allows an operator to provide a specific type of commercial passenger transportation service, such as taxi, limousine, inter-city bus, or ride-hailing, subject to Board-set terms and conditions.

Taxi Cost Index (TCI) is a custom cost index developed for the Board to measure changes in the cost of operating a taxi business in B.C. The TCI tracks applicable inflationary factors and supports periodic adjustments to taxi rates, replacing the previous Taxi and Limousine Cost Index. The applicable

inflationary factors include fuels, wages, maintenance, insurance, rent, and cell phone.

Transportation Network Services (TNS) are commercial passenger transportation services, commonly known as ride-hailing, in which trips are arranged through a digital platform or application. TNS operators are regulated under a Transportation Network Services Authorization issued by the Board.

Trip revenue is the total gross fare revenue generated from all completed trips in a region during the reporting period, before any deductions.

Trip volume is the total number of completed trips reported to the Passenger Transportation Data Warehouse in a region over a specified period.

Urgent Public Need (UPN) is a provision under Section 26(3) of the Passenger Transportation Act that allows the Board to expedite the processing of an application when there is an urgent need for passenger transportation services. Applications processed under UPN are not published for public notice, and submissions are not solicited.

Wheelchair accessible trips is the total number of completed trips during the reporting period in which a wheelchair accessible vehicle was dispatched to provide service to a passenger requiring wheelchair accommodation.

APPENDIX

MEMBER BIOGRAPHIES

Baljinder Narang, Chair

Baljinder Narang was appointed Board Chair effective October 1, 2023, after serving as a member of the Board since March 2019. Ms. Narang is a retired Occupational Therapist who specialized in Mental Health Services with focus on drug and alcohol counselling. She served as an elected School Trustee, including Board Chair & Vice Chair, at the Burnaby Board of Education for 10 years.

Active in her community, she is Chair of the Burnaby Healthier Community Partnership, Founding President for Panjab Digital Library Canada, and Member of the Board of Governors at Douglas College. She served as Trustee of the New Vista Society for 14 years, and is Founding President & Board Emeritus for Sikh Research Institute Canada.

She trained as an Occupational Therapist at the London School of Occupational Therapy, obtained a Diploma in Alcohol Counselling & Consultation from University of Kent at Canterbury, UK, and holds a Masters degree in Health Education from Dalhousie University, Halifax, Nova Scotia. She has been a Burnaby resident since 1995.

David Black

David Black is the former President of MoveUP, the union representing 13,000 members in B.C. and Canada in the professional and administrative sector. From 2016-2022 he was also the President of the Canadian Office and Professional Employees Union, a national union representing 34,000 members. He currently consults with unions in matters of governance and energy issues. Mr. Black is also a member of the Governor-General's Canadian Leadership Conference, currently serving on the Membership Committee, recruiting participants for the next conference in 2026. He was a Vice-President of the Canadian Labour Congress and a Vice-President of the BC Federation of Labour, and he served as Recording Secretary of the Vancouver and District Labour Council. Previously, Mr. Black served as the President of the REACH Community Health Centre, as a member of the Executive Committee of the United Way of BC, and as a member of the Executive Committee of the Vancouver Foundation. He is a member of the New Westminster Salmonbellies Lacrosse Club Executive and is proud to assist the Salmonbellies in winning their next Mann Cup, Canada's national senior lacrosse championship.

Patricia Bood

Patricia Bood is the CEO of Puimac Consulting, a boutique governance consulting firm, with several years of experience as a director, executive, general counsel and corporate secretary. In addition to the BC Passenger Transportation Board, she is a board member of Clean Prosperity and Project Change Foundation. She was previously on the boards of the Association of Corporate Counsel BC Chapter (Chair) and the private partnership owning the Canada Line transit system in Vancouver. Ms. Bood has more than 25 years of legal, governance and operational experience, including as SVP and General Counsel of British Columbia Investment Management Corp and of Brookfield Renewable where she built large multi-function departments. This included leading the legal, procurement, enterprise risk, compliance, and corporate secretary functions and acting as an executive sponsor of a crisis team and diversity council. Supplementing her legal training, she has an independent corporate director designation (ICD.D), an environmental, social and governance designation (GCB.D) and courses on artificial intelligence (MIT Executive Education) and Indigenous intercultural awareness (Law Society of BC). She was called to the bar in B.C., Ontario and Saskatchewan.

