

PDV Forms Package

**Use this package to apply to the
Passenger Transportation Board for
special authorization to operate
passenger directed vehicles (PDVs)
in British Columbia.**

Contents:

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- PDV Proposed Terms & Conditions of Licence PT Board Form 2
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PDV Vehicle Proposal PT Board Form 1

About this Form: Submit this form when you are applying:

- ✓ for a new PT licence to operate Passenger Directed Vehicles (PDVs)
- ✓ to add vehicles to your PDV fleet
- ✓ to change vehicle type or seating capacity in your terms and conditions of licence

You should not buy, lease or rent vehicles before the Passenger Transportation Board makes a decision on your application.

Part A: Proposed Vehicles

What types of vehicles are you applying for?	How many vehicles are you applying for?
Category 1: Taxis	
Sedan or Minivan Taxi (seating capacity between 2 and 7 passengers plus driver)	123
Wheelchair Accessible Taxi (seating capacity between 2 and 7 passengers plus driver)	27
Category 2: Limousines and Perimeter Seating Bus (PSBs)	
Sedan Limousine (seating capacity between 3 and 5 passengers plus driver)	
Antique Sedan Limousine (seating capacity between 3 and 5 passengers plus driver) <i>These vehicles are at least 30 years old</i>	
Mid-Size Limousine (seating capacity 6 or 7 passengers plus driver)	
Limousine Van (seating capacity between 6 and 11 passengers plus driver)	
Stretch Limousine (seating capacity between 8 and 11 passengers plus driver)	
Stretch SUV (seating capacity between 8 and 11 passengers plus driver)	
PSB: "Super stretch SUV" (seating capacity between 12-20 passengers plus driver)	
PSB: Limo Bus (seating capacity 21 or more passengers plus driver)	
Category 3: Other Passenger Directed Vehicles ("PDV")	
Motorcycle (seating capacity of up to 2 passengers plus driver)	
Small Shuttle / PDV (seating capacity between 2 and 5 passengers plus driver)	
Large Shuttle / PDV (seating capacity between 6 and 11 passengers plus driver)	

Part B: PDV Fleet Information

Total vehicles proposed in this application:	150
Current maximum fleet size previously approved by the Board (if applicable):	
Total maximum fleet size you propose for your PT licence (if approved):	150

Part C: Vehicle Details

- (a) Have any vehicles been stretched, modified or rebuilt (salvaged)? ☒ No ☐ Yes (if yes, explain)
- (b) Will any vehicles operate only on specific days and times (e.g. peak period taxis)? ☒ No ☐ Yes (if yes, provide details of days any times)

PDV Proposed Terms and Conditions of Licence PT Board Form 2

About this Form:

Submit this form when you are applying:

- ✓ for a new PDV special authorization
- ✓ to amend your service area

Related Information

- Reference Sheet 10: Sample Terms & Conditions for Special Authorization Licences
- Operational Policy III.4: Originating Areas: Passenger Directed Vehicles

Part A: Taxis

Service Area

Service #

Originating Area:

(This is where you want to pick up passengers.)

Transportation of passengers may only originate from:

Greater Vancouver Regional District

Note

Originating areas may be stated in terms of: municipalities, regional districts or highway corridors. The Board will not accept an originating area of "anywhere in British Columbia". If you want to serve an airport, ferry terminal or other transportation hub, you need to check to see if it is in the municipality you are applying for. If not, you must include it as an originating area.

Destination Area:

(This is where you want to drop off passengers)

Transportation of passengers may terminate at:

Greater Vancouver Regional District

Note

Destination areas may be stated in terms of: municipalities, regional districts or highway corridors. The Board will not accept a destination area of "anywhere in British Columbia". If you want to serve an airport, ferry terminal or other transportation hub, you need to check to see if it is in the municipality you are applying for. If not, you may need to include it as a destination area.

If you have more than one service area, please complete another sheet.

Hours of Operation:



All taxis will be available 24 hours, 7 days a week. If not,

_____ (#) taxis will be available 24 hours, 7 days a week

_____ (#) taxis will be available at the days and following times

Part A: Taxis (continued)**Return or Reverse Trips**

Please check the appropriate box if you are asking for any of the following terms and conditions. Your application package should explain why you require these authorizations.

<input checked="" type="checkbox"/>	Return Trips - allows you to pick up passengers in a destination area in very limited circumstances	Standard Wording The same passengers may only be returned from where their trip terminates in the destination area to any point in the originating area if the return trip is arranged by the time the originating trip terminates.
<input checked="" type="checkbox"/>	Reverse Trips (limited) - allows you to pick up passengers in a destination area in very limited circumstances	Standard Wording Transportation of passengers may only originate in the destination area if the transportation terminates in the originating area and the cost of the trip is billed to an active account held by the licence holder that was established before the trip was arranged.
<input type="checkbox"/>	Reverse Trips (unlimited) - allows you to pick up passengers in a destination area. † <i>Note: This is not a common term and condition of licence, especially for vehicles operating in urban areas.</i>	Standard Wording Transportation of passengers may only originate in the destination area if the transportation terminates in the originating area.

Taxi Authorizations

Please check the appropriate box if you are asking for any of the following authorizations. These are common terms and conditions on taxi licences.

<input checked="" type="checkbox"/>	(i) Taxi meters
<input type="checkbox"/>	(ii) Top lights
<input type="checkbox"/>	(iii) Pick up passengers who hail or flag the vehicle
<input checked="" type="checkbox"/>	(iv) Flip Seats (Complete <u>Board Form 3</u> .)

Other Terms and Conditions

Please check the appropriate box if you are asking for any of the following authorizations

<input type="checkbox"/>	To take passengers out of BC
<input type="checkbox"/>	To provide transportation services under a contract to a company (Attach a copy of the contract or agreement to enter a contract)
<input checked="" type="checkbox"/>	Other terms and conditions (Please describe any other term and condition that you would like.)

Use of smartphone app as dispatch, fare tracker, and meter.

Part B: Limousines and Other Passenger Directed Vehicles

Service Area

Service # _____

Originating Area: Transportation of passengers may only originate from:

(This is where you want to pick up passengers.)

! Note

Originating areas may be stated in terms of: municipalities, regional districts or highway corridors. The Board will not accept an originating area of "anywhere in British Columbia". If you want to serve an airport, ferry terminal or other transportation hub, you need to check to see if it is in the municipality you are applying for. If not, you must include it as an originating area.

Destination Area: Transportation of passengers may terminate at:

(This is where you want to drop off passengers)

! Note

Destination areas may be stated in terms of: municipalities, regional districts or highway corridors. The Board will not accept a destination area of "anywhere in British Columbia". If you want to serve an airport, ferry terminal or other transportation hub, you need to check to see if it is in the municipality you are applying for. If not, you may need to include it as a destination area.

If you have more than one service area, please complete another sheet

Return or Reverse Trips

Please check the appropriate box if you are asking for any of the following terms and conditions. Your application package should explain why you require these authorizations.

