

**From:** "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>  
**To:** "Direct to Mayor and Council - DL"  
**CC:** "City Manager's Correspondence Group - DL"  
"Holm, Kathryn" <Kathryn.Holm@vancouver.ca>  
"Dobrovolny, Jerry" <jerry.dobrovolny@vancouver.ca>  
"Nelms, Cheryl" <Cheryl.Nelms@vancouver.ca>

**Date:** 8/13/2019 4:36:19 PM

**Subject:** Memo - Upcoming Ride-Hailing Consultation

**Attachments:** Ride Hailing -Memo to Council - City of Vancouver Ride-Hailing Readiness....pdf

---

Dear Mayor and Council,

The attached joint memorandum from Jerry Dobrovolny, General Manager of Engineering, and Kathryn Holm, Chief Licence Inspector in Development, Building, and Licensing, is provided to update Council on consultation that staff will be undertaking with key stakeholders regarding the introduction of ride-hailing in British Columbia and the City of Vancouver's response to new provincial regulation governing passenger-directed vehicles (such as taxis and ride-hailing vehicles).

Should you have any questions, please contact Kathryn Holm at 604.873.7545 / [Kathryn.Holm@vancouver.ca](mailto:Kathryn.Holm@vancouver.ca) or Jerry Dobrovolny at 604.873.7331 / [Jerry.Dobrovolny@vancouver.ca](mailto:Jerry.Dobrovolny@vancouver.ca).

Best,  
Sadhu

**Sadhu Afochs Johnston** | City Manager  
Office of the City Manager | City of Vancouver  
604.873.7627 | [sadhu.johnston@vancouver.ca](mailto:sadhu.johnston@vancouver.ca)

Pronouns: he, him, his



*The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.*

**MEMORANDUM**

August 13, 2019

**TO:** Mayor and Council

**CC:** Sadhu Johnston, City Manager  
Paul Mochrie, Deputy City Manager  
Lon LaClaire, Director of Transportation  
Cheryl Nelms, Acting General Manager, Engineering Services  
Iain Dixon, Assistant Director, Legal Services  
Lynda Graves, Administration Services Manager, City Manager's Office  
Rena Kendall-Craden, Civic Engagement and Communications Director  
Katrina Leckovic, City Clerk  
Neil Monckton, Chief of Staff, Mayor's Office  
Alvin Singh, Communications Director, Mayor's Office  
Anita Zaenker, Chief of Staff, Mayor's Office

**FROM:** Jerry W. Dobrovolny, P.Eng., MBA  
General Manager, Engineering Services

Kathryn Holm, P.Eng.  
Chief Licence Inspector/Director, Licensing & Community Standards

**SUBJECT:** Upcoming Ride-Hailing Consultation

---

This memorandum is provided to update Council on consultation that staff will be undertaking with key stakeholders regarding the introduction of ride-hailing in British Columbia and the City of Vancouver's response to new provincial regulation governing passenger-directed vehicles (such as taxis and ride-hailing vehicles). The stakeholders that will be engaged on this topic include the Vancouver Taxi Association, Uber, TappCar, Lyft, RideShare Now, the Vancouver Board of Trade, the Port of Vancouver, Tourism Vancouver, and various business improvement associations.

The B.C. Passenger Transportation Board (PTB) will be accepting ride-hailing applications on September 3<sup>rd</sup>, 2019 and Provincial regulations to enable operations will come in to force on September 16<sup>th</sup>, 2019. At this time, we do not know when ride-hailing services will actually be licensed by the Province to operate in Vancouver.

With the regulatory changes introduced to enable ride-hailing, the Province has explicitly revoked municipal authority to establish fleet size and service boundaries and to issue chauffeur permits for all passenger-directed vehicles. As such, the City of Vancouver will no longer have authority to govern these matters for taxis and ride hailing services under the Vehicle for Hire By-law. Municipalities will retain authority to issue business licences and regulate street use.

Staff have been working to prepare for the introduction of the new Provincial regulations and expect to bring recommendations to Council for approval in October 2019. The recommended approach will be guided by the set of principles endorsed by the Council on January 15, 2019, (see appendix below), stakeholder input, and precedents pointing to the impacts of ride-hailing on other cities.

At this time, the Passenger Transportation Board has yet to announce regulations for taxis and ride-hailing services with respect to boundaries, fares, and fleet size limits. However, staff anticipate that existing regulations for taxis will be maintained and there will be no boundary or fleet size limits for ride-hailing services. Should the actual regulations passed by the PTB differ from this assumption the proposed strategy will need to be adjusted accordingly.

