



Ministry of Transportation and Infrastructure



Frequently Asked Questions

Passenger Transportation Accessibility Program

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General Questions

Eligibility

1. Who is eligible to apply for the Passenger Transportation Accessibility Program (PTAP) rebates?
 - a) Eligible applicants include owner-operators of Wheelchair Accessible Vehicles (WAVs) that operate under a Special Authorization License for Passenger Directed Vehicles (taxis) issued by the Passenger Transportation Board. Eligible applicants who may apply to the program for funding:
 - Operated one or more WAV taxis between January 1, 2022, and December 31, 2023.
 - Followed the terms and conditions of their license, including submitting shift and trip data to the Province.
 - Please refer to question 17 for more information if you do not upload shift and trip data to the Commercial Passenger Vehicle Program
 - Incurred eligible expenses between January 1, 2022, and December 31, 2023.
 - Possess legible paid invoices/receipts detailing those eligible expenses.
 - Auto insurance must be in good standing without withdrawal or cancellation during the period for which funding is being claimed.
 - Must be using the vehicle to complete accessible trips.
 - b) Expenses that were claimed last year (in the January 2023 intake) are not eligible and must not be included in the application.
 - c) Please read the Eligibility section of our [Terms and Conditions](#) to find additional information on eligibility of applicants and expenses.

d) If you have additional questions after reading this section, please contact us at ptap@gov.bc.ca.

2. Can ride-hail operators apply?

a) No, ride-hail operators are not currently eligible for funding under the Passenger Transportation Accessibility Program.

3. I incurred expenses for a taxi that is not wheelchair accessible, is this vehicle eligible?

a) No, only wheelchair accessible vehicles are eligible for funding under the Passenger Transportation Accessibility Program.

4. I am an eligible applicant but am not listed as the payor on the paid invoice / receipt for a WAV eligible expense. Can I apply for a rebate?

a) Yes. As part of the online application process, you will be required to download a [consent form](#), have it signed and dated by your organization and the consenter (i.e., the person/entity listed as the Payor), and upload it along with the proof of expenses.

b) Please refer to question 33 for additional information about the [consent form](#).

5. I am a WAV owner-operator who paid for eligible expenses for a WAV, but I work for a larger taxi company (e.g., shared dispatch services). Am I eligible to apply?

a) Yes. Please contact your licensee owner-operator to discuss their application for a rebate on your behalf. You will be required to sign a [consent form](#) as part of the eligible applicant's application process. The Province will provide the rebate to your licensee owner-operator and you can make arrangements to collect the rebate from them.

b) Please refer to question 33 for additional information about the [consent form](#).

6. I am a WAV driver who paid for eligible expenses for a WAV but I am not an owner-operator. Am I eligible to apply?

a) Yes. Please contact your licensee owner-operator to discuss their application for a rebate on your behalf. You will be required to sign a [consent form](#) as part of the eligible applicant's application process. The Province will provide the rebate to your licensee owner-operator and you can make arrangements to collect the rebate from them.

b) Please refer to question 33 for additional information about the [consent form](#).

7. How many WAVs can I include in my application?

a) Each eligible applicant can apply for rebates for any WAVs under your owner-operator license that were actively used to complete accessible trips between January 1, 2022, and December 31, 2023. Applicants are encouraged to submit all applicable expenses for each WAV they operate.

8. What is the time-period for expenses to be eligible?

- a) This year only, the eligible expense period is being extended to allow applicants to claim expenses incurred in 2022 that were **not previously claimed**. This means, eligible expenses incurred between January 1, 2022, and December 31, 2023, are eligible for the rebate.
 - Expenses that were claimed last year (in the January 2023 intake) are not eligible and must not be included in the application.
- b) Proof of payment for expenses must be between January 1, 2022, and December 31, 2023
 - If an invoice was issued for work completed in December 2021, but was paid for in January 2022, this expense is **eligible**.
 - If an invoice was issued in December 2023, but paid for in January 2024, this is **not** eligible.
- c) Eligible expenses incurred on or after January 1, 2024, may be claimed in future intakes.

9. Do I need to submit original copies of paid invoices / receipts?

- a) No. We require electronic copies of invoices/receipts marked paid or similar. The invoice must be legible and clearly state:
 - The work that was completed
 - Date
 - Amount
 - The vehicle the invoice applies to

Please note: Eligible applicants must keep original paid invoices/receipts on file after being approved for a rebate. The Province has the right to audit the eligible applicant at any time and request original documents. Please refer to the rebate [Terms and Conditions](#) you will be required to agree to as part of your online application.

