



Ministry of
Transportation

Passenger Transportation Branch
104, 4240 Manor St.
Burnaby, BC
V5G 1B2

Telephone
(604) 453-4250
Facsimile
(604) 453-4253

Taxi Complaints Log Detail

File Number: 2011-00009	Receiving Inspector: 312 Swan, Louise	Received Date: Jan 28, 2011
Historical File #:	Assigned Inspector: 312 Swan, Louise	Initiated Date: Jan 28, 2011
Complainant: s.22	Complaint Status: Closed	Assigned Date: Jan 31, 2011
Location: Saanich	Referred from BPCPA by Email	Completion Date: Apr 6, 2011
Subject: Service Issues	Complaint: Changing taxi pick-up location, non arrival of taxi, cancelling service	
Complainant:		
Name: s.22	Company / Licensee:	
Address:	PT Number: 70293 <input type="checkbox"/> Unlicensed Carrier	
	License Type: 4	
	Name: CITY & COUNTRY TAXI SERVICE LIM	
	Address: 817 FISGARD ST	
Home Phone:	Work Phone:	VICTORIA
Cell Phone:	Fax Number:	BC
Email: s.22		V8W 1R9
	Contact Name	
Vehicle:	Phone:	
MV Plate:	Fax:	
Jurisdiction:	Email:	
	Reg/VIN	
	CAB #:	
Owner Name:	Driver:	
Address:	License Num:	Class:
	Driver Name:	Expiry Date
	Birthdate:	Jurisdiction

Comments:

Hello,

I have been having problems with Yellow Cab in Victoria. I have enclosed copies of 2 e-mails I wrote to them below. I did not hear back from them after 2 attempts, so I called them today (January 28/ 2011). I spoke with a gentleman, who, after I asked why he had not responded to my e-mail, began telling me that the cell phone I was calling from was coming up as banned on his computer. After multiple attempts to explain that I was not on a cell phone, he dismissed the fact that I was not on a cell phone, his response then changed to the number I had called from was on his computer as multiple "Fake" calls. Apr 01/11 Surinder never did receive the "concierge receipt" from s.22. I asked him to let me know if he does but in the meantime I'm going to close the complaint.

I explained that I had only called for a Taxi from this number 2-3 times in the last 2 years. He responded with "maybe it is your address that is flagged". I advised him that the same applied as far as cabs from my house. I told him that I was a s.22 and that I had better things to do than play with cab companies. I writing you to ask if you can, first off, have my name and address removed from Yellow Cab's "banned list". Secondly, have yellow cab issue a written apology to me. And thirdly, advise Yellow Cab that they can not refuse service for no reason or make arbitrary decisions regarding the number of cars required after assuring the customer that the requested number of cars would be on hand. My opinion of how my number and/or address ended up on their banned list is, when they did not show up with the requested number of cabs and I had to make alternate provisions, that the second cab showed up some time after we had left. Then Yellow Cab flagged us as a "Fake Call" or "Banned".

I look forward to your response to my issues here.

Regards

s.22

Sent, January 24/ 2011

It has been just about 2 weeks since I sent this letter and I have not had a response from Yellow Cab. I am sending this as a reminder that I await your comments on the events of Dec 27.

Last Updated By 312 Swan, Louise

Last Updated Date

Apr 6, 2011

Printed Wednesday, April 6, 2011 - 01:54:30 pm

Page 1 of 3



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File Number: 2011-00009	Receiving Inspector: 312 Swan, Louise	Received Date: Jan 28, 2011
Historical File #: s.22	Assigned Inspector: 312 Swan, Louise	Initiated Date: Jan 28, 2011
Complainant:	Complaint Status: Closed	Assigned Date: Jan 31, 2011
Location: Saanich	Referred from BPCPA by Email	Completion Date: Apr 6, 2011
Subject: Service Issues	Complaint: Changing taxi pick-up location, non arrival of taxi, cancelling service	

Sent January 12/ 2011

Dear Manager,

I spoke with you on the phone the other day about my recent problem with Yellow Cab. We were a group of 7 requiring 2 taxis to the Victoria airport from our home in s.22

I made my first call on Dec 26 in the morning requesting 2 taxis from our home to the airport the next morning. We wanted the cabs at our house at 4AM Dec 27 which I was assured by the person at Yellow Cab dispatch was not a problem. I called at 3 15 AM Dec 27 to confirm 2 cabs would be at the house at 4 AM. The girl assured me that we were on the list and the cars would be on time. At 4AM Dec 27, one car arrived. The driver informed us there was no other car coming at that point. I immediately went inside and called Yellow Cab dispatch. I asked where our other car was and the man on the other end of the line told me he could not find another car right now, but he was working on it. I told him that I had just confirmed 2 cars 45 mins ago. He began to get annoyed with me and said again that he was working on it. I asked when he would have a car to the house. He got even more annoyed and said he was working on it. I explained that we were catching a plane and could not afford to be late. He told me he had to go so that he could find a car. We hung up and I realized he had not asked for my phone number to let me know if he found a car in time. We then were left with no alternative but to take one of our own cars, since we had no idea whether Yellow Cab would find a car on time. We subsequently had to hire a concierge service to pick up our car from the airport later that day and return it to our house.

This is not the first time Yellow cab has not sent enough cars for us.

We had a Christmas party a couple of years ago and requested 3 cars pick us up and take us to the venue. Only 2 showed up. The driver said he was told (by Dispatch) to take half our group and come back for the rest. Since then we use a Bus/ Limo service for our Christmas Party.

I am beginning to see that Yellow Cab seems to decide on the importance of multiple cars while assuring the client that their request is being fulfilled.

When I get the bill from the concierge service I will forward it to Yellow Cab for reimbursement. Unless I am satisfied that Yellow Cab has seen the head ache they gave us on the morning of a big family holiday and provide assurances that something like this will not happen again, I will also be forced to email the operations manager at the airport to advise him that I don't think Yellow Cab should be the only company servicing the airport as shown by our experience.

I look forward to your comments.

Regards

s.22

Jan 31/11 I sent an e-mail to s.22 asking him if I could forward his 3 e-mail's to Yellow Cab of Victoria for their comments but I would require his permission first to do so.

Jan 31/11 E-mail response received from s.22

I have no problem with you forwarding any or all of my e-mails to Yellow Cab. I believe they have seen all of them, but I hope that by coming through your office, they may take them more seriously.

Thank you for your attention to this matter.

Regards

s.22

Feb 01/11 E-mail sent to Surinder Kang, Ops Mgr. Asked for a response in writing by Friday, February 11/11.

Feb 04/11 E-mail response and dispatch sheets received from Surinder.

Feb 07/11 I sent an e-mail to Surinder asking him to let me know if he received the "concierge services" bill from s.22 for reimbursement. One received I will close out the complaint.

Feb 08/11 Surinder sent an e-mail response advising he will let me know once s.22 forwards the information to them and they have completed their obligation.

Mar 31/11 I sent an e-mail to Surinder to see if he ever received the "concierge receipt" from s.22.

Apr 01/11 Surinder never did receive the "concierge receipt" from s.22. I asked him to let me know if he does but in the meantime I'm

Last Updated By 312 Swan, Louise

Last Updated Date

Apr 6, 2011

Printed Wednesday, April 6, 2011 - 01:54:30 pm

Page 2 of 3



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Complainant:	s.22	Complaint Status:	Closed	Assigned Date:	Jan 31, 2011
Location:	Saanich	Referred from BPCPA by Email		Completion Date:	Apr 6, 2011
Subject:	Service Issues	Complaint:	Changing taxi pick-up location, non arrival of taxi, cancelling service		

going to close the complaint

Apr 05/11 I received an e-mail from the complainant. I sent an e-mail to Surinder asking him the complainant is on a "banned" or "fake" call list

Apr 06/11 Received e-mail's from Sunnder & s.22

Conclusion:

Surinder confirmed s.22 telephone numbers and address are not on their banned or fake list s.22 has been advised

Swan, Louise M TRAN:EX

From: s.22
Sent: Wednesday, April 6, 2011 12:55 PM
To: Passenger Transportation Br, TRAN:EX
Subject: Re. Yellow Cab Victoria

Louise;

Thank you for your help in this. It remains to see what will actually happen if I ever call them again.