<input type="checkbox"/>	Return Trips - allows you to pick up passengers in a destination area in very limited circumstances	Standard Wording The same passengers may only be returned from where their trip terminates in the destination area to any point in the originating area if the return trip is arranged by the time the originating trip terminates.
<input type="checkbox"/>	Reverse Trips (limited) - allows you to pick up passengers in a destination area in very limited circumstances	Standard Wording Transportation of passengers may only originate in the destination area if the transportation terminates in the originating area and the cost of the trip is billed to an active account held by the licence holder that was established before the trip was arranged.
<input type="checkbox"/>	Reverse Trips (unlimited) - allows you to pick up passengers in a destination area. ! Note: This is not a common term and condition of licence, especially in urban areas.	Standard Wording Transportation of passengers may only originate in the destination area if the transportation terminates in the originating area.

Part B: Limousines and Other Passenger Directed Vehicles (continued)	
Other Terms and Conditions	
<i>Please check the appropriate box if you are asking for any of the following authorizations</i>	
<input type="checkbox"/>	To take passengers out of BC
<input type="checkbox"/>	To provide transportation services under a contract to a company (Attach a copy of the contract or agreement to enter a contract)
<input type="checkbox"/>	Other terms and conditions (Please describe any other term and condition that you would like.)

Flip Seat Request PT Board Form 3

About this form: Use this form only if you are asking permission to use flip seats in taxis.

Note: If the Board approves the use of flip seats, the Passenger Transportation Branch may require you to submit proof that the seats meet vehicle safety standards. See Division 10.07(5) of the Motor Vehicle Act Regulations.

Applicant

Legal Name: Ripe Holdings Inc.

Number of Flip Seats

How many **accessible taxis** will have a flip seat? 27

How many **taxi vans** will have a flip seat? _____

Taxi Fleet Information

What is the main area that you operate in? GVRD

How many **accessible taxis** do you operate on a regular basis? 27

How many conventional taxis do you operate on a regular basis? 123

Flip Seat Proposal

Submit a **Flip Seat Proposal** that includes the following:

- ☒ **Statement** that explains why you need to use flip seats.
- ☒ **Evidence of public need** for flip seats.
- ☐ **Number of trips** for persons who need an accessible taxi, if you are an existing licensee. Give a daily or weekly average. Submit data for at least six months.
- ☒ **List of transportation service agreements** that your company has. Also, state whether taxis used under those contracts will have flip seats. For example, contracts may relate to the following: airports or airlines, cruise ship terminals, ferry terminals, travel agencies, postal workers, crew transportation, school boards, and hotels.
- ☒ **A Priority Dispatch Plan.** (See Reference Sheet 7: Preparing an Accessible Service Plan.)

Exemption From Some Application Requirements

If your application is **only** to amend your licence to ask for express authorization for flip seats, you do not have to include the following in your application package:

1. Business plan and financial statements
2. PDV Vehicle Proposal
3. PDV Service Proposal

Other application requirements as listed in Application Guide 2 apply.

Municipal Notice | Taxi Applications PT Board Form 4**About this Form:**

The form has 2 pages. It must be completed by:

- ✓ Licensees applying to operate taxis in a new municipality (see Part 1)
- ✓ Licensees applying to add more taxis to their fleet (see Part 1)
- ✓ New applicants applying to start a taxi service (see Part 2)

Applicants must:

- (a) send completed forms to each municipality where they are licensed or seek a licence to pick up passengers, and
- (b) include copies of completed forms in their application package.

Note: The Passenger Transportation Board sends applicants a copy of any negative comments it receives from a municipality. Applicants have an opportunity to comment.

NOTICE

To: Chief Administrative Officer

Vancouver

Name of Municipality

November 18 2016

Date

Please be advised that the Licensee or New Applicant listed on page 2 of this Notice is applying to the Passenger Transportation Board to provide taxi service in your municipality.

A municipality may send comments about this application or taxi services in general to the Passenger Transportation Board by:

Fax: (250) 953-3788

E-mail: ptboard@gov.bc.ca

Mail: PO Box 9850 STN PROV GOVT
Victoria British Columbia V8W 9T5

We recommend that municipalities comment **within 30 days** of receipt of this notice. This should ensure that comments are received on time.

After an applicant sends its municipal notices and submits its application, the Board publishes the application in the Board's "Weekly Bulletin." Bulletins are published on Wednesdays. They may be viewed online at: <http://www.th.gov.bc.ca/ptb/bulletins.htm>. The Board will consider any comments received up until 10 days after publication in the "Weekly Bulletin".

To confirm whether the comment period is still open, municipal representatives can call the Board office at 250-953-3777 or email ptboard@gov.bc.ca.

Part 1: To be completed by PT Licensees

Licensee

Legal Name: _____

Trade Name: _____

PT Licence Number: _____

Operating Area (check one)

☐ I operate in this municipality _____

☐ I am applying to operate in this municipality _____

My total originating area is: _____

Fleet Size (Taxis only)

What is the maximum number of taxis you can operate in this municipality now? _____

How many accessible taxis do you operate in this municipality now? _____

How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

Part 2: To be completed by new applicants

Applicant

Legal Name: Ripe Holdings Inc.

Trade Name: Ripe TX

Fleet Size Requested

Number of Conventional Taxis: 123

Number of Wheelchair Accessible Taxis: 27

Operating Area

The originating area I'm applying for is:
(please list all municipalities and areas)

Greater Vancouver Regional District

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NOTICE

To: Chief Administrative Officer

Burnaby

Name of Municipality

November 18 2016

Date

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Licensee

Legal Name: _____

Trade Name: _____

PT Licence Number: _____

Operating Area (check one)

☐ I operate in this municipality _____

☐ I am applying to operate in this municipality _____

My total originating area is: _____

Fleet Size (Taxis only)

What is the maximum number of taxis you can operate in this municipality now? _____

How many accessible taxis do you operate in this municipality now? _____

How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

Part 2: To be completed by new applicants

Applicant

Legal Name: Ripe Holdings Inc.

Trade Name: Ripe TX

Fleet Size Requested

Number of Conventional Taxis: 123

Number of Wheelchair Accessible Taxis: 27

Operating Area

The originating area I'm applying for is:
(please list all municipalities and areas)

Greater Vancouver Regional District

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NOTICE

To: Chief Administrative Officer

Coquitlam

Name of Municipality

November 18 2016

Date

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Licensee

Legal Name: _____

Trade Name: _____

PT Licence Number: _____

Operating Area (check one)

☐ I operate in this municipality _____

☐ I am applying to operate in this municipality _____

My total originating area is: _____

Fleet Size (Taxis only)

What is the maximum number of taxis you can operate in this municipality now? _____

How many accessible taxis do you operate in this municipality now? _____

How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

Part 2: To be completed by new applicants

Applicant

Legal Name: Ripe Holdings Inc.