10. I incurred eligible costs but do not have copies of paid invoices/receipts. May I still apply for the rebate?

- a) No. Only eligible expenses with proof of paid invoices/receipts attached to the application will be eligible for a rebate. Fuel invoices are not required.

Application Process

11. How can I apply?

- a) Applications will only be accepted through our online application portal. Links to the online application for each rebate can be found on our [website](#).

12. When can I apply?

- a) Applications will be accepted from January 22, 2024, to 11:59 pm pacific time March 3, 2024. The Province will not accept late applications.

13. What is a BCeID and do I need one?

- a) A BCeID provides secure access to online government services. A Business BCeID is required to access the online grant application portal. Please visit the [BCeID website](#) for more information and to register.
- b) If you encounter any issues with your BCeID, please contact BCeID staff through their [website](#).
- c) The process to obtain a Business BCeID can take time, and it is encouraged to start this process as soon as possible to ensure that you obtain access prior to the close of application intake.

14. I don't have time to submit the application before the application window ends. Can I submit a late application?

- a) Late applications will not be accepted. All applications must be received by the application deadline, which can be found on our [website](#).

15. Can I save my progress as I am filling out my application?

- a) Yes, eligible applicants can save their progress at any time by clicking the save button on the application screen. Saved applications may be located by searching the 'saved submissions' section of the application portal.

16. Can I view my application once it has been submitted?

- a) Yes, you can view your application once it has been submitted.

17. What happens once I submit my application?

- a) You will receive an email with your confirmation ID number on it. Keep this information for your records.
- b) PTAP staff will review all applications received and may contact the person listed in the application if more information is required. Unsuccessful applicants will be notified if their application does not meet the eligibility criteria. Please review the 'Funding' section below for next steps for successful applicants.

18. I do not to upload shift and trip data to the Commercial Passenger Vehicle Program. Can I still apply for a rebate?

- a) In order to receive a rebate and be eligible for funding, The Ministry of Transportation and Infrastructure requires shift and trip data from all applicants, even if they are not required to submit data to the Commercial Passenger Vehicle Program.
- b) Applicants who do not provide data to the Commercial Passenger Vehicle Program must complete the [Vehicle Data Form](#) (found in the online application).
- c) Applicants who do not provide data to the Commercial Vehicle Program or complete the [Vehicle Data Form](#) will not be eligible for a rebate. Please contact us (ptap@gov.bc.ca) if you have any further questions regarding this requirement.

19. Are there any reporting requirements after I have received my rebate(s)?

- a) Eligible Applicants must keep original paid invoices / receipts on file following the issuing of the rebate. Please refer to question 8 and the rebate [Terms and Conditions](#) for more information on auditing and other related requirements. You will be required to agree to the [Terms and Conditions](#) as part of your online application.

Funding

20. How will I know if my application is successful for funding?

- a) The Province will notify applicants approximately four weeks after the application deadline regarding a funding decision.

21. How will I receive payment?

- a) Applicants who are already registered for Electronic Funds Transfer (EFT) with the Province will receive their rebate via EFT. Applicants may contact PTAP staff via the phone number/email address listed on the PTAP [website](#) to confirm if they are registered for EFT with the Province, however, changes to EFT information are not able to be processed at this time due to fiscal year end timelines.
- b) Applicants who are not registered for EFT or require an update to their EFT information with the Province will receive a cheque via mail to the address provided in the 'Business Mailing Address' section in the grant application portal.
- c) Applicants who wish to receive their rebate via EFT but are not registered will be able to do so at a later date and should contact the PTAP team (ptap@gov.bc.ca) to begin the application process.

22. When will I receive payment?

- a) The Province plans to process all rebates for eligible applicants by March 31, 2024. Please allow processing time to receive your rebate. If you have not received your rebate by April 30, 2024 please contact our office (ptap@gov.bc.ca).

Other

23. Will there be another intake of the PTAP rebates?

- a) The Province is currently planning to offer additional intakes in future years. Please check our [website](#) regularly for updates.

24. Who do I contact if I need assistance?

- a) If you have any questions or require assistance, please contact PTAP staff at PTAP@gov.bc.ca or 778-445-5157. Please note that our phone line is voicemail only, and messages will be returned as soon as possible.

