

## Removal of Street Sense – FAQs

### **Q) Why is Street Sense being removed?**

A) Street Sense was developed as a pilot project to gauge its success on improving road safety by providing a safe and repeatable environment to help new/inexperienced drivers learn about potential road hazards. After reviewing the app usage analytics and sustainment factors, ICBC has decided to remove the Street Sense app. We will use the insights to better understand how the use of this technology could fit into a future strategy on educating drivers on hazard perception.

### **Q) What is the timeline for the removal?**

A) Street Sense will be removed on Wednesday, July 16, 2025.

### **Q) How can I assist customers who have questions about the removal of Street Sense?**

A) Please refer to the FAQs outlined, or if the question is not covered in the FAQs, please direct your question to Jacqueline Whiting, Road Safety Program Manager.

### **Q) What alternative support can I offer a new/inexperienced driver on how to gain hazard perception driving skills?**

A) New/inexperienced drivers can:

- Take driving lessons with an [ICBC-approved driving school](#). Even one or two lessons can be very beneficial.
- Read and be familiar with the [Learn to Drive Smart guide](#) and [Tuning up for Drivers guide](#).
- Take ICBC's practice knowledge test ([online](#) or app) which also includes a road sign practice test.
- Practise, practise, practise. Drive as often as you can. The anticipation of potential road hazards come with experience.

### **Q) What happens to current users of Street Sense?**

A) If you've already installed the app on your mobile phone, PC or Mac computer, or your Meta (formerly Oculus) VR goggles prior to the app being decommissioned, you can still access and use the app; however, the app will no longer be supported, and updates won't be available.

### **Q) What happens to any data stored in the Street Sense app?**

A) All user data collected by the app will be transferred to ICBC and securely stored under corporate data storage policies.

**For all other questions related to the removal of Street Sense, please contact:**

Jacqueline Whiting, Road Safety Program Manager at [Jacqueline.Whiting@icbc.com](mailto:Jacqueline.Whiting@icbc.com)