Cheers

s.22

On 6-Apr-11, at 12:37 PM, Passenger Transportation Br, TRAN:EX wrote:

> Good afternoon s.22
>
> We received the following response from Surinder Kang.
>
> "No he is not on our banned or fake list. We have no problem servicing
> his home address".
>
> Regards,
>
> Louise Swan
> Passenger Transportation Auditor
> Commercial Vehicle Safety and Enforcement Ministry of Transportation &
> Infrastructure
> 104 - 4240 Manor Street
> Burnaby, BC V5G 1B2
> Tel: 604-453-4220 Fax: 604-453-4253
> Inquiry BC toll-free number 1-800-663-7867 ask to be put through to
> 604-453-4250
> email: louise.swan@gov.bc.ca
>
>
> "This message, including any attachments, is confidential and may
> contain privileged information intended to be relied upon by the
> sender and/or the person(s) named above. If you are not the intended
> recipient or have received this message in error, immediately notify
> the sender by reply email, permanently delete the original
> transmission from the sender, including any attachments, without
> making a copy and confirm these actions in your reply email. Thank
> you."
>
>
>
> -----Original Message-----
> From: s.22
> Sent: Wednesday, April 6, 2011 9:27 AM

> To: Passenger Transportation Br, TRAN:EX
> Subject: Re: Yellow Cab Victoria
~>
> Louise;
>
- > Mr. Kang said he had my number up on his screen while I was talking to
> him about this. That is why he said my number was "flagged". On both
> occasions I spoke with Yellow Cab on my office line and cel phone and
> possibly my home number. Obviously he had my address, as that is where
> the one cab came each time.
- >
> Address; s.22
> office:
> Cel:
> Home:
>
> Cheers
> s.22
>
>
>
> On 6-Apr-11, at 8:51 AM, Passenger Transportation Br, TRAN:EX wrote:
>
>> Good morning s.22
>>
>> Yes we did receive a response from the operations manager Surinder
>> Kang. Mr. Kang had stated he asked you for your address or telephone
>> number at the time you booked the cabs. Mr. Kang required this
>> information from you so he could look into the call and see what
>> happened. In order for me to confirm whether you on a "banned or
>> fake call list" we will need the information that Mr. Kang requested
>> from you.
>>
>> Please provide the requested information at your earliest
>> convenience.
>>
>> Regards,
>>
>> Louise Swan
>> Passenger Transportation Auditor
>> Commercial Vehicle Safety and Enforcement Ministry of Transportation
>> & Infrastructure
>> 104 - 4240 Manor Street
>> Burnaby, BC V5G 1B2
>> Tel: 604-453-4220 Fax: 604-453-4253
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>> the sender by reply email, permanently delete the original
>> transmission from the sender, including any attachments, without
>> making a copy and confirm these actions in your reply email. Thank

>> you."

>>

>>

>> -----Original Message-----

>> From: s.22

>> Sent: Tuesday, April 5, 2011 3:41 PM

>> To: Passenger Transportation Br, TRAN:EX

>> Subject: Re: Yellow Cab Victoria

>>

>> Louise;

>>

>> I am just following up on this issue to see what, if anything has

>> happened with my complaint. Did yellow cab comment? Do they still

>> have me on a banned or fake call list?

>>

>> Cheers

>> s.22

>>

>>

>> On 31-Jan-11, at 10:58 AM, Passenger Transportation Br, TRAN:EX

>> wrote:

>>

>>> File: 2011-00009

>>>

>>> Good morning s.22

>>>

>>> Thanks for your e-mails to the Passenger Transportation Branch.

>>>

>>> I would like to forward your 3-email's below to Yellow Cab of

>>> Victoria for their comments and I request your permission by return

>>> to do so.

>>>

>>> Regards,

>>>

>>> Louise Swan

>>> Passenger Transportation Auditor

>>> Commercial Vehicle Safety and Enforcement Ministry of Transportation

>>> & Infrastructure

>>> 104 - 4240 Manor Street

>>> Burnaby, BC V5G 1B2

>>> Tel: 604-453-4220 Fax: 604-453-4253

>>> Toll free in BC 888-453-4280

>>> email: louise.swan@gov.bc.ca

>>>

>>>

>>> "This message, including any attachments, is confidential and may

>>> contain privileged information intended to be relied upon by the

>>> sender and/or the person(s) named above. If you are not the

>>> intended recipient or have received this message in error,

>>> immediately notify the sender by reply email, permanently delete the

>>> original transmission from the sender, including any attachments,

>>> without making a copy and confirm these actions in your reply email.

>>> Thank you."

>>>

>>>

>>>

>>> -----Original Message-----

>>> From: s.22
>>> Sent: Friday, January 28, 2011 10:32 AM
>>> To: Passenger Transportation Br, TRAN:EX
>>> Cc: taxi@YellowCabOfVictoria.Com; manager@empresstaxi.com
>>> Subject: Yellow Cab Victoria

>>>
>>> Hello;
>>>
>>> I have been having problems with Yellow Cab in Victoria. I have
>>> enclosed copies of 2 e-mails I wrote to them below. I did not hear
>>> back from them after 2 attempts, so I called them today (January 28/
>>> 2011). I spoke with a gentleman, who, after I asked why he had not
>>> responded to my e-mail, began telling me that the cel phone I was
>>> calling from was coming up as banned on his computer. After multiple
>>> attempts to explain that I was not on a cel phone, he dismissed the
>>> fact that I was not on a cel phone, his response then changed to the
>>> number I had called from was on his computer as multiple "Fake"
>>> calls.
>>> I explained that I had only called for a Taxi from this number 2-3
>>> times in the last 2 years. He responded with "maybe it is your
>>> address that is flagged". I advised him that the same applied as far
>>> as cabs from my house. I told him that I was a s.22
>>> and that I had better things to do than play with cab companies.
>>> I writing you to ask if you can, first off, have my name and address
>>> removed from Yellow Cab's "banned list". Secondly, have yellow cab
>>> issue a written apology to me. And thirdly, advise Yellow Cab that
>>> they can not refuse service for no reason or make arbitrary
>>> decisions regarding the number of cars required after assuring the
>>> customer that the requested number of cars would be on hand.
>>> My opinion of how my number and/ or address ended up on their banned
>>> list is, when they did not show up with the requested number of cabs
>>> and I had to make alternate provisions, that the second cab showed
>>> up some time after we had left. Then Yellow Cab flagged us as a
>>> "Fake Call" or "Banned".
>>> I look forward to your response to my issues here.
>>>
>>>
>>> Regards
>>> s.22
>>>
>>>
>>>
>>> Sent, January 24/ 2011
>>>
>>> It has been just about 2 weeks since I sent this letter and I have
>>> not had a response from Yellow Cab. I am sending this as a reminder
>>> that I await your comments on the events of Dec 27.
>>>
>>>
>>>
>>>
>>> Sent January 12/ 2011
>>>
>>> Dear Manager;
>>>
>>> I spoke with you on the phone the other day about my recent problem
>>> with Yellow Cab.