Trade Name: Ripe TX

Fleet Size Requested

Number of Conventional Taxis: 123

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Operating Area

The originating area I'm applying for is:
(please list all municipalities and areas)

Greater Vancouver Regional District

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NOTICE

To: Chief Administrative Officer

Delta

Name of Municipality

November 18 2016

Date

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Licensee

Legal Name: _____

Trade Name: _____

PT Licence Number: _____

Operating Area (check one)

☐ I operate in this municipality _____

☐ I am applying to operate in this municipality _____

My total originating area is: _____

Fleet Size (Taxis only)

What is the maximum number of taxis you can operate in this municipality now? _____

How many accessible taxis do you operate in this municipality now? _____

How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

Part 2: To be completed by new applicants

Applicant

Legal Name: Ripe Holdings Inc.

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Fleet Size Requested

Number of Conventional Taxis: 123

Number of Wheelchair Accessible Taxis: 27

Operating Area

The originating area I'm applying for is:
(please list all municipalities and areas)

Greater Vancouver Regional District

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NOTICE

To: Chief Administrative Officer

City of Langley

Name of Municipality

November 18 2016

Date

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Licensee

Legal Name: _____

Trade Name: _____

PT Licence Number: _____

Operating Area (check one)

☐ I operate in this municipality _____

☐ I am applying to operate in this municipality _____

My total originating area is: _____

Fleet Size (Taxis only)

What is the maximum number of taxis you can operate in this municipality now? _____

How many accessible taxis do you operate in this municipality now? _____

How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

Part 2: To be completed by new applicants

Applicant

Legal Name: Ripe Holdings Inc.

Trade Name: Ripe TX

Fleet Size Requested

Number of Conventional Taxis: 123

Number of Wheelchair Accessible Taxis: 27

Operating Area

The originating area I'm applying for is:
(please list all municipalities and areas)

Greater Vancouver Regional District

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NOTICE

To: Chief Administrative Officer

Langley Township

Name of Municipality

November 18 2016

Date

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Licensee

Legal Name: _____

Trade Name: _____

PT Licence Number: _____

Operating Area (check one)

☐ I operate in this municipality _____

☐ I am applying to operate in this municipality _____

My total originating area is: _____

Fleet Size (Taxis only)

What is the maximum number of taxis you can operate in this municipality now? _____

How many accessible taxis do you operate in this municipality now? _____

How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

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Applicant

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NOTICE

To: Chief Administrative Officer

Maple Ridge

Name of Municipality

November 18 2016

Date

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Part 1: To be completed by PT Licensees

Licensee

Legal Name: _____

Trade Name: _____

PT Licence Number: _____

Operating Area (check one)

☐ I operate in this municipality _____

☐ I am applying to operate in this municipality _____

My total originating area is: _____

Fleet Size (Taxis only)

What is the maximum number of taxis you can operate in this municipality now? _____

How many accessible taxis do you operate in this municipality now? _____

How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

Part 2: To be completed by new applicants

Applicant

Legal Name: Ripe Holdings Inc.

Trade Name: Ripe TX

Fleet Size Requested

Number of Conventional Taxis: 123

Number of Wheelchair Accessible Taxis: 27

Operating Area

The originating area I'm applying for is:
(please list all municipalities and areas)

Greater Vancouver Regional District

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NOTICE

To: Chief Administrative Officer

New Westminster

Name of Municipality

November 18 2016

Date

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Mail: PO Box 9850 STN PROV GOVT
Victoria British Columbia V8W 9T5

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Part 1: To be completed by PT Licensees

Licensee

Legal Name: _____

Trade Name: _____

PT Licence Number: _____

Operating Area (check one)

☐ I operate in this municipality _____

☐ I am applying to operate in this municipality _____

My total originating area is: _____

Fleet Size (Taxis only)

What is the maximum number of taxis you can operate in this municipality now? _____

How many accessible taxis do you operate in this municipality now? _____

How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

Part 2: To be completed by new applicants

Applicant

Legal Name: Ripe Holdings Inc.

Trade Name: Ripe TX

Fleet Size Requested

Number of Conventional Taxis: 123

Number of Wheelchair Accessible Taxis: 27

Operating Area

The originating area I'm applying for is:
(please list all municipalities and areas)

Greater Vancouver Regional District

Municipal Notice | Taxi Applications PT Board Form 4**About this Form:**

The form has 2 pages. It must be completed by:

- ✓ Licensees applying to operate taxis in a new municipality (see Part 1)
- ✓ Licensees applying to add more taxis to their fleet (see Part 1)
- ✓ New applicants applying to start a taxi service (see Part 2)

Applicants must:

- (a) send completed forms to each municipality where they are licensed or seek a licence to pick up passengers, and
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NOTICE

To: Chief Administrative Officer

City of North Vancouver

Name of Municipality

November 18 2016

Date

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Fax: (250) 953-3788

E-mail: ptboard@gov.bc.ca

Mail: PO Box 9850 STN PROV GOVT
Victoria British Columbia V8W 9T5

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Trade Name: _____

PT Licence Number: _____

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☐ I am applying to operate in this municipality _____

My total originating area is: _____

Fleet Size (Taxis only)

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How many accessible taxis do you operate in this municipality now? _____

How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

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Applicant

Legal Name: Ripe Holdings Inc.

Trade Name: Ripe TX

Fleet Size Requested

Number of Conventional Taxis: 123

Number of Wheelchair Accessible Taxis: 27

Operating Area

The originating area I'm applying for is:
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Greater Vancouver Regional District

Municipal Notice | Taxi Applications PT Board Form 4

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To: Chief Administrative Officer

District of North Vancouver

Name of Municipality

November 18 2016

Date

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Applicant

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Trade Name: Ripe TX

Fleet Size Requested

Number of Conventional Taxis: 123

Number of Wheelchair Accessible Taxis: 27

Operating Area

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Greater Vancouver Regional District

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NOTICE

To: Chief Administrative Officer

Pitt Meadows

Name of Municipality

November 18 2016

Date

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How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

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Applicant

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Trade Name: Ripe TX

Fleet Size Requested

Number of Conventional Taxis: 123

Number of Wheelchair Accessible Taxis: 27

Operating Area

The originating area I'm applying for is:
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Greater Vancouver Regional District

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NOTICE

To: Chief Administrative Officer

Port Coquitlam

Name of Municipality

November 18 2016

Date

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PT Licence Number: _____

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Applicant

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Operating Area

The originating area I'm applying for is:
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Greater Vancouver Regional District

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NOTICE

To: Chief Administrative Officer

Port Moody

Name of Municipality

November 18 2016

Date

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Trade Name: _____

PT Licence Number: _____

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Fleet Size (Taxis only)

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Part 2: To be completed by new applicants

Applicant

Legal Name: Ripe Holdings Inc.

Trade Name: Ripe TX

Fleet Size Requested

Number of Conventional Taxis: 123

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Operating Area

The originating area I'm applying for is:
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Greater Vancouver Regional District

Municipal Notice | Taxi Applications

PT Board Form 4

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NOTICE

To: Chief Administrative Officer

Richmond

Name of Municipality

November 18 2016

Date

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Licensee

Legal Name: _____

Trade Name: _____

PT Licence Number: _____

Operating Area (check one)

☐ I operate in this municipality _____

☐ I am applying to operate in this municipality _____

My total originating area is: _____

Fleet Size (Taxis only)

What is the maximum number of taxis you can operate in this municipality now? _____

How many accessible taxis do you operate in this municipality now? _____

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Part 2: To be completed by new applicants

Applicant

Legal Name: Ripe Holdings Inc.