PTAP staff are happy to provide advice and clarify where needed. However, please note that we are a small team, we ask you to review the program materials on the [website](#) thoroughly.

Wheelchair Accessible Vehicle (WAV) Maintenance and Operation Rebate

Program Changes

25. What changes have been made to this rebate since last year?

- a) For the 2024 intake only, the eligible expense period has been extended to allow applicants to claim eligible expenses that were not previously claimed. Please note this only applies to expenses that were not previously submitted. Please DO NOT resubmit expenses that were included in your previous application, doing so will slow down the review process.
- b) A flat price Auto Insurance Rebate and a flat price Fuel Rebate are being made available as part of the 2024 Maintenance and Operation Rebate. This operational rebate is subject to availability of funding dollars after other rebates have been totalled and may be pro-rated for the portion of the year the vehicle was in operation in 2023. Proof of auto insurance will be required to be eligible for these rebates.

26. Will I be considered for the Auto Insurance Rebate or Fuel Rebate if I do not have maintenance receipts to submit?

- a) Yes. All eligible applicants are encouraged to submit a WAV Maintenance Rebate application, even if they are not claiming maintenance expenses to be eligible for these additional funding opportunities.

Eligibility

27. I have not yet had maintenance done on my WAV; can I apply for funding for future maintenance?

- a) No, only maintenance that was completed and paid for between January 1, 2022, and December 31, 2023, is eligible for a rebate, if not previously claimed during the 2023 intake. Paid invoices must be uploaded as part of the application package.

28. What expenses are eligible for the WAV Maintenance and Operation Rebate? What expenses are ineligible?

- a) Eligible expenses are expenses associated with maintaining and repairing a WAV to ensure its safe operation, state of good repair and availability. For example:
 - Maintenance and repair costs for a WAV's mechanical systems/running gear (e.g., axles, tires, brakes and rotors, transmissions, engines, suspension systems)
 - Maintenance and repair costs for a WAV's accessibility-related equipment (e.g., wheelchair-related safety/securement devices, ramp repairs, door mechanisms on the wheelchair accessible entrance)
 - Commercial vehicle inspection costs

- Towing expenses where the vehicle is unable to be safely operated
 - Driver expenses where repair service is not available in local communities
 - Auto detailing
- b) Ineligible expenses are any expenses that are not defined as eligible expenses. For example:
- Costs claimed under last year's WAV Maintenance Rebate Program
 - Costs that are eligible under a separate rebate
- c) Please read the Eligibility section on our [website](#) for more information.
- d) If, after reading the definitions you are still unsure if your expense is eligible, please contact us at ptap@gov.bc.ca.

29. What documents am I required to provide to be eligible for the Auto Insurance Rebate?

- a) Proof of active auto insurance is required. Please review the Eligibility section of our [website](#) for more information.

30. Do I need to submit fuel receipts to be eligible for the Fuel Rebate?

- a) No. This is intended to be a flat price rebate which may be pro-rated for the portion of the year a vehicle was in operation in 2023. Fuel receipts are not required. Proof of active auto insurance is required. Please review the Eligibility section of our [website](#) for more information.

31. Is there any documentation I am required to submit to be eligible for the January 2024 intake that was not required as part of the January 2023 intake?

- a) Proof of active auto insurance that includes vehicle identifying information and the premium amount (e.g. Owner's Certificate of Insurance and Vehicle Licence) is required if you wish to be considered for the fuel or auto insurance rebates.
- b) The Province may require a clear photo of a vehicle's compliance label/decal or CVSE inspection report clearly referencing a vehicle is wheelchair accessible if this information is not currently on file.

Application

32. How can I upload my proof of expense information?

- a) The grant application portal contains a section where applicants are required to upload electronic copies of clearly marked paid invoices/receipts. The Province will not accept rebate applications without a paid invoice or receipt attached.

33. How many expenses can I submit?

- a) Please submit all relevant eligible expenses for each WAV. Please refer to the Eligibility section on the [website](#) for further information.