>>> We were a group of 7 requiring 2 taxies to the Victoria airport from
>>> our home in ^{s.22} I made my first call on Dec 26 in the
- >>> morning requesting 2 taxies from our home to the airport the next
>>> morning. We wanted the cabs at our house at 4AM Dec 27 which I was
>>> assured by the person at Yellow Cab dispatch was not a problem. I
- >>> called at 3:15 AM Dec 27 to confirm 2 cabs would be at the house at
>>> 4 AM. The girl assured me that we were on the list and the cars
>>> would be on time. At 4AM Dec 27, one car arrived. The driver
>>> informed us there was no other car coming at that point. I
>>> immediately went inside and called Yellow Cab dispatch. I asked
- >>> where our other car was and the man on the other end of the line
>>> told me he could not find another car right now, but he was working
>>> on it. I told him that I had just confirmed 2 cars 45 mins ago. he
>>> began to get annoyed with me and said again that he was working on
>>> it. I asked when he would have a car to the house. He got even more
>>> annoyed and said he was working on it. I explained that we were
>>> catching a plane and could not afford to be late. He told me he had
>>> to go so that he could find a car. We hung up and I realized he had
>>> not asked for my phone number to let me know if he found a car in
>>> time. We then were left with no alternative but to take one of our
>>> own cars, since we had no idea whether Yellow Cab would find a car
>>> on time. We subsequently had to hire a concierge service to pick up
>>> our car from the airport later that day and return it to our house.
>>> This is not the first time Yellow cab has not sent enough cars for
>>> us.
>>> We had a Christmas party a couple of years ago and requested 3 cars
>>> pick us up and take us to the venue. Only 2 showed up. The driver
>>> said he was told (by Dispatch) to take half our group and come
>>> back for the rest. Since then we use a Bus/ Limo service for our
>>> Christmas Party.
>>> I am beginning to see that Yellow Cab seems to decide on the
>>> importance of multiple cars while assuring the client that their
>>> request is being fulfilled.
>>> When I get the bill from the concierge service I will forward it to
>>> Yellow Cab for reimbursement. Unless I am satisfied that Yellow Cab
>>> has seen the head ache they gave us on the morning of a big family
>>> holiday and provide assurances that something like this will not
>>> happen again, I will also be forced to email the operations manager
>>> at the airport to advise him that I don't think Yellow Cab should be
>>> the only company servicing the airport as shown by our experience.
>>> I look forward to your comments.
>>>
>>> Regards
>>> ^{s.22}
>>>
>>>
>

Swan, Louise M TRAN:EX

From: Surinder [manager@empresstaxi.com]
Sent: Wednesday, April 6, 2011 8:52 AM
To: Swan, Louise M TRAN:EX
Subject: Re: Complaint 2011-00009

Good Morning Louise,
No he is not on our banned or fake list. We have no problem servicing his home address.
Regards,
Surinder Kang
Operations Manager
250-381-4432

----- Original Message -----
From: Swan, Louise M TRAN:EX
To: 'Surinder'
Sent: 05 April, 2011 4:09 PM
Subject: Complaint 2011-00009

Good afternoon Surinder,

Further to my e-mail to you on April 1, 2011 8:41 AM I informed you I was going to close the complaint. This afternoon I received an e-mail from the complainant^{s.22}

He has asked the following question:

I am just following up on this issue to see what, if anything has happened with my complaint. Did yellow cab comment? Do they still have me on a banned or fake call list?

Surinder for your information an acknowledgement letter is sent to all complainants. In the body of the letter it states in part "We do not advise you of any punitive action taken". (you means the complainant) Surinder could you please let me know if^{s.22} is on a banned or fake call list? Please refer back to his e-mail of January 24, 2011.

Regards,

Louise Swan
Passenger Transportation Auditor
Commercial Vehicle Safety and Enforcement
Ministry of Transportation & Infrastructure
104 - 4240 Manor Street
Burnaby, BC V5G 1B2
Tel. 604-453-4220 Fax: 604-453-4253
Inquiry BC toll-free number 1-800-663-7867 ask to be put through to 604-453-4250
email: louise.swan@gov.bc.ca

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Swan, Louise M TRAN:EX

From: Swan, Louise M TRAN:EX
Sent: Wednesday, April 6, 2011 12:56 PM
To: s.22
Subject: FW: Yellow Cab Victoria

Good afternoon s.22

I received another e-mail from Surinder Kang advising the following:

office:	s.22	not banned
Cel:		not banned
Home:		not banned
Address;	s.22	not banned.

The above noted telephone numbers are not on our banned or fake list and neither is the address.

Regards,

Louise Swan
Passenger Transportation Auditor
Commercial Vehicle Safety and Enforcement Ministry of Transportation & Infrastructure
104 - 4240 Manor Street
Burnaby, BC V5G 1B2
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-----Original Message-----

From: Passenger Transportation Br, TRAN:EX
Sent: Wednesday, April 6, 2011 12:37 PM
To: s.22
Subject: RE: Yellow Cab Victoria

Good afternoon s.22

We received the following response from Surinder Kang.

"No he is not on our banned or fake list. We have no problem servicing his home address".

Regards,

Louise Swan
Passenger Transportation Auditor

Commercial Vehicle Safety and Enforcement Ministry of Transportation & Infrastructure
104 - 4240 Manor Street

• Burnaby, BC V5G 1B2

Tel: 604-453-4220 Fax: 604-453-4253

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DUPLICATE

Swan, Louise M TRAN:EX

From: Surinder [manager@empresstaxi.com]
Sent: Wednesday, April 6, 2011 12:51 PM
To: Swan, Louise M TRAN:EX
Subject: Re: Complaint 2011-00009

Good Afternoon Louise,
office: s.22 not banned
Cel: not banned
Home: not banned
Address; s.22 not banned.

The the above noted telephone numbers are not on our banned or fake list and neither is the address. I hope this resolves this matter.

Regards,
Surinder Kang
Operations Manager
250-381-4432

----- Original Message -----

From: Swan, Louise M TRAN:EX
To: 'Surinder'
Sent: 06 April, 2011 11:32 AM
Subject: FW: Complaint 2011-00009

Good morning Surinder,

I have provided you with the following response from s.22

Mr. Kang said he had my number up on his screen while I was talking to him about this. That is why he said my number was "flagged". On both occasions I spoke with Yellow Cab on my office line and cel phone and possibly my home number. Obviously he had my address, as that is where the one cab came each time.

s.22
Address;
office:
Cel:
Home:

Surinder please let me know your findings on whether these telephone numbers or the address are "banned or on a fake call list" on your dispatch system. I would like to get this matter resolved as soon as possible.

Regards,

Louise Swan
Passenger Transportation Auditor
Commercial Vehicle Safety and Enforcement
Ministry of Transportation & Infrastructure
104 - 4240 Manor Street
Burnaby, BC V5G 1B2
Tel 604-453-4220 Fax 604-453-4253
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From: Swan, Louise M TRAN:EX
Sent: Wednesday, April 6, 2011 9:03 AM
To: 'Surinder'
Subject: FW: Complaint 2011-00009

Good morning Surinder,

I e-mailed ^{s.22} asking him for the address or telephone number he used when he had booked the taxicabs. Hopefully he will provide the information that you had requested originally. I will let you know.

Regards,

Louise Swan
Passenger Transportation Auditor
Commercial Vehicle Safety and Enforcement
Ministry of Transportation & Infrastructure
104 - 4240 Manor Street
Burnaby, BC V5G 1B2
Tel. 604-453-4220 Fax. 604-453-4253
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DUPLICATE

City & Country Taxi Services Ltd.