Trade Name: Ripe TX

Fleet Size Requested

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NOTICE

To: Chief Administrative Officer

Surrey

Name of Municipality

November 18, 2016

Date

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Trade Name: _____

PT Licence Number: _____

Operating Area (check one)

☐ I operate in this municipality _____

☐ I am applying to operate in this municipality _____

My total originating area is: _____

Fleet Size (Taxis only)

What is the maximum number of taxis you can operate in this municipality now? _____

How many accessible taxis do you operate in this municipality now? _____

How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

Part 2: To be completed by new applicants

Applicant

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Fleet Size Requested

Number of Conventional Taxis: 123

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NOTICE

To: Chief Administrative Officer

Tsawwassen

Name of Municipality

November 18 2016

Date

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Fleet Size (Taxis only)

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Applicant

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Number of Conventional Taxis: 123

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NOTICE

To: Chief Administrative Officer

West Vancouver

Name of Municipality

November 18 2016

Date

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NOTICE

To: Chief Administrative Officer

White Rock

Name of Municipality

November 18 2016

Date

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Number of Conventional Taxis: 123

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NOTICE

To: Chief Administrative Officer

Abbotsford

Name of Municipality

November 18 2016

Date

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Fleet Size (Taxis only)

What is the maximum number of taxis you can operate in this municipality now? _____

How many accessible taxis do you operate in this municipality now? _____

How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

Part 2: To be completed by new applicants

Applicant

Legal Name: Ripe Holdings Inc.

Trade Name: Ripe TX

Fleet Size Requested

Number of Conventional Taxis: 123

Number of Wheelchair Accessible Taxis: 27

Operating Area

The originating area I'm applying for is:
(please list all municipalities and areas)

Greater Vancouver Regional District

Municipal Notice | Taxi Applications PT Board Form 4**About this Form:**

The form has 2 pages. It must be completed by:

- ✓ **Licensees** applying to operate taxis in a new municipality (see **Part 1**)
- ✓ **Licensees** applying to add more taxis to their fleet (see **Part 1**)
- ✓ **New applicants** applying to start a taxi service (see **Part 2**)

Applicants must:

- (a) send completed forms to each municipality where they are licensed or seek a licence to pick up passengers, and
- (b) include copies of completed forms in their application package.

Note: The Passenger Transportation Board sends applicants a copy of any negative comments it receives from a municipality. Applicants have an opportunity to comment.

NOTICE**To: Chief Administrative Officer**

Electoral District A

Nov 18, 2016

Name of Municipality

Date

Please be advised that the Licensee or New Applicant listed on page 2 of this Notice is applying to the Passenger Transportation Board to provide taxi service in your municipality.

A municipality may send comments about this application or taxi services in general to the Passenger Transportation Board by:

Fax: (250) 953-3788

E-mail: ptboard@gov.bc.ca

Mail: PO Box 9850 STN PROV GOVT
Victoria British Columbia V8W 9T5

We recommend that municipalities comment **within 30 days** of receipt of this notice. This should ensure that comments are received on time.

After an applicant sends its municipal notices and submits its application, the Board publishes the application in the Board's "Weekly Bulletin." Bulletins are published on Wednesdays. They may be viewed online at: <http://www.th.gov.bc.ca/ptb/bulletins.htm>. The Board will consider any comments received up until 10 days after publication in the "Weekly Bulletin".

To confirm whether the comment period is still open, municipal representatives can call the Board office at 250-953-3777 or email ptboard@gov.bc.ca.

Part 1: To be completed by PT Licensees

Licensee

Legal Name: _____

Trade Name: _____

PT Licence Number: _____

Operating Area (check one)

☐ I operate in this municipality _____

☐ I am applying to operate in this municipality _____

My total originating area is: _____

Fleet Size (Taxis only)

What is the maximum number of taxis you can operate in this municipality now? _____

How many accessible taxis do you operate in this municipality now? _____

How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

Part 2: To be completed by new applicants

Applicant

Legal Name: Ripe Holdings Inc.

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Fleet Size Requested

Number of Conventional Taxis: 123

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The originating area I'm applying for is:
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To: Chief Administrative Officer

Name of Municipality

Date

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Part 1: To be completed by PT Licensees

Licensee

Legal Name: _____

Trade Name: _____

PT Licence Number: _____

Operating Area (check one)

☐ I operate in this municipality _____

☐ I am applying to operate in this municipality _____

My total originating area is: _____

Fleet Size (Taxis only)

What is the maximum number of taxis you can operate in this municipality now? _____

How many accessible taxis do you operate in this municipality now? _____

How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

Part 2: To be completed by new applicants

Applicant

Legal Name: _____

Trade Name: _____

Fleet Size Requested

Number of Conventional Taxis: _____

Number of Wheelchair Accessible Taxis: _____

Operating Area

The originating area I'm applying for is:
(please list all municipalities and areas)

Municipal Notice | Taxi Applications PT Board Form 4**About this Form:**

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Applicants must:

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To: Chief Administrative Officer

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Date

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Part 1: To be completed by PT Licensees

Licensee

Legal Name: _____

Trade Name: _____

PT Licence Number: _____

Operating Area (check one)

☐ I operate in this municipality _____

☐ I am applying to operate in this municipality _____

My total originating area is: _____

Fleet Size (Taxis only)

What is the maximum number of taxis you can operate in this municipality now? _____

How many accessible taxis do you operate in this municipality now? _____

How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

Part 2: To be completed by new applicants

Applicant

Legal Name: _____

Trade Name: _____

Fleet Size Requested

Number of Conventional Taxis: _____

Number of Wheelchair Accessible Taxis: _____

Operating Area

The originating area I'm applying for is:
(please list all municipalities and areas)

Municipal Notice | Taxi Applications PT Board Form 4**About this Form:**

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Part 1: To be completed by PT Licensees

Licensee

Legal Name: _____

Trade Name: _____

PT Licence Number: _____

Operating Area (check one)

☐ I operate in this municipality _____

☐ I am applying to operate in this municipality _____

My total originating area is: _____

Fleet Size (Taxis only)

What is the maximum number of taxis you can operate in this municipality now? _____

How many accessible taxis do you operate in this municipality now? _____

How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

Part 2: To be completed by new applicants

Applicant

Legal Name: _____

Trade Name: _____

Fleet Size Requested

Number of Conventional Taxis: _____

Number of Wheelchair Accessible Taxis: _____

Operating Area

The originating area I'm applying for is:
(please list all municipalities and areas)

Municipal Notice | Taxi Applications PT Board Form 4**About this Form:**

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Date

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Part 1: To be completed by PT Licensees

Licensee

Legal Name: _____

Trade Name: _____

PT Licence Number: _____

Operating Area (check one)

☐ I operate in this municipality _____

☐ I am applying to operate in this municipality _____

My total originating area is: _____

Fleet Size (Taxis only)