34. Are consent forms required for each vehicle in the application?

- a) Applicants are required to upload signed and completed [consent forms](#) where:
 - The Eligible Applicant is not listed as the payor on the maintenance receipts.
[Example](#): Maintenance receipts list the owner and/or driver on an invoice and they are not the eligible applicant.
 - The Eligible Applicant is listed as the payor on the maintenance receipts but passes down the costs to a driver/operator.
[Example](#): Maintenance receipts are invoiced to ABC Cabs and ABC Cabs then requires drivers/operators to pay them back for the expenses or the amount is removed from compensation.
 - The Eligible Applicant did not pay for fuel and/or auto insurance for a vehicle.
[Example](#): Fuel and/or auto insurance were paid for by the owner and/or driver and they are not the eligible applicant.
- b) Only one [consent form](#) is required per Eligible Applicant / Consenter. Both parties must sign and complete the [consent Form](#).

Funding

35. How is the WAV Maintenance and Operation Rebate determined? Is there a maximum amount I can receive?

- a) The 2024 WAV Maintenance and Operation rebate includes:
 - A rebate for eligible maintenance expenses incurred to maintain a WAV
 - A flat price Auto Insurance Rebate
 - A flat price Fuel Rebate
- b) We estimate the average rebate for eligible maintenance expenses will be approximately \$6,500. This amount is subject to change based on the funding available the number of applications received. Individual rebates may vary.
- c) We estimate an average Auto Insurance Rebate of approximately \$2,400 and an average Fuel Rebate of approximately \$3,000. Amounts for these two rebates may be pro-rated based on the portion of the year the vehicle was in operation in 2023 and will be dependent on available funding. Individual rebates may vary.
- d) Please read the Eligibility section of the [website](#) for information on how the Province determines rebate amounts.

Wheelchair Accessible Vehicle (WAV) Acquisition & Conversion Rebate

Eligibility

36. What expenses are eligible for the WAV Acquisition and Conversion Rebate? What expenses are ineligible?

- a) Eligible expenses are expenses incurred between January 1, 2022 and December 31, 2023 for:
 - Purchasing a wheelchair accessible vehicle at fair market value

- Purchasing a vehicle at fair market value and converting it to a wheelchair accessible vehicle
 - The conversion must take place within 12 months of purchasing the vehicle for both the purchase and conversion costs to be eligible
 - The conversion must be complete before applying for the rebate
 - Converting a vehicle that is already owned into a wheelchair accessible vehicle
- b) Ineligible expenses are any expenses that are not defined as eligible expenses. For example:
- Vehicle purchase or conversion costs that occurred outside of the eligible dates
 - Purchase of a vehicle that has not yet been converted to a wheelchair accessible vehicle
 - Pre-purchased or back ordered vehicles (not yet received)
 - Deposits related to the purchase or conversion of a vehicle
 - Purchase and/or conversion of a vehicle that is not being used to complete accessible trips
 - Applicable taxes and other costs associated with vehicle purchase, registration, or the transfer of ownership
 - Leased or rented vehicles
- c) Please read the Eligibility section on the [website](#) for more information.
- d) If, after reading the definitions you are still unsure whether your expense is eligible, please contact us at ptap@gov.bc.ca.

Application

37. I incurred WAV Acquisition and Conversion expenditures in 2023 but do not have copies of paid bill of sale/invoices/receipts. May I still apply and be eligible for a rebate?

- a) No. You are not eligible to receive a rebate without uploading copies of paid invoices / receipts.

38. I purchased a vehicle but have not had it converted to a WAV; can I apply before it has been completed?

- a) No, only fully converted WAV's that have been issued a Special Authorization License for Passenger Directed Vehicles (taxis) and is being actively used to complete accessible trips can apply for funding. Please refer to the Eligibility section on our [website](#) for more information.

39. Can I receive the rebate more than once per vehicle?

- a) The WAV Acquisition and Conversion Rebate is only eligible once per vehicle, not per owner of that vehicle. You may apply for multiple vehicles that meet the eligibility requirements.

40. Can I apply for a vehicle that is not yet on the road, but is planning to be?

- a) No, all WAV's must be active to apply for funding. Active can be defined as currently being used to complete accessible trips.

Funding

41. How is the WAV Acquisition and Conversion Rebate determined? Is there a maximum amount I can receive?

- a) The rebate will be based on a percentage of the acquisition and conversion costs up to a maximum amount.
 - 20% of the Acquisition costs, to a maximum of \$11,000
 - 50% of the Conversion costs to a maximum of \$9,000
- b) Total funding for purchasing a vehicle and converting it to a WAV will not exceed \$20,000
- c) Total funding for a purpose built or pre-converted WAV will be 20% of eligible purchase costs, not to exceed \$20,000
- d) The province may adjust the rebate amounts at any time based on available funding.