817 Fisgard Street, Victoria BC V8W 1R9

Tel: 250-381-4432 Fax: 250-381-2227 manager@empresstaxi.com

Louise Swan

Passenger Transportation Auditor

Commercial Vehicle Safety and Enforcement

Ministry of Transportation & Infrastructure

104 - 4240 Manor Street

Burnaby, BC V5G 1B2

Tel: 604-453-4220 Fax: 604-453-4253

Date: February 04, 2011

Re: File # File: 2011-00009

Dear Ms. Swan,

Here is my response to ^{s.22} complaint.

When ^{s.22} phoned me before the 1st e-mail, I specifically asked him what was the address or the telephone number when he called the cab so that I can look into the call as to who took the call and what happened. He refused to give me his telephone number and the address ^{s.22}

I told him how I am going to look into your concern if I do not have this information. I am not sure how ^{s.22} expected me to conduct an investigation without necessary information. He proceeded to tell me that he phoned the first time and was assured that 2 cabs would be sent to his home for 4AM on December 27, 2010. He then again phoned to make sure that cabs would be sent and he was assured by the call taker that the cabs would be sent. I apologized for the inconvenience and again asked for the address or telephone number. ^{s.22}

Nowhere on his e-mail ^{s.22} gave me an address or telephone number. All our calls are saved with telephone numbers and addresses. ^{s.22} was adamant not to give me the telephone Number and an address. I looked into all the calls and for 4AM for December 27, 2010 and I found 3 calls pre-booked for 4AM, as you can see on file EMPYellowDec27_3. They all came up with banned telephone numbers. So by my first conversation I deduced that must have been some problem with these calls.

We only ban addresses or telephone numbers associated with them if there has been a problem at that address or with the person, i.e. someone ran away without pay, was abusive or called multiple cab companies and did not take any cab multiple times.

As he had mentioned in his e-mails that he would be away and when he got back he would contact me as to how much he had to pay for the concierge service. My understanding was that he was away and would get back to me once he got back so I did not respond. I got an e-mail on 24th of January which was a Monday. I was not able to respond as I did not have any information and in his e-mail did not provide me with any new information. He then called me on Jan 28, 2011 I had offered him to pay for the concierge bill which he said he does not have as yet. I simply told him that for 4AM, December 27, 2010 I had found pre-booked calls that have been marked banned and "may be" that is the reason the cabs were not sent.^{s.22}

When^{s.22} had called me the first time he had told me that he lived in^{s.22} so I looked into the GPS records as a last resort and saw 2 cabs that were sent to^{s.22} address. I went back into the individual cab history and found an address to be^{s.22} I am suspecting that is his address and upon further review it is not a banned address. I am attaching the files and as you can see that address is not banned. If that is his address then we did send 2 cabs, the first cab arrived before 4AM and the second cab arrived 8 minutes late as he was sent from the Airport. We tried our best to provide the service but were late on 2nd cab by 8 minutes. My apology to^{s.22} for the delay and to you for having to attend to this complaint.

If there are any other questions or concerns please feel free to contact me.

Yours truly,

Surinder Kang

Operations Manager

250-381-4432

1 Stop point

Client

Acct No.: CASH CASH ☐ Save CLI
PO #: Pwd:
Company: Account Pickups
Fixed Price: Account Fixed Price
Name: 2 CABS DUE 0400 ☐ Info
Tel: s.22 Ext:

Pickup

#: s.22
Unit: Postat:
Zone: Forced Addr.:
Org.: Bldg.:

Destination

#:
Unit:
Zone:
Org.:

Schedule

Time: 03:39
Lead Time: 0
Wake Time:

Driver notes

Main

Details

Template

Pricing

Attributes

Available

Assigned

5 PASSENGER
5 PASSENGER VAN
6 PASSENGER
ATTENTION TO TRIP
CHILD RESTRAINT HOOK
COLWOOD/LANGFORD
ESQUIMAL SAATCHI
KODOLLO SERIES

Job

Job No: 3449215
Status: On Hold
Call Sign: 66 RDS:
Taxi Reg: 04485031
Job Type: ASAP

Service

Type: PICKUP
#Tags: 2 #Pass: 1
Max Run: Layout:
Priority: 1 Shared: None
Taxi Company: Yellow Cab of Victoria

Operator notes

Taxi: 0 Acct Trip Time:

Job Log Details of 3449215

Job Id	Date and Time	Logged By	Call Sign	Priority	Log Type	Area	Reason
3449215	27-DEC-2010 03:39:06	DCS		High	PB Job Booking Time		Job pre-booked for dispatch at 04:00 Monday, December 27, 2010

Sort by Order

☐ Ascending ☒ Descending

Sort by Column

☐ Job Id ☒ Date and Time ☐ Logged By ☐ Call Sign ☐ Priority ☐ Log Type

Calculator



Job View - All Jobs

N 1 2 3 4 5 Under Dispatch and in Progress

Company	Source (-)	Attribute	Booked For (+)	Initial Pickup	Landmark (-)	Area Sh	Call sign	Status	Passenger Name
---------	------------	-----------	----------------	----------------	--------------	---------	-----------	--------	----------------

s.22

s.22

s.22

Area View

N 1 2 3 4 5 <None>

Area Name (+)

Stand View

N 1 2 3 4 5 <None>

Stand Name (+)	Description	Company Name (+)
----------------	-------------	------------------

Yellow Cab of Victoria 26
 Yellow Cab of Victoria 27
 Yellow Cab of Victoria 28
 Yellow Cab of Victoria 3
 Yellow Cab of Victoria 30
 Yellow Cab of Victoria 31
 Yellow Cab of Victoria 32
 Yellow Cab of Victoria 33
 Yellow Cab of Victoria 34
 Yellow Cab of Victoria 35
 Yellow Cab of Victoria 36

1 Stop point

Client

Acct No: CASH CASH ☐ Save CLI

PO #: Pwd:

Company: Account Pickups

Fixed Price: Account Fixed Price

Name: 2 CABS DUE 0400 ☐ Info

Job: s.22 Ext:

Main Details Template Pricing

Attributes

Available	Assigned
5 PASSENGER	
5 PASSENGER VAN	
6 PASSENGER	
ATTENTION TO TRIP	
CHILD RESTRAINT HOOK	
COLUMBIA/LANGFORD	
ESQUIMAULT SAANICH	
GOOD DELIVERY	

Job

Job No: 3447317

Status: On Hold

Cell Sign: 0 ROSP:

Taxi Reg: 01358858

Job Type: ASAP

Pickup

#: s.22

Unit: Postal:

Zone:

Org: B

Service

Type: PICKUP

Operator notes

Details of 3447317

Job Id	Date and Time	Logged By	Call Sign	Priority	Log Type	Area	Reason
3447317	27-DEC-2010 03:41:10	s.22		High	Job Late Dispatch		Job has been dispatched late

Destination

#: Str: As Direct

Unit: Region:

Zone:

Org: B

Schedule

Time: 03:39 Date:

Lead Time: 0

Wake Time:

Driver notes

Driver notes _____

Service	
Type:	PICKUP
#Tags:	1
#Pass:	1
Max Runs:	
Layout:	
Priority:	14
Shared:	None
Tax Company:	Yellow Cab of Victoria

Operator notes:

Tariff: Acct Trip Time:

Job Log Details of 3448890

Reason

3448890 27-DEC-2010 0... DCS High PB Job Booking... Job pre-booked for dispatch at 04:00Monday, December 27, 2010

3448890 27-DEC-2010 0... DCS High PB Job Booking... Job pre-booked for dispatch at 04:00Monday, December 27, 2010

3448890 27-DEC-2010 0... DCS High Job hold lock ac... Job pre-booked for dispatch at 04:00Monday, December 27, 2010

3448890 27-DEC-2010 0... DCS High PB Job Booking... Job pre-booked for dispatch at 4:00Monday, December 27, 2010

Add

Sort by Order

☐ Ascending
 ☒ Descending

Sort by Column

☐ Job Id
 ☒ Date and Time
 ☐ Logged By
 ☐ Call Sign
 ☐ Priority
 ☐ Log Type

1 Stop point

Client

Acct No.: CASH CASH ☐ Save CLI

PO #: Part:

Company: Account Pickups

Fixed Price: Account Fixed Price

Name: MULTIPLE COMPANIES 12 27 2010 ☐ Info

Tel: s.22 Ext:

Pickup

#: 818 Str: DO NOT SEND CARS

Unit: Region: MCTR Postal:

Zone: 2 Down Town 2 Forced Addr.

