



Application Guide for Transportation Network Services (“Ride-hailing”) - UBC Vancouver

Current as of January 27, 2019

Overview

Transportation Network Service (TNS) companies (also known as ride-hailing services) wishing to include UBC’s Vancouver Campus within their service area are required to enter into an Operating License Agreement for Transportation Network Services (the “License Agreement”) with the University. This application guide outlines the associated application process and provides an overview of the terms and conditions of the License Agreement.

Context

Transportation Network Services are regulated provincially through the Passenger Transportation Board (PTB). Provincial legislation and subsequent terms and conditions established by the PTB lay out province-wide requirements with respect to licensing process/fees, driver qualifications, permitted vehicles, general operating practices, software application features, and data sharing. Securing a “*Special Authorization: Transportation Network Service Authorization*” from the PTB is a pre-requisite for applying to operate at UBC. For more information, visit <https://www.ptboard.bc.ca/TNS.htm>.

Under the applicable Provincial legislation, municipal authorities continue to retain the right to establish business license requirements and regulate activities through their street and traffic bylaws. As the landowner and municipal authority having jurisdiction over UBC’s Vancouver campus, Campus and Community Planning has established such requirements and articulated them within the terms and conditions of a License Agreement. UBC’s Board of Governors has also adopted [Traffic and Parking Rules](#) to regulate vehicle and pedestrian traffic and parking on campus, with the administration, management and enforcement of these rules delegated to the Director of Parking and Access Services. Entering into the License Agreement is required to obtain a permit from UBC to operate Transportation Network Services at UBC’s Vancouver Campus but such License Agreement will not constitute an exemption from the Traffic and Parking Rules.

UBC is dedicated to promoting sustainable transportation options for the university community and has established policies and targets, as articulated in the Board-adopted [UBC Transportation Plan](#), related to: reducing the volume of daily automobile traffic on campus; reducing the number of single occupancy vehicle trips to and from campus; and increasing the proportion of trips made by sustainable modes to and from campus.

Policy Objectives

The following objectives informed the development of the regulatory approach noted in this guide and associated requirements:

1. **Enable and support** TNS operations as a welcome additional transportation option for the campus community;
2. **Recover all costs** incurred by UBC associated with administering TNS operations on campus and ensuring compliance with related policies, rules, and/or contract terms and conditions as applicable;
3. **Manage and mitigate potential impacts** to the UBC community, including effects on traffic congestion, availability of curbside space, UBC operational needs, transportation-related GHG emissions, etc.;
4. **Advance sustainable transportation goals** by supporting programs and infrastructure investments that encourage sustainable transportation choices, while balancing affordability considerations; and
5. **Ensure adequate data is made available** to UBC about TNS usage and operations to enable planning and analysis, active traffic management and enforcement/monitoring activities.



Application Process

Companies interested in operating Transportation Network Services on campus that have secured a license from the Passenger Transportation Board with a “Special Authorization: Transportation Network Service Authorization” are eligible to apply to UBC to obtain a permit to operate Transportation Network Services on the UBC Vancouver campus and to enter into a License Agreement. Interested applicants should submit the following:

- a) a copy/proof of their operating license with special authorization from the Passenger Transportation Board;
- b) a description of their approach to (i) ensuring UBC’s Traffic and Parking Rules are followed by drivers and (ii) informing customers and drivers about prohibited areas, pick-up/drop-off or other areas identified by UBC;
- c) a description of their approach to advancing sustainable transportation goals and increasing the proportion of shared trips and clean energy vehicles in their program over time; and
- d) confirmation that they intend to enter into a License Agreement with UBC and any comments related to the terms and conditions set out in the summary below.

Upon receipt of a complete application, UBC will provide a template License Agreement to the applicant outlining the specific terms and conditions proposed to achieve the policy objectives stated above. UBC Campus and Community Planning will then work with the applicant to finalize the License Agreement.

Summary of Key Terms and Conditions of the License Agreement

The following summary is provided as a courtesy to prospective applicants and is subject to change. Applicants should refer to the terms and conditions of the template License Agreement provided in response to their application for the complete and most up-to-date requirements of such agreement. The License Agreement will contain terms and conditions related to:

- **Operations and Use of Campus**, including:
 - quality of service provided (safety, reliability, responsiveness, etc.);
 - adherence to all applicable laws and regulations, including UBC’s Traffic and Parking Rules; and
 - pick-up/drop-off activity (e.g. ability to geofence areas, snap trip requests to designated locations, etc.).
- **Fees and Cost-Recovery**, including:
 - an annual *Licensing and Administration Fee* (\$5,000/year per company) to recover administrative costs;
 - a *Congestion and Curbside Management Fee* (\$0.30/trip that starts on campus) to recover costs associated with the allocation of curbside space, manage congestion, and fund related sustainable transportation programs and infrastructure improvements at UBC. This fee applies only to trips made from 7am to 7pm on weekdays, and only within the academic core of campus (North of 16th Avenue, West of Wesbrook Mall); and
 - other fees as agreed between the Licensee and UBC.
- **Data Sharing & Reporting**, including:
 - summary data reports with information on the number of trips starting/ending on campus, etc;
 - historical trip data in .csv format (including trip start/end time and location); and
 - license for usage of this data by UBC for institutional planning and operational purposes;
- **Various other terms and conditions** related to user experience, protection of privacy, advertising, insurance, etc.

Applications or inquiries can be submitted directly to UBC’s Transportation Planner via mail or e-mail at:

Attn: Adam Hyslop, Transportation Planner
Campus & Community Planning
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