What is the maximum number of taxis you can operate in this municipality now? _____

How many accessible taxis do you operate in this municipality now? _____

How many taxis do you want to operate in this municipality? _____

How many taxis will be wheelchair accessible taxis? _____

Part 2: To be completed by new applicants

Applicant

Legal Name: _____

Trade Name: _____

Fleet Size Requested

Number of Conventional Taxis: _____

Number of Wheelchair Accessible Taxis: _____

Operating Area

The originating area I'm applying for is:
(please list all municipalities and areas)

Disclosure of Unlawful Activity & Bankruptcy PT Board Form 5

About This Form

This form must be completed by one or more people, depending on your organization. See question 1 for details. The information you give will be used by the Board as part of its deliberations in assessing if you are a fit and proper person as required by the *Passenger Transportation Act*. The Board may need more information depending on your answers to these questions. In assessing if you are a fit and proper person, the Board may consider, among other matters:

- What were the circumstances of any charges, convictions or findings of guilt and any sentence imposed?
- How much time has passed between the charge, conviction or finding of guilt and this application?
- Does the behavior for which the charges were laid or convictions or finding of guilt, indicate a pattern of poor conduct and character, lack of financial integrity or a threat to the public?
- What, if any, corrective or remedial activities have you undertaken in relation to any charges or convictions?

You must provide truthful answers. If you do not, and it becomes known to the Board, the Board may refuse the application or, if a licence is approved, attach conditions, suspend or cancel the licence.

Name of person completing form: Otis Perrick

Year of Birth: 1979

1. What type of licensee do you represent? Please check:

- ☐ Sole Proprietorship
- ☐ Partnership (each partner must complete this form)
- ☒ Incorporated Private Company (each director and officer must complete this form)
- ☐ Public Company (the President, Secretary and CEO must complete this form)
- ☐ Society (each director of the society must complete this form)

2. Have you, or any business entity with which you are or have been associated as a director, officer or principal shareholder

a) been charged with or convicted of an offence under the Criminal Code of Canada? Yes ☐ No ☒

b) been charged with or convicted of an offence under the Controlled Drugs and Substances Act or the Income Tax Act? Yes ☐ No ☒

If you answered yes to any of the above questions, please provide the following details for each conviction or finding of guilt (attach a separate sheet if needed).

- Description of conviction or finding of guilt _____
- Date of conviction or finding of guilt _____
- Description of sentence _____
- Name and location of court _____
- Court file number (if known) _____

3. Have you, or any business entity with which you are or have been associated as a director, officer or principal shareholder ever,

a) filed for bankruptcy protection or receivership; been petitioned into bankruptcy or receivership; or made a proposal under any bankruptcy, insolvency or similar law, or had any similar action taken against you, in any jurisdiction?

Yes ☐

No ☒

b) been denied or refused bankruptcy protection or reorganization under any bankruptcy or insolvency law in any jurisdiction?

Yes ☐

No ☒

If you answered "Yes" to 3(a), you **must** give the following information for **each** proceeding (attach a separate sheet if needed)

- i. Name and address of entity (if applicable) _____
- ii. Name and address of filing party _____
- iii. Date petition filed _____
- iv. Name and address of Court _____
- v. Name and address of trustee _____
- vi. Disposition or outcome _____

Note: Please enclose a copy of any discharge.

If you answered "Yes" to 3(b) above, you **must** include the following for each proceeding (attach a separate sheet if needed)

- i. Name and address of entity (if applicable) _____
- ii. Name and address of filing party _____
- iii. Date petition filed _____
- iv. Name and address of Court _____
- v. Name and address of Trustee _____
- vi. Disposition or outcome _____

Name and Signature

Name of person completing this form: Otis Perrick

Position with the applicant: Director

Name of Applicant Company or Partnership or sole proprietor: Ripe Holdings Inc.

! (Please insert electronic signature or print, sign and scan)

Signature: 

Date: November 18 2016

Disclosure of Unlawful Activity & Bankruptcy PT Board Form 5**About This Form**

This form must be completed by one or more people, depending on your organization. See question 1 for details. The information you give will be used by the Board as part of its deliberations in assessing if you are a fit and proper person as required by the *Passenger Transportation Act*. The Board may need more information depending on your answers to these questions. In assessing if you are a fit and proper person, the Board may consider, among other matters:

- *What were the circumstances of any charges, convictions or findings of guilt and any sentence imposed?*
- *How much time has passed between the charge, conviction or finding of guilt and this application?*
- *Does the behavior for which the charges were laid or convictions or finding of guilt, indicate a pattern of poor conduct and character, lack of financial integrity or a threat to the public?*
- *What, if any, corrective or remedial activities have you undertaken in relation to any charges or convictions?*

You must provide truthful answers. If you do not, and it becomes known to the Board, the Board may refuse the application or, if a licence is approved, attach conditions, suspend or cancel the licence.

Name of person completing form: Gagan (Ricky) Goraya | Year of Birth: 1979

1. What type of licensee do you represent? Please check:

- ☐ Sole Proprietorship
- ☐ Partnership (each partner must complete this form)
- ☒ Incorporated Private Company (each director and officer must complete this form)
- ☐ Public Company (the President, Secretary and CEO must complete this form)
- ☐ Society (each director of the society must complete this form)

2. Have you, or any business entity with which you are or have been associated as a director, officer or principal shareholder

- a) been charged with or convicted of an offence under the Criminal Code of Canada? Yes ☒ No ☐
- b) been charged with or convicted of an offence under the Controlled Drugs and Substances Act or the Income Tax Act? Yes ☐ No ☒

If you answered yes to any of the above questions, please provide the following details for **each conviction or finding of guilt** (attach a separate sheet if needed).

- i. Description of conviction or finding of guilt Stay of proceedings
- ii. Date of conviction or finding of guilt N/A
- iii. Description of sentence Charges were dropped
- iv. Name and location of court Vancouver Provincial Criminal Court
- v. Court file number (if known) 9783-1

3. Have you, or any business entity with which you are or have been associated as a director, officer or principal shareholder ever,

a) filed for bankruptcy protection or receivership; been petitioned into bankruptcy or receivership; or made a proposal under any bankruptcy, insolvency or similar law, or had any similar action taken against you, in any jurisdiction?

Yes ☐

No ☒

b) been denied or refused bankruptcy protection or reorganization under any bankruptcy or insolvency law in any jurisdiction?

Yes ☐

No ☒

If you answered "Yes" to 3(a), you **must** give the following information for **each** proceeding (attach a separate sheet if needed)

- i. Name and address of entity (if applicable) _____
- ii. Name and address of filing party _____
- iii. Date petition filed _____
- iv. Name and address of Court _____
- v. Name and address of trustee _____
- vi. Disposition or outcome _____

Note: Please enclose a copy of any discharge.