Org: CALLS MULTIPLE COMPANIES Bldg: DO NOT SEND CARS - C

Destination

#: Str: As Directed

Unit: Region:

Zone:

Org: Bldg:

Schedule

Time: 04:00 Date: Monday

Lead Time: Total L.

Wake Time: ☐ With

Driver notes

Main Details Template Pricing

Attributes

Available Assigned

5 PASSENGER

5 PASSENGER VAN

6 PASSENGER

ATTENTION TO TRIP

CHILD RESTRAINT HOOK

COLUMBIA LANGFORD

ESQUIMAULT SAATCHI

FOOD DELIVERIES

Job

Job No: 3449006

Status: On Hold

Call Sign: RDSP:

Taxi Reg:

Job Type: PBOK

Service

Type: PICKUP

#Tags: 1 #Pass: 1

Max Run: Layout:

Priority: 14 Shared: None

Taxi Company: Yellow Cab of Victoria

Operator notes

Tariff: 0 Acct Trip Time:

Job Log Details of 3449006

Job Id	Date and Time	Logged By	CallSI	Priority	Log Type	Area	Reason:
s.22							
3449006	27-DEC-2010 02:17:48	DCS		High	PB Job Booking Time		Job pre-booked for dispatch at 4.00Monday, December 27, 2010
s.22							

Sort by Order

☐ Ascending ☒ Descending

Sort by Column

☐ Job Id ☒ Date and Time ☐ Logged By ☐ CallSign ☐ Priority ☐ Log Type



Job View - All Jobs

N 1 2 3 4 5 Under Dispatch and in Progress

Company	Source (+)	Attribute	Booked For (+)	Initial Pickup	Landmark (+)	Area Sh	Collsign	Status
s.22								

Car View

N 1 2 3 4 5 In Use

Home Company (+)	Collsign (+)	Driver Name	Status (+)	Area
s.22				

For Help, press F1

DO NOT SEND CARDS TO THE

s.22

Area View

N 1 2 3 4 5 <None>

Area Name (+)

--

Stand View

N 1 2 3 4 5 <None>

Stand Name (+)	Description	Company Name (+)

--	--	--

Swan, Louise M TRAN:EX

From: Surinder [manager@empresstaxi.com]
To: Swan, Louise M TRAN:EX
Sent: Wednesday, April 6, 2011 8:21 AM
Subject: Read Complaint 2011-00009

Your message was read on Wednesday, April 06, 2011 8:20:45 AM (GMT-08 00) Pacific Time (US & Canada).

Swan, Louise M TRAN:EX

From: Mail Delivery Subsystem [MAILER-DAEMON@mail4c0 megamailservers.com]
To: manager@empresstaxi.com
Sent: Tuesday, April 5, 2011 4 10 PM
Subject: Delivered. Complaint 2011-00009

Your message has been delivered to the following recipients:

manager@empresstaxi.com

Subject: Complaint 2011-00009

Swan, Louise M TRAN:EX

From: Swan, Louise M TRAN.EX
Sent: Friday, April 1, 2011 8:41 AM
To: 'Surinder'
Subject: RE: Complaint #2011-00009

Hi Surinder,

I'm going to close the complaint. If you do receive any more information please let me know.

Thanks,

Louise Swan

Passenger Transportation Auditor
Commercial Vehicle Safety and Enforcement
Ministry of Transportation & Infrastructure
104 - 4240 Manor Street
Burnaby, BC V5G 1B2
Tel: 604-453-4220 Fax: 604-453-4253
Inquiry BC toll-free number 1-800-663-7867 ask to be put through to 604-453-4250
email. louise.swan@gov.bc.ca

"This message, including any attachments, is confidential and may contain privileged information intended to be relied upon by the sender and/or the person(s) named above. If you are not the intended recipient or have received this message in error, immediately notify the sender by reply email, permanently delete the original transmission from the sender, including any attachments, without making a copy and confirm these actions in your reply email. Thank you."

From: Surinder [<mailto:manager@empresstaxi.com>]
Sent: Friday, April 1, 2011 8:39 AM
To: Swan, Louise M TRAN:EX
Subject: Re: Complaint #2011-00009

Good Morning Louise,

I did not.
Regards,
Surinder Kang
Operations Manager
250-381-4432

----- Original Message -----

From: Swan, Louise M TRAN.EX
To: 'Surinder'
Sent: 31 March, 2011 2:34 PM
Subject: Complaint #2011-00009

Good afternoon Surinder,

Did you ever receive the "concierge services" bill from ^{s.22}

Regards,

Louise Swan

Passenger Transportation Auditor

Commercial Vehicle Safety and Enforcement

Ministry of Transportation & Infrastructure

104 - 4240 Manor Street

Burnaby, BC V5G 1B2

Tel: 604-453-4220 Fax: 604-453-4253

Inquiry BC toll-free number 1-800-663-7867 ask to be put through to 604-453-4250

email: louise.swan@gov.bc.ca

"This message, including any attachments, is confidential and may contain privileged information intended to be relied upon by the sender and/or the person(s) named above. If you are not the intended recipient or have received this message in error, immediately notify the sender by reply email, permanently delete the original transmission from the sender, including any attachments, without making a copy and confirm these actions in your reply email. Thank you."

Swan, Louise M TRAN:EX

From: Surinder [manager@empresstaxi.com]
Sent: Tuesday, February 8, 2011 8:23 AM
To: Passenger Transportation Br, TRAN:EX
Subject: Re: Yellow Cab Victoria

Good morning Louise,
I will let you know once^{s.22} forwards the information to us and we have completed our obligation.

Thank you,

Regards,

Surinder Kang

Operations Manager

250-381-4432

----- Original Message -----

From: "Passenger Transportation Br, TRAN:EX"
<PassengerTransportationBr@gov.bc.ca>
To: "'Surinder'" <manager@empresstaxi.com>
Sent: 07 February, 2011 11:01 AM
Subject: RE: Yellow Cab Victoria

> Good morning Surinder,

>

> Thank you for your response. Please let me know if^{s.22}

> contacts you regarding being reimbursed for the "concierge services".

> It's my understanding to date that he has not received the bill for

> these services. Once this matter is completed I will close out the complaint.

>

> Regards,

>

> Louise Swan

> Passenger Transportation Auditor

> Commercial Vehicle Safety and Enforcement Ministry of Transportation &

> Infrastructure

> 104 - 4240 Manor Street

> Burnaby, BC V5G 1B2

> Tel: 604-453-4220 Fax: 604-453-4253

> Toll free in BC 888-453-4280

> email: louise.swan@gov.bc.ca

>

>

> "This message, including any attachments, is confidential and may

> contain privileged information intended to be relied upon by the

> sender and/or the

> person(s) named above. If you are not the intended recipient or have

> received this message in error, immediately notify the sender by reply

> email, permanently delete the original transmission from the sender,

> including any attachments, without making a copy and confirm these

> actions in your reply email. Thank you."

