![British Columbia | Ministry of Transportation and Infrastructure](logo)

INDUSTRY NOTICE

Vehicle Identifiers for Transportation Network Services (TNS), or Ride Hail, Vehicles

Effective November 20, 2019

Under legislation, ride hailing is called Transportation Network Services. As of September 16, 2019, the Registrar of Passenger Transportation can authorize Transportation Network Service (TNS) companies to issue their own vehicle identifiers to their drivers.

Legislation and Terms and Conditions

The *Passenger Transportation Act* defines a vehicle identifier as "a sticker, decal, tag, certificate, plate or other identifier that

(a) is issued by the registrar to a licensee, or is authorized by the registrar to be issued by a licensee, and

(b) is required, as a term or condition of the licensee's licence, to be displayed on or in each motor vehicle operated under that licence."

It is a term and condition of a TNS licence that vehicle identifiers must be displayed on each TNS vehicle while it is operating under a TNS company's licence at the times and in the form and manner required by the Registrar.

Purpose of Notice

This Industry Notice sets out the minimum requirements of the vehicle identifiers that are authorized by the Registrar to be issued by a TNS licensee and the times, form and manner in which these vehicle identifiers must be displayed on a motor vehicle operating under a TNS authorization.

Authorized Vehicle Identifiers

The Registrar authorizes TNS licensees to issue vehicle identifiers if the vehicle identifiers, **at a minimum**, meet the following requirements:

- Must clearly display company logo/tradename;

- Must be reflective; and

- Must each be 6 cm by 14 cm (2.5 inches by 5.5 inches) or larger

Vehicle Identifier Display Requirements

The Registrar requires vehicle identifiers to be displayed on a motor vehicle operating under a TNS authorization when a trip is accepted, and the driver is travelling to pick up a passenger, until the trip is completed, and the passenger has exited the vehicle. When taxis are operating as TNS vehicles, TNS vehicle identifiers must be visibly displayed.
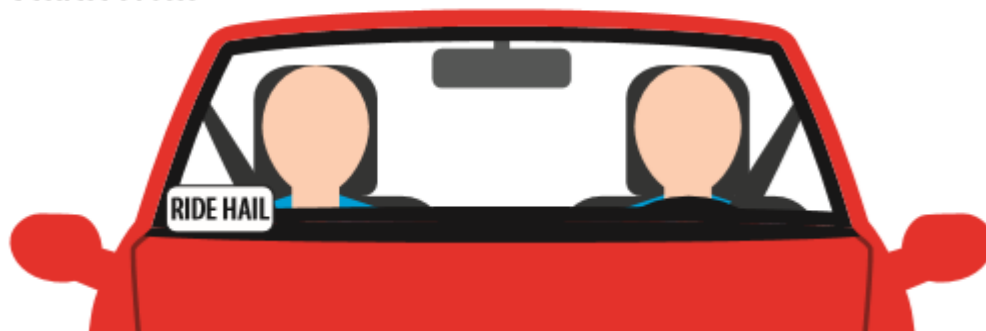
Vehicle identifiers must:

- Be clearly visible and prominently displayed on the inside of the front and rear windshield of a vehicle, (example shown in Figure 1), while it is operating; and

- Not be placed on the front and rear windshield in a manner that may obstruct or impair the vision of the driver (*Motor Vehicle Act* section 7.05)
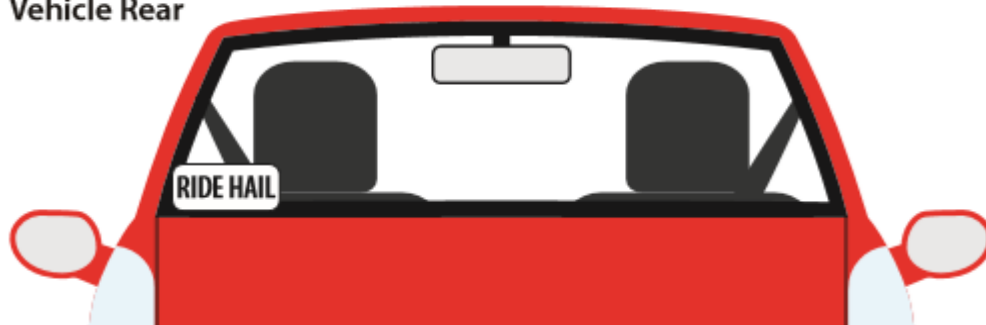
The Registrar may, with advanced notice, make changes to the vehicle identifier requirements listed above.

Figure 1: Example – Placement of TNS Vehicle Identifiers

Additional Requirements

In addition to these vehicle identifier requirements, TNS licensees must follow the Passenger Transportation Board's terms and conditions respecting TNS apps. The Board requires the following information to be available to the passenger **before** they enter the vehicle:

- Driver's first name

- Driver's photo

- Vehicle make, model, colour

- B.C. licence plate number

- Prominent notice that the above is important for passenger safety

You can find the Board's Supplementary Terms and Conditions: TNSA Apps document **here**.

TNS licensees may add additional safety features or protocols to their TNS app.

If you have any questions or concerns regarding this notice, please contact the Passenger Transportation Branch at:

Telephone: 604 527-2198 or toll free through Enquiry B.C. 1-800-663-7867
Email: passengertransportationbr@gov.bc.ca

Regards,

Michele Jaggi-Smith
Registrar & Executive Director
Passenger Transportation Branch