As Vancouver is the last major North American city to have ride-hailing services introduced, staff have the benefit of learning about the impacts experienced in other cities. Although ride-hailing has proven to be a popular service globally, there are several documented impacts that are counter to the City's Climate Emergency Response and Transportation goals, including increases in congestion and vehicle trips and decreases in transit usage and other sustainable transportation modes.

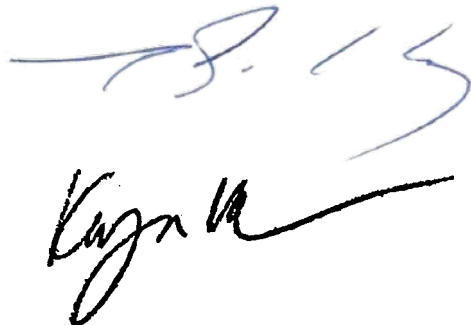
Given the foregoing implications, the implementation of this new regulatory environment raises a number of important considerations for the City. As an input to the recommendations that will be presented to Council, staff will be consulting stakeholders on the following matters:

- On-street vehicle management and the potential implementation of a permit requirement for ride-hailing drivers to pick-up and drop off passengers at the curbside during periods of high traffic congestion.
- Restriction of ride-hailing vehicles in certain areas (e.g. surrounding major public events) to manage congestion and safety.
- Expansion of passenger zones for pick-ups and drop offs.
- Exclusion of ride-hailing vehicles from standing zones and transit lanes. The use of transit lanes by taxis, which is currently allowed in Vancouver, is being explored with Coast Mountain Bus Company (CMBC) and TransLink.
- Standardization of business licensing across the different categories of passenger directed vehicles and discounted license/permit costs for accessible and zero-emission vehicles.

Pending the comprehensive report to Council this fall, please contact Jerry Dobrovolny or Kathryn Holm if you have any questions regarding the Provincial regulatory changes or our stakeholder consultation on this matter.

Jerry W. Dobrovolny, P.Eng., MBA  
General Manager, Engineering Services  
604.873.7331 | [jerry.dobrovolny@vancouver.ca](mailto:jerry.dobrovolny@vancouver.ca)

Kathryn Holm, P.Eng  
Director, Licensing & Community Standards  
Chief Licence Inspector  
GM Office -Dev, Bldgs and Licensing  
604.873.7545 | [kathryn.holm@vancouver.ca](mailto:kathryn.holm@vancouver.ca)

The image shows two handwritten signatures in blue ink. The top signature is for Jerry W. Dobrovolny, and the bottom signature is for Kathryn Holm. The signatures are written in a cursive, flowing style.

## APPENDIX

### City of Vancouver Regulatory Ride-hailing Principles

1. **Regional coordination:** Regulation is coordinated across the Metro Vancouver Region and can operate effectively within our regional context to achieve net positive sustainable transport goals for both the city and region.
2. **Passenger safety:** Companies, drivers and vehicles meet minimum safety standards, and be held accountable for meeting them. Effective enforcement mechanisms and sufficient resources should be in place to ensure compliance.
3. **Enhanced accessibility:** Ride-hailing companies should contribute to a system that maintains or exceeds standards for accessibility and ensures sufficient availability and maintenance of accessible vehicles.
4. **Enhanced mobility:** Ride-hailing is a complement to transit and active, safe travel, thereby advancing shared mobility and contributing to an efficient transportation system including supporting public safety, reducing congestion and overall reduced dependency on private vehicle ownership. The following mechanisms support this:
  - Ride-hailing vehicles are subject to city by-laws regulating streets, traffic and parking.
  - Municipalities are assured access to company/app data for traffic management and policy and planning purposes.
  - The City (or region) is provided future opportunities for road user charges (eg. a per-trip mobility fee) to best manage mobility outcomes, manage curbside demands, minimize congestion, ideally by time of day in any problematic areas, and further incentives to pooled shared vehicles & low emissions are enabled.
5. **Reduced carbon emissions:** Ride-hailing companies have ambitious programs and ultimately targets that encourage drivers to use hybrid or zero emission vehicles to be leaders in provincial climate change transition for all vehicles. That the City request of the Province for the City to retain the ability to regulate new TNS or PDV licences, in particular if they are not hybrid or zero emission vehicles, in order to meet the City's established and emerging carbon reduction goals.
6. **Economic viability:** The regulatory regime ensures opportunity for financial viability of the existing taxi industry and new entrants to the market for passenger directed vehicle services such as ride-hailing including non-profit organizations. Additionally, in line with Council's commitment to providing living wage employment in Vancouver, and considering the high local cost of living, the City advocate for a regulatory regime that provides strong employment standards and the opportunity to make a living wage for ride-hailing drivers, as contractors or employees.
7. **Affordability:** The regulatory regime provides consideration and opportunity for the provision of affordable ride-services as part of an enhanced mobility framework.