>

>

> -----Original Message-----

> **From:** Surinder [mailto:manager@empresstaxi.com]

> **Sent:** Friday, February 4, 2011 11:34 AM

> To: Passenger Transportation Br, TRAN:EX
 > Subject: Re: Yellow Cab Victoria
 >
 > Good Morning Louise,
 > Please find attached files as my response to the File: 2011-00009
 > Regards, Surinder Kang Operations Manager
 > 250-381-4432
 > ----- Original Message -----
 > From: "Passenger Transportation Br, TRAN:EX"
 > <PassengerTransportationBr@gov.bc.ca>
 > To: "'manager'" <manager@empresstaxi.com>
 > Sent: 01 February, 2011 9:03 AM
 > Subject: FW: Yellow Cab Victoria
 >
 >
 >> File: 2011-00009
 >>
 >> Good morning Surinder,
 >>
 >> Further to my telephone call to you this morning below are the
 >> e-mail's that were sent to you by ^{s.22} Please provide your
 >> written response to the allegations contained in the e-mail's by
 >> February 11, 2011.
 >>
 >> Regards,
 >>
 >> Louise Swan
 >> Passenger Transportation Auditor
 >> Commercial Vehicle Safety and Enforcement Ministry of Transportation
 >> & Infrastructure
 >> 104 - 4240 Manor Street
 >> Burnaby, BC V5G 1B2
 >> Tel: 604-453-4220 Fax: 604-453-4253
 >> Toll free in BC 888-453-4280
 >> email: louise.swan@gov.bc.ca
 >>
 >>
 >> "This message, including any attachments, is confidential and may
 >> contain privileged information intended to be relied upon by the
 >> sender and/or the
 >> person(s) named above. If you are not the intended recipient or have
 >> received this message in error, immediately notify the sender by
 >> reply email, permanently delete the original transmission from the
 >> sender, including any attachments, without making a copy and confirm
 >> these actions in your reply email. Thank you."
 >>
 >>

DUPLICATE

Swan, Louise M TRAN:EX

From: Surinder [manager@empresstaxi.com]
To: Passenger Transportation Br, TRAN:EX
Sent: Tuesday, February 1, 2011 9:09 AM
Subject: Read: Yellow Cab Victoria

Your message was read on Tuesday, February 01, 2011 9:08:46 AM (GMT-08:00) Pacific Time (US & Canada).

Swan, Louise M TRAN:EX

From: Mail Delivery Subsystem [MAILER-DAEMON@mail125c0.megamailservers.com]
To: manager@empresstaxi.com
Sent: Tuesday, February 1, 2011 9:04 AM
Subject: Delivered. Yellow Cab Victoria

Your message has been delivered to the following recipients:

manager@empresstaxi.com

Subject: FW: Yellow Cab Victoria

Swan, Louise M TRAN:EX

From: Swan, Louise M TRAN:EX
Sent: Monday, January 31, 2011 3:56 PM
To: s.22
Subject: Complaint #2011-00009

Good afternoon,

Thank you for your e-mail's to the Passenger Transportation Branch. Please find attached below an acknowledgement letter .

Regards,

Louise Swan
Passenger Transportation Auditor
Commercial Vehicle Safety and Enforcement
Ministry of Transportation & Infrastructure
104 - 4240 Manor Street
Burnaby, BC V5G 1B2
Tel. 604-453-4220 Fax: 604-453-4253
Toll free in BC 888-453-4280
email: louise.swan@gov.bc.ca

"This message, including any attachments, is confidential and may contain privileged information intended to be relied upon by the sender and/or the person(s) named above. If you are not the intended recipient or have received this message in error, immediately notify the sender by reply email, permanently delete the original transmission from the sender, including any attachments, without making a copy and confirm these actions in your reply email. Thank you."

From: Louise.Swan@gov.bc.ca [mailto:Louise.Swan@gov.bc.ca]
Sent: Monday, January 31, 2011 9:27 AM
To: Swan, Louise M TRAN:EX
Subject:



20110131092710 p
df



File No: 2011-00009

January 31, 2011

s.22

Dear ^{s.22}

Re: City & Country Taxi Service Limited dba Yellow Cab of Victoria – PT70293

Thank you for taking the time to inform us of a situation you feel is unlawful. We have reviewed your complaint and are investigating this matter. We do not advise you of any punitive action taken.

We may contact you for further details to assist in the investigation of your complaint. However, you should be aware that if requested under the Freedom of Information and Protection of Privacy Act, the subject of your complaint could be made available to the requestor. Our normal practice is to withhold the identity of complainants. Should you require further information on the freedom of information process, please contact our Ministry's Information, Privacy and Records Branch at (250) 356-9514.

Yours truly,

Louise Swan
Passenger Transportation Auditor
Commercial Vehicle Safety & Enforcement
Passenger Transportation Branch

Ministry of
Transportation and
Infrastructure

Passenger Transportation Branch

Mailing Address
104, 4240 Manor Street
Burnaby BC V5G 1B2
Telephone 604. 453-4250
Toll-free: 888 453-4280
Fax: 604 453-4253

Location
104, 4240 Manor Street
Burnaby BC V5G 1B2

www.th.gov.bc.ca/rpt/

Refresh All Listboxes	View Terms and Conditions	View
-----------------------	---------------------------	------

Name CITY & COUNTRY TAXI SERVICE LIMITED

Client/NSC Num 200003733

PT Number 70293

Licence Status Active

Licence I

Address

Addr Line 1 817 FISGARD ST

Addr Line 2

City VICTORIA

Prov BC Country CAN

Postal V8W 1R9

Web Addr

District District 99

Region Region 1

Contact Information

Name Surinder Kang, Operations Mgr

E-mail manager@yellowcabofvictoria.com

Phone 250-360-8490 / 250-

Cell s.22

Fax 250-381-2227

manager@empire
taxi.com

Compare Addr/Contact Info with Client	Clear Highlighting	Copy Name/Address
Copy Address Info from Client		Paste Address

Last Updated Dec 31, 2010 14:23

COL Generated Date Jan 6, 2011 16:09

Agent

Name

Is the agent the primary contact



SPECIAL AUTHORIZATION

PASSENGER TRANSPORTATION BRANCH MINISTRY OF TRANSPORTATION AND INFRASTRUCTURE

LICENCE

Passenger Transportation Licence

Licence Holder: **CITY & COUNTRY TAXI SERVICE LIMITED** Licence Number: **70293**
VICTORIA, BC

Trade Name(s): **EMPRESS TAXI**
YELLOW CAB OF VICTORIA

Licence Expires: **JANUARY 27, 2012**

NOTICE TO LICENCE HOLDER

1. A copy of this licence document must be carried on the vehicle and be available at all times for inspection.
 2. The licence cancels all previous licences.
-

The Licence is a special authorization issued pursuant to the *Passenger Transportation Act*, and in the case of an extra-provincial undertaking pursuant to the *Motor Vehicle Act, 1987 (Canada)*, and is authorized to provide the passenger transportation services within the meaning of a special authorization, under the *Passenger Transportation Act* under the terms and conditions as specified below.

Special Authorization: Passenger Directed Vehicle (PDV)

Terms & Conditions:

Maximum Fleet Size: 92 motor vehicles of which a maximum of 84 may be conventional taxis. All other vehicles are accessible taxis.

Vehicle Capacity: Vehicles can accommodate a driver and not less than 2 and more than 7 passengers.