If you answered "Yes" to 3(b) above, you **must** include the following for each proceeding (attach a separate sheet if needed)

- i. Name and address of entity (if applicable) _____
- ii. Name and address of filing party _____
- iii. Date petition filed _____
- iv. Name and address of Court _____
- v. Name and address of Trustee _____
- vi. Disposition or outcome _____

Name and Signature

Name of person completing this form: Gagan (Ricky) Goraya

Position with the applicant: Director

Name of Applicant Company or Partnership or sole proprietor: Ripe Holdings Inc.

! (Please insert electronic signature or print, sign and scan)

Signature: _____

Date: _____

Goraya
November 18, 2016

Declarations PT Board Form 17

About this Form:

- This form is required for all licence applications.
- This form must be signed by the **individual** (sole proprietor), **all partners** in the partnership, or the **president or sole director** of the corporation.
- By signing this form, you are making the declarations set out in A & below.

Legal Name of Applicant (complete one of the following)

<input type="radio"/> Full Name of Individual:	<input type="radio"/> Full Name of Each Partner:	<input checked="" type="radio"/> Full Name of Corporation
Ripe Holdings Inc.		

Passenger Transportation Licence No., if applicable _____

A. Declaration: Liquor Control and Licensing Act

I DECLARE THAT:

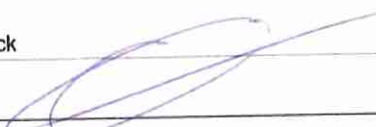
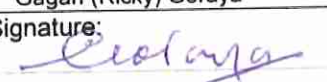
- 1 I understand that offences under the *Liquor Control and Licensing Act* include:
 - consuming alcohol in a public place, including motor vehicles;
 - operating a motor vehicle while there is liquor in the vehicle; and
 - permitting a minor to consume liquor in a place under your control.
- 2 I understand that my passenger transportation licence may be suspended or cancelled if I commit an offence under the *Liquor Control and Licensing Act* related to the operation of a commercial passenger vehicle.
- 3 I will educate my drivers and operators about their responsibilities on how to deal with the consumption of alcoholic beverages by passengers on my commercial passenger vehicles.

B. Declaration: Application Information

I DECLARE THAT:

- 1 The statements and information contained in, attached to and submitted with this licence application package are true and correct.
- 2 I understand that statements and information contained in, attached to and submitted with this licence application package may be verified.
- 3 I understand that false or misleading representations could result in refusal of my application or cancellation of my licence, if my application is approved

C. Signatures (Please insert electronic signature or print, sign and scan)

Full Name: Otis Perrick	Title: Director
Signature: 	Date: November 18 2016
Full Name: Gagan (Ricky) Goraya	Title: Director
Signature: 	Date: November 18 2016

Public Explanation of Passenger Directed Vehicle (PDV) Application

PT Board Form 6

About this Form:

- This form is required when you making an application for a new or amended licence or to add vehicles to your fleet..
- This form is not required for a rate change application.
- Information on this form will be published as part of your "application summary".

Please answer each question in one or two sentences.

1. Why are you making this application? (Tell us if there is anything unique about your application. For example, is it a specialty service? Is there a target market? Etc.)

- Ripe TX is a fully digitally-dispatched taxi service, meaning no top lights, flagging, or use of taxi stands. This is unique in the GVRD that will fill the public need not only for more and improved taxi services, but also for passenger transportation that meets their needs in a digital world.
- Our application is for pickup and drop-off across the Greater Vancouver Regional District (GVRD), which will address common customer concerns and complaints about going to and from the suburbs to downtown Vancouver.

2. How will your application affect transportation services in your community?

Increases availability and reduced wait times across the multiple municipalities in the GVRD.

This form has been prepared by the applicant for public information.

Name of Applicant: Ripe TX

Metered Taxi Rates PT Board Form 10**About this Form:** This form may be used if you are applying for a:

- ✓ new licence to operate a taxi
- ✓ change to your approved taxi meter rates

! Note: Rates are not effective unless approved by the Passenger Transportation Board**Applicant**Legal Name: Ripe Holdings INC.**Metered Taxi Rates**Initial Flag Rate: \$ 3.20Distance Rate: \$ 1.84 per kilometerMetered Waiting Time Rate: \$ 32.86 per hourGoods & Services Tax (GST) is **included** in the rates set out above.**Meter Increments**

Indicate the price increment of taxi fares that are displayed on the meter.

☒ \$0.10 ☐ \$0.15 ☐ \$0.20 ☐ \$0.25 ☐ Other: _____**Other Metered Rates (if applicable)**

If the meter calculates any rates other than what is noted above, list the rates and reason in this section:

PDV Rules PT Board Form 14

About this Form: Use this form if you are applying for a:

- ✓ new Special Authorization licence for a passenger directed vehicle ("PDV")
- ✓ change to your approved rules

Note: Rules are not effective unless approved by the Passenger Transportation Board

The Board has established standard rules for:

- All taxis in British Columbia Standard Rules for Taxicabs
- All Limousines being operated in the Victoria, Vancouver and surrounding areas Minimum-Maximum Rates and Standard Rules for Limousines in BC
- If you operate a taxi or limousine and want a rule that is different from the Standard Rule, please tell us why.

Operator

Legal Name: Ripe Holdings Inc.

Transportation Service

Describe the type of transportation service you provide or want to provide (e.g. taxi, limousine, shuttle service, transportation for ESL students, etc.)

Digital dispatched taxi

Applicable Rates

Indicate the types of rates that your rules apply to:

- | | |
|--|---|
| <input checked="" type="checkbox"/> Metered Taxi Rates | <input type="checkbox"/> Individual Rates |
| <input type="checkbox"/> Hourly Rates | <input type="checkbox"/> Contract Rates |
| <input type="checkbox"/> Point-to-Point Rates | <input type="checkbox"/> Other: _____ |

Rules

No. Rules:

1. Fares will be calculated via the Ripe smartphone application
2. Unless otherwise indicated, the Board's standard rules will apply
3. _____
4. _____
5. _____
6. _____

Discounts and Commissions

No.	Discounts or Commissions	Rate
1.	_____	_____ %
2.	_____	_____ %
3.	_____	_____ %



Ripe Holdings Inc.
215 – 1080 Mainland Street
Vancouver, BC V6B 2T4
Canada

RIPE HOLDINGS INC. ACCESSIBLE SERVICE PLAN

COMPANY INFORMATION

Ripe Holdings Inc. dba Ripe Rides is looking to introduce a new form of taxi passenger transportation in British Columbia, Ripe TX. Our service will be fully dispatched digitally through our smartphone application for iOS and Android. This means no top lights, flagging, or cash-for-hire transactions. Our intention is to be the first taxi company to service the entire Greater Vancouver Regional District and eliminate existing jurisdictional boundaries to address common passenger complaints/concerns about going to and from the suburbs to downtown Vancouver.