Garland Chow

Garland Chow is Emeritus Associate Professor in the Sauder School of Business at the University of British Columbia. During his 35 years at UBC, he taught and conducted research in the areas of transportation economics and transport-logistics-supply chain management. He was Director of the Bureau of Intelligent Transportation Systems and Freight Security (Sauder) and was awarded the Queen Elizabeth II Diamond Jubilee Medal for research supporting safe and secure transportation of goods across borders. Since retirement, he has continued his research in commercial vehicle safety, passenger transportation economics and supply chain management.

Dr. Chow was a member of the Distributive Social Impacts and Risks working group that provided input into the Report of the Advisory Group on the Vehicle of the Future that was released in 2021. He was a Visiting Professor at LCC University (Lithuania) in 2020 and 2023. Dr. Chow was on the Board of Directors and special task forces of the Canadian Supply Chain Management Association until 2016. He served the supply chain profession as an assessor for Global Standard for Professional Competence in Purchasing and Supply for the International

Federation of Purchasing and Supply Management. Dr. Chow continues to be a Councillor for the Canadian Transportation Research Forum. Dr. Chow has provided testimony and research before the B.C. Motor Carrier Commission, the B.C. Passenger Transportation Board and the B.C. Select Standing Committee on Crown Corporations on Ride Hailing. He is also an Elder for the Vancouver Chinese Presbyterian Church. He holds a Doctor of Business Administration from Indiana University, a Master of Business Administration and a Bachelor of Science from the University of Maryland.

Kyong-ae Kim

Kyong-ae Kim is a retired lawyer who was the CEO and Registrar for the College of Registered Psychiatric Nurses of BC, regulating psychiatric nurses to be safe and ethical. Before that, she worked with Legal Aid BC, managing the province-wide delivery of family and civil legal aid in B.C. She has also worked with the Law Society of BC, the Health Employers' Association, the Office of the Ombudsman and in private legal practice, with a focus on civil litigation and administrative law. Her past community work includes service as a Director for the Vehicle Sales Authority of BC, the Ethics in Action Society, the Twin Rainbows Housing Cooperative and the West Coast Domestic Workers Association (now Migrant Workers Center), which she helped to co-found. She currently sits on the Board of the Association of British Columbia Land Surveyors.

Daniel Oleksiuk

Daniel Oleksiuk is a labour and administrative lawyer working for the BC General Employees' Union. He is also a fellow with Sightline Institute, where he writes and provides advice about how to build better cities and towns throughout British Columbia. Daniel is a founding and current director of Abundant Housing Vancouver, and has advised all levels of Canadian governments on housing policy, including the Canada-British Columbia Expert Panel on the Future of Housing Supply and Affordability, and the Canadian Parliament's Standing Committee on Human Resources, Skills and Social Development and the Status of Persons with Disabilities.

He was previously on the City of Vancouver's Renters' Advisory Committee, worked as Legal Counsel for the Workers' Compensation Appeal Tribunal, and worked with the United Nations Development Programme in Beijing. Daniel has a Bachelor of Arts from the University of British Columbia, and a Juris Doctor from the University of Victoria.

Sophia Redmond

Sophia Redmond currently leads a Management Consulting team at the University of British Columbia, driving enterprise level strategy, innovation, and transformation. She is a strategic leader with nearly two decades of public sector leadership across the transportation, higher education, health care, housing and energy sectors, with expertise in economics, business strategy, governance, finance, strategic planning and organizational transformation. She previously served as a Lead Economist with the BC Ministries of Advanced Education, BC Ministry of Energy, and BC Housing, where she provided economic and financial leadership to inform public policy and strategic investment decisions.

Active in her community, Sophia serves on the Board of Governors at Columbia College and has previously held roles as Treasurer and member of the Board of Directors at the Institute of Public Administration of Canada, and as a Board Member with the University of Victoria's Economics Alumni Council. She holds an MA in Economics from the University of Victoria, complemented by professional designations in Project Management (PMP), Change Management (Prosci), and Operational Excellence (Lean Six Sigma).





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