Specialty Vehicles: The accessible taxis must be operated in accordance with the *Motor Vehicle Act Regulations* including Division 10 (*motor carriers*) and Division 44 (*mobility aid accessible taxi standards*), as amended from time to time, and in

Page 1 of 3
COL\702\70293_COL
/jy/ss

Issued at Burnaby, British Columbia

Registrar, Passenger Transportation Branch

Date: January 6, 2011

PAGE 2

	accordance with any other applicable equipment regulations and standards
Vehicle Capacity:	Vehicles can accommodate a driver and not more than 5 passengers.
Vehicle Geographic Requirements	At least (1) accessible taxi must be operating and available for service between the 0800 and 1800 hours 6 days a week in the "Saanich Peninsula", which includes the District of Central Saanich, the District of North Saanich, and the Town of Sidney.
Minimum Operating Requirement:	A minimum of 2 accessible taxis in the fleet must be available to serve passengers 24 hours a day, 7 days a week.
Express authorizations:	(i) Vehicles may be equipped with a meter that calculates fares on a time and distance basis. (ii) Vehicles may be equipped with a top light. (iii) The operator of the vehicle may, from within the originating areas only, pick up passengers who hail or flag the motor vehicle from the street.
Service 1:	<i>The following terms and conditions apply to Service 1:</i>
Originating Area:	Transportation of passengers may only originate from points on the Saanich Peninsula and any other point on Vancouver Island that is east of Jordan River (including Jordan River) and south of the intersection of Highway 1 and the southern turnoff to Shawnigan Lake (i.e. Highway 1 and Shawnigan Lake Road).
Destination Area:	Transportation of passengers may terminate at any point in British Columbia and beyond the British Columbia border when engaged in an extra-provincial undertaking.
Return Trips:	The same passengers may only be returned from where their trip terminates in the <i>destination area</i> to any point in the <i>originating area</i> if the return trip is arranged by the time the originating trip terminates.
Taxi Cameras:	Taxi camera equipment may only be installed and operated in vehicles when the licensee is in compliance with applicable taxi camera rules, standards and orders of the Passenger Transportation Board.
Share Restriction:	<ol style="list-style-type: none">1. For a period of five years following the initial activation of any identifiers approved in this application, any vehicles attached to the identifiers must remain in the care and control of City & Country Taxi Service Ltd. and in no circumstances can the company issue shares, beneficial or otherwise, with respect to the identifiers or vehicles associated with the identifiers.2. For a period of four years following the initial activation of any identifiers approved in this application, City & Country Taxi Service Ltd. must, at the time of licence renewal, submit a notarized letter

Page 2 of 3
COL\702\70293_COL
/jyl/ss

Issued at Burnaby, British Columbia

Registrar, Passenger Transportation Branch

Date January 6, 2011

PAGE 3

confirming that the identifiers and any vehicles associated with the identifiers remain in the control of the company and no shares have been issued with respect to the operation of the vehicles or the identifiers associated with the vehicles.

Eco-friendly taxis: Any additional conventional taxis approved for this licence on or after June 11, 2007 and for which a passenger transportation identifier is issued, must be operated as 'eco-friendly taxis' as defined by Board Policy Guidelines in effect at the time the vehicle is issued a passenger transportation identifier.

Transfer of a licence: This special authorization may not be assigned or transferred except with the approval of the Board pursuant to section 30 of the Passenger Transportation Act.

Page 3 of 3
COL\702\70293_COL
/jyl/ss

Issued at Burnaby, British Columbia

Registrar, Passenger Transportation Branch

Date January 6, 2011



The Best Place on Earth

Ministry of
Transportation

Passenger Transportation Branch

250 123 4567

Incident Detail

File Number 2012-00093
Requestor s.22
Location VICTORIA
Subject Driving ability

Request Type
Assigned Inspector 312 Louise Swan
Received via Email

Received Date Nov 5, 2012
Assigned Date Nov 5, 2012
Completion Date Nov 8, 2012

Requestor
s.22

Licensee

PT Number 70293
License Type Special

ATTN: Surinder Kang, Operations Manager
CITY & COUNTRY TAXI SERVICE LIMITED
817 FISGARD ST
VICTORIA BC V8W 1R9

Phone
Cell
Email

Fax

Phone 250 381 2222 / 250-360-8490 / 250-381-4432

Fax 250-381-2227

Email manager@yellowcabofvictoria.com/ manager@empressta

Vehicle

Reg/VIN

Plate #

Owner

Jurisdiction

Driver

License Num:

Class:

Driver Name:

Expiry Date

Birthdate:

Jurisdiction

Comments:

Hi Louise,

Could you have a chat with the folks at Yellow in Victoria about the knowledge of drivers? Seems incredible that they wouldn't know where the legislative buildings are.....
Driver training issue?

Thanks

Dawn

-----Original Message-----

From: Dawes, Jacquie TRAN.EX

Sent: Friday, November 2, 2012 4:07 PM

To: Major, Dawn E TRAN EX

Cc: Clar, Jo-Ann T TRAN EX

Subject: Taxi complaint

Hey Dawn

s.22 yellow cabs serving YYJ constantly have new drivers who do not know where the leg buildings are and have to phone for directions Can we loom into?

Have a great weekend

J.

Jacquie Dawes

ADM, Transportation Policy & Programs

Nov.5/12 I telephoned the manager for Yellow Cab Victoria Surinder Kang

Nov 5/12 E-mail sent to Surinder Kang

Last Updated By: s.15

Last Updated Date

Nov 8, 2012

Printed Thursday, November 8, 2012 - 09:52:28 am

Page 1 of 2



The Best Place on Earth

Ministry of
Transportation

Passenger Transportation Branch

250 123 4567

Incident Detail

File Number	2012-00093	Request Type	Record Taxi Complaint	Received Date	Nov 5, 2012
Requestor	s.22	Assigned Inspector	312. Louise Swan	Assigned Date	Nov 5, 2012
Location	VICTORIA	Received via	Email	Completion Date	Nov 8, 2012
Subject	Driving ability				

Nov.6/12 Response received from Surinder Kang

Good Afternoon Louise,

Our company policy is that any new driver that is hired has a chauffeurs permit issued by city of Victoria Police department. We made a couple of exceptions because of financial hardships. The drivers were trained and tested. We will retrain those drivers and I will personally test their knowledge of the city. I assure you that any new driver that is hired will have to possess a chauffeur's permit and we will make sure that this sort of incident does not happen again.

Please pass on my apology to the customer

Best Regards,

Surinder Kang

Operations Manager

250-381-4432

Nov 6/12 E-mail sent to Surinder Kang

Good afternoon Surinder,

Thank you for your response

Are you saying that a couple of drivers didn't have chauffeurs permits?

Nov 6/12 E-mail response received back from Surinder Kang

Hello Louise,

Yes one driver has obtained a chauffeurs permit now and only one is remaining without one. Without chauffeur's permit they can pick up outside of Victoria city boundary limits and can drop off within Victoria city boundary.

Best Regards,

Surinder Kang

Operations Manager

250-381-4432

Conclusion:

Hi Dawn,

Below are the responses from Surinder Kang of Yellow Cab Victoria

Swan, Louise M TRAN:EX

From: Swan, Louise M TRAN:EX
Sent: Tuesday, November 6, 2012 4:10 PM
To: Major, Dawn E TRAN:EX
Subject: FW: Complaint #2012-00093

Hi Dawn,

Below are the responses from Surinder Kang of Yellow Cab Victoria.