1. VEHICLES

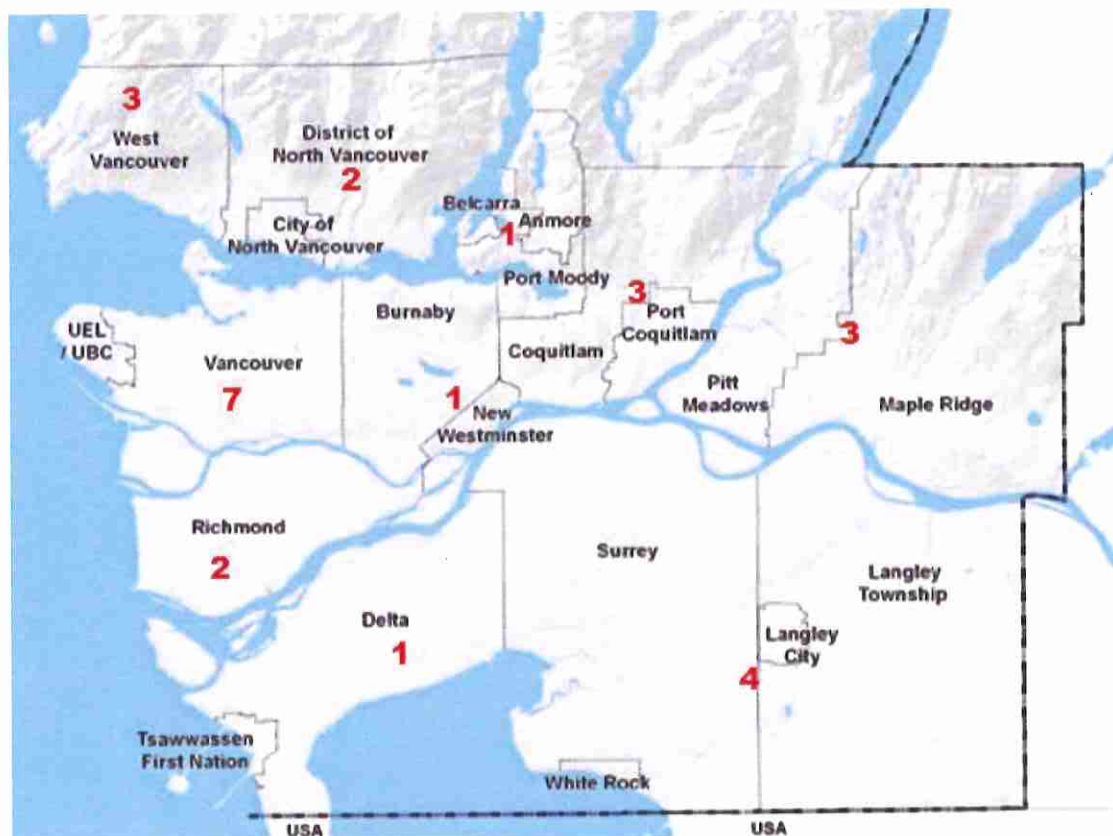
Our application is for 150 licenses. Of the 150 licenses, 27 will be accessible taxis accounting for 18% of the total fleet. All of our accessible taxis will have flip seats. We will be purchasing on lease hybrid energy efficient vehicles for our fleet. The wheelchair accessible vehicles (WATs) will be newer (2015 or above) minivans, most likely Toyota Siennas or Honda Odysseys.

2. VEHICLE USAGE

We intend our wheelchair accessible vehicles to be used in equal proportion to our regular vehicles.

The distribution plan at the beginning of our operations will be to have the vehicles spread strategically across the region with the distribution proportionate to the density of the area. Below is a map that demonstrates the approximate number of WATs per area. Within each of these cities and municipalities we will place the cars strategically based off of population data – for example, in Surrey/White Rock we will have more of the WATs near typical retirement communities to anticipate their need for accessible vehicles.





Our app and technology will allow us to dynamically capture real-time information to be able to serve the region better, meaning on an ongoing basis we will be optimizing our fleet distribution to ensure each municipality's needs are met based on demand.

When a customer opens the Ripe TX app, they have a few options for requesting a vehicle. If a customer simply puts in their pickup and drop-off locations, their request will go to the closest available vehicle, which could be a regular four-seater or a wheelchair accessible vehicle. A customer could also select a specific driver based on their aggregated ratings or based off personal preferences, again which could result in either a four-seater or WAT vehicle. These requests will be placed in the order they are received on a 'first-come, first served' basis.

A customer could also further filter their requests, which will cause the 'matching' algorithm to prioritize. The most relevant distinction for our accessible service plan will be requests for vehicles that can accommodate more than 6 passengers and those who specifically need a WAT. If a customer selects they need a vehicle that can transport 6 or more passengers, then only WATs will display on the map. They will then be placed in the queue for one of these vehicles. Similarly, if a customer specifies they need a WAT, then only those vehicles will appear on the map. Once the request is inputted, it will automatically go above all other ride requests to the closest available WAT.

3. HOURS OF SERVICE

We plan to have all of our wheelchair accessible taxis to be available as close to 24/7 as possible. These will be the same hours of service as our regular vehicles.

Within the first 6 months of obtaining our licenses, we will have at least 75 total vehicles on the road operating, with 14 of those being wheelchair accessible. On a daily basis this number may be bigger depending on special events and customer demand.

4. TRAINING

Drivers, Driver Support, Day and Night Driver Managers, and Logistics Managers will all receive training for serving passengers with disabilities and wheelchair accessible taxis specifically. This is to ensure at multiple levels of the organization we can meet the needs of customers who need accessible taxis.

All drivers will be required to complete the TaxiHost Pro program offered by the Justice Institute of BC, as stipulated by the PTB. As a part of the TaxiHost program, drivers go through the WorldHost and Serving Customers with Disabilities course. This course goes through (in a classroom-setting), amongst other things, serving customers with disabilities. It also reviews appropriate language for discussing the eight major disabilities (mobility, vision, hearing, etc)ⁱ.

In addition to the TaxiHost program, drivers will be required to go through hands on training for operating the actual equipment used in WATs. This includes how to tie down a wheelchair, using the loading ramp, and more. We are currently in the progress of setting up such a program with various organizations in the Lower Mainland who service those with disabilities. We hope to set up a program similar to the 'Ask-Listen-Act' program run by the Vancouver Taxi Associationⁱⁱ. The General Manager and the Day and Night Managers will also be required to go through TaxiHost Pro as well as the hands on training to ensure they can train other staff members.

Other staff members will also be required to go through training for serving those with accessibility needs. For the majority of staff, training will be conducted by the General Manager. For Logistics Managers, the General Manager will do live demonstrations with the vehicle as well as provide the owners' manuals so that these staff members can communicate to drivers and customers when needed. For the drivers (including Driver Managers and Driver Support staff), the General Manager will follow the same procedures, but will also add in a couple of test scenarios to ensure the drivers are comfortable operating the additional features of a wheelchair accessible vehicle.

Any drivers that are driving a wheelchair accessible taxi are required to go through live scenarios with the General Manager before they go on shift.

PRIORITY DISPATCH PLAN

1. DISPATCH SYSTEM

Our wheelchair accessible taxis will be dispatched using the same system as our regular vehicles. The primary method is through our app, where customers can input their pickup and drop-off locations to request a vehicle. A customer can also select a specific driver by tapping on them first. Additionally, a customer can first filter the vehicle options by selecting 'Accessible' or a 6+ vehicle, and then inputting



their location information. There is also a 'Pooling' feature whereby customers input their pickup and drop-off locations as well as approximate trip start time, and the app automatically matches them with other customers travelling along a similar route and time window.

For the visually impaired, our app can work in conjunction with other reading applications or software to direct the customer what to press.

In addition to our smartphone app, customers can order a taxi by logging on to our website. The process is very similar to the app where a customer can filter available cars to specifically select an accessible taxi.

Thirdly, we will have customer service representatives / office workers at the Ripe office who can assist with teaching customers how to book using the app. These customer service employees are not acting as dispatchers; they are simply acting as educators and assisting with operating the app similar to how Ripe Rides' office staff currently operates.

During everyday operations, our WATs will be available on the general map for anyone to book. If a customer inputs their pickup and drop-off locations without any vehicle preferences and a WAT is the closest one available, then that vehicle will be dispatched automatically through the app. If a customer inputs they would like an accessible vehicle, then this supersedes any other requests and puts that customer at the top of the ride queue.

Customers also have the option to request a vehicle that accommodates more than 6 passengers, including for pooling services. If a customer requests an accessible vehicle, which are also the same as 6+ vehicles, then this accessible request will override the 'regular' 6+ request in the app.

If there are multiple requests for WATs, they will be digitally dispatched on a first-come, first served basis above the regular taxi requests. We will also implement a few checks and balances on the technology side to ensure there are WATs available as much as possible. Primarily this will be done by ensuring at least 30% of our WATs are available for accessibility needs at all times. This means that if there are only 9 active WATs available, a customer would only be able to book them if they specifically request an accessible vehicle. Therefore, if there are only 9 WATs available at a given time, a customer would not be able to book one of them as a regular taxi even if it is the closest available vehicle to their pickup location. Instead in that scenario the customer's request would be sent to the next closest 4-seater vehicle. The moment the number of WATs available goes back to 10 or more, they would be repopulated to the main TX map and be able to be booked by anyone (with priority still to accessible requests).

A customer's GPS location or inputted pickup location is used to determine where to dispatch wheelchair accessible taxis. If a customer inputs their current location or a specific location in the app, this information is automatically relayed to the driver's app. The same occurs if a customer requests a vehicle via our website. Regardless of if a customer is requesting a regular vehicle or a WAT, the app will always calculate the closest available vehicle to their pickup location. Then once a trip request is actually sent through, the app tracks the driver in real-time as they make their way towards the customer. This adds another level of assurance and transparency for customers that is not currently available in the taxi



marketplace. With this feature, customers know 100% once they've ordered a Ripe TX vehicle, it is coming for them specifically.

If a customer requests a larger vehicle, whether for a large group of customers or just due to preference, then this is noted in the app by the options 6-6+. This is recorded differently in our system than an accessible vehicle even though for practicality purposes they are the same vehicle type.

If there are requests for a wheelchair accessible taxi and none are available, the customer will automatically receive a popup in their app informing them. The customer could then try ordering a vehicle at a later time. Our system automatically records requests that aren't met due to lack of available cars, and management as well as dispatch can rearrange driver schedules to meet this demand in the future.

2. DISPATCHERS

Our policies and procedures for wheelchair accessible taxis are the same as for our regular vehicles; our company does not discriminate on any basis.

Our system is automatically built to prioritize any accessible vehicle requests made through the app or website. The technology is built so that any time someone inputs they would like an accessible vehicle, their request automatically goes to the top of the queue for the closest available driver. Our Logistics Managers are trained as well to analyze and create reports based on trip data, which includes accessible vehicle requests. This way they can plan and anticipate what times of day may need more accessible vehicles on shift, which areas might need more accessible vehicles than others, and etcetera.

Our customer service / office staff are trained to prioritize accessible vehicle requests as well. Similar to app and website requests, as soon as customer service staff receives a call for an accessible vehicle, they prioritize this over other customer requests and assist the customer with ordering the vehicle through the Ripe TX app.

Ultimately what makes our application distinct from current providers in the region is that all dispatch is done through the app. The technology will be built to ensure accessible vehicle requests are prioritized, minimizing human error and/or discrimination.

If Logistics managers or other staff are found to be disregarding our policies on service to all customers, it will be cause for termination.

3. DRIVERS

Our policies and procedures for wheelchair accessible taxis are very similar to our regular vehicles; drivers are not to discriminate on any basis.

Drivers of accessible vehicles are required to go through live scenarios with the General Manager before they go on shift, as mentioned above. Once on shift, an accessible taxi driver will automatically appear on our system as such. If all customer requests have no filtering, these vehicles will be placed regularly



on the queue, which is by time/distance in relation to the customer's pickup location. If a customer filters the vehicles for wheelchair accessible, then these drivers will automatically be first to receive this request.

Drivers who operate WATs will be offered a lower lease rate and higher commission rate on trip revenues than drivers who operate regular vehicles. This will be offered not only to incentivize drivers, but also to combat the higher vehicle operational costs associated with WATs.

If drivers are found to be disregarding our policies on service to all customers, it will be cause for termination.

4. VEHICLE LOCATIONS & CONTRACTS

All of our vehicles are spread across the GVRD strategically with the distribution proportionate to the density of the area in the beginning of our operations. Once real-time trip data is available, we can serve the region better, meaning we will be optimizing our fleet distribution on an ongoing basis to meet demand. Our wheelchair accessible vehicles will be similarly distributed; first based off of population density and then based off of real-time trip requests.

In many of the areas where our wheelchair accessible taxis are located, they will be parked near the end of transportation lines. Examples include at YVR airport, near the end of the Expo Line in Surrey, Lougheed Station, and Waterfront Station. Customers still have to order these vehicles through the app; they wouldn't be able to just hop in from a taxi stand or from the street. We would have our vehicles parked in these areas to anticipate demand, as it is more likely customers who need accessible vehicles would also be taking transit services.

COMMUNITY INFORMATION

1. LOCAL OPTIONS FOR WHEELCHAIR ACCESSIBLE SERVICES

As we will be serving the entire GVRD, there are many wheelchair accessible services available including TransLink, handyDART, and more.

2. COMMUNITY OUTREACH

We will do our best to meet with each municipality in the GVRD to communicate the introduction of our service which includes wheelchair accessible vehicles. We are in regular contact already with many local committees and government counselors.

Additionally, we are in the process of reaching out to various care facilities to educate and inform about our proposed service. This will help to reach those who will be using WATs on a regular basis and to go over the app functionality. We also intend to start setting up some pre-arranged trips with these groups once we are in service, especially for frequently occurring events. For example, if a care facility does a



biweekly outing to grocery shop, we could arrange these trips in advance and distribute our fleet accordingly.

¹ <https://catalogue.jibc.ca/Lists/Courses/CustomDispForm.aspx?ID=872&InitialTabId=Ribbon.Read>

² <http://vancouver.ca/news-calendar/new-taxi-driver-training-program-for-customers-with-disabilities-and-seniors-launches-in-vancouver.aspx>