Thanks,

Louise Swan
Passenger Transportation Auditor
Commercial Vehicle Safety and Enforcement
Ministry of Transportation & Infrastructure
104 - 4240 Manor Street
Burnaby, BC V5G 1B2
Tel: 604-453-4220 Fax: 604-453-4253
Toll free in BC 888-453-4280
email: louise.swan@gov.bc.ca

From: Surinder [<mailto:manager@empresstaxi.com>]
Sent: Tuesday, November 6, 2012 4:04 PM
To: Swan, Louise M TRAN:EX
Subject: Re: Complaint #2012-00093

Hello Louise,
Yes one driver has obtained a chauffeurs permit now and only one is remaining without one. Without chauffeur's permit they can pick up outside of Victoria city boundary limits and can drop off within Victoria city boundary.

Best Regards,
Surinder Kang
Operations Manager
250-381-4432

----- Original Message -----

From: Swan, Louise M TRAN:EX
To: 'Surinder'
Sent: Tuesday, November 06, 2012 3:51 PM
Subject: RE: Complaint #2012-00093

Good afternoon Surinder,

Thank you for your response.

Are you saying that a couple of drivers didn't have chauffeurs permits?

Regards,

Louise Swan
Passenger Transportation Auditor

Commercial Vehicle Safety and Enforcement
Ministry of Transportation & Infrastructure
104 - 4240 Manor Street
Burnaby, BC V5G 1B2
Tel: 604-453-4220 Fax: 604-453-4253
Toll free in BC 888-453-4280
email: louise.swan@gov.bc.ca

From: Surinder [<mailto:manager@empresstaxi.com>]
Sent: Tuesday, November 6, 2012 3:14 PM
To: Swan, Louise M TRAN:EX
Subject: Re: Complaint #2012-00093

Good Afternoon Louise,
Our company policy is that any new driver that is hired has a chauffeurs permit issued by city of Victoria Police department. We made a couple of exceptions because of financial hardships. The drivers were trained and tested. We will retrain those drivers and I will personally test their knowledge of the city. I assure you that any new driver that is hired will have to possess a chauffeur's permit and we will make sure that this sort of incident does not happen again. Please pass on my apology to the customer.

Best Regards,
Surinder Kang
Operations Manager
250-381-4432

----- Original Message -----

From: Swan, Louise M TRAN:EX
To: 'manager@empresstaxi.com'
Cc: Major, Dawn E TRAN:EX
Sent: Monday, November 05, 2012 9:28 AM
Subject: Complaint #2012-00093

Good morning Surinder,

Further to our telephone conversation this morning regarding new drivers allegedly not knowing where the Legislative Buildings are located in Victoria. The complaint reads in part as follows:

"yellow cabs serving YYJ constantly have new drivers who do not know where the Legislative Buildings are and have to phone for directions"

Please follow up on these allegations and report back your findings by tomorrow Tuesday, November 6, 2012.

Regards,

Louise Swan
Passenger Transportation Auditor
Commercial Vehicle Safety and Enforcement
Ministry of Transportation & Infrastructure
104 - 4240 Manor Street
Burnaby, BC V5G 1B2
Tel: 604-453-4220 Fax: 604-453-4253
Toll free in BC 888-453-4280
email: louise.swan@gov.bc.ca

Swan, Louise M TRAN:EX

From: Major, Dawn E TRAN:EX
Sent: Monday, November 5, 2012 9:04 AM
To: Swan, Louise M TRAN:EX
Subject: FW: Taxi complaint

Hi Louise,

Could you have a chat with the folks at Yellow in Victoria about the knowledge of drivers?
Seems incredible that they wouldn't know where the legislative buildings are.....
Driver training issue?

Thanks

Dawn

-----Original Message-----

From: Dawes, Jacquie TRAN:EX
Sent: Friday, November 2, 2012 4:07 PM
To: Major, Dawn E TRAN:EX
Cc: Clar, Jo-Ann T TRAN:EX
Subject: Taxi complaint

Hey Dawn

s.22

yellow cabs serving YYJ constantly have new drivers who do not know where the leg buildings are and have to phone for directions. Can we loom into?

Have a great weekend

J.

Jacquie Dawes
ADM, Transportation Policy & Programs

	Refresh All Listboxes		View Terms and Conditions	View
--	-----------------------	--	---------------------------	------

Name CITY & COUNTRY TAXI SERVICE LIMITED

Client/NSC Num 200003733 PTM >> PT Number 70293 PTM >> Licence Status Active

Address			
Addr Line 1	817 FISGARD ST		
Addr Line 2			
City	VICTORIA		
Prov	BC	Country	CAN
		Postal	V8W 1R9
Web Addr	yellowcabvictoria.com		
District	District 99		
Region	Region 1		

Contact Information

Name	Sunder Kang, Oper
E-mail	manager@yellowcab
Phone	250.381.2222 / 250-
Cell	s.22
Fax	250-381-2227

Agent

Name

Copy Agent Name/Address

Compare Addr/Contact Info with Client

Clear Highlighting

Copy LicenseeName/Address

Copy Address Info from Client

Copy Address

Paste Address

Last Updated Mar 2, 2012 9:02

COL Generated Date Jun 14, 2012 12:14

Conditions of Licence



Active Yes

Licence Expiry Date Jan 27, 2013

ations Manager

ofvictoria.com/manager@empresstaxi.com

360-8

Surinder Kang



Party ID : s.22

Incident Detail

File Number 2013-00014	Request Type	Record Taxi Complaint	Received Date Feb 8, 2013
Requestor s.22	Assigned Inspector	311 Margaret Lovell	Assigned Date Feb 12, 2013
Location VICTORIA	Received via	Email	Completion Date Feb 25, 2013
Subject Payment issues			

Requestor
s.22

Victoria

Phone

Cell

Email s.22

Vehicle

Reg/VIN

Plate #

Owner

Fax

Jurisdiction

Licensee

PT Number 70293

License Type Special

ATTN: Surinder Kang, Operations Manager
CITY & COUNTRY TAXI SERVICE LIMITED
817 FISGARD ST
VICTORIA BC V8W 1R9

Phone 250-381-2222

Fax 250-381-2227

Email manager@yellowcabofvictoria.com / manager@empresst

Driver

License Num:

Driver Name:

Birthdate:

Class:

Expiry Date

Junsdiction

Comments:

The following complaint was received at the Branch

"Further to our conversation of this morning re \$20.00 Coupon being Handed to passengers taking a cab from Victoria International Airport, to encourage them to call only Yellow Cab, for they're return trip to the airport

Apparently this has been going on for the last month

s.22

Illegal practice We would like this stopped if this is true
Respectfully "

END _____

we certainly hope that the PSTB, will step in to put an immediate stop to this

February 12, 2013 - an Acknowledgement letter was directed to s.22 (mgl)

February 15, 2013 - contact was made with s.22 with a view of ascertaining whether or not he was able to identify the driver(s) of City and Country Taxi that are allegedly handing out coupons with a view of securing return trips to the Airport

s.22 could not identify the driver(s) He said that it is rumoured. s.22

s.22 City & Country are owner operators and that unless he could identify the driver(s) involved that the Branch could not successfully investigate the allegations and put the licensee to task He indicated that should he receive more specific information, that he would forward it to the Branch for investigation (mgl)

s.22

Last Updated By: s.15

Last Updated Date Feb 25, 2013

Printed Monday, February 25, 2013 - 11:48:50 am

Page 1 of 2

Incident Detail

File Number 2013-00014
Requestor s.22
Location VICTORIA
Subject Payment issues

Request Type Record Taxi Complaint
Assigned Inspector 311 Margaret Lovell
Received via Email

Received Date Feb 8, 2013
Assigned Date Feb 12, 2013
Completion Date Feb 25, 2013

s.22

February 25, 2013, s.22 responded as follows

"Thank you for your reply of the 18th of February. I appreciate your looking into my complaint, s.22

Conclusion:

Investigation was conducted in that Sunnder Kang, Operations Manager for City & Country Taxi was contacted to ascertain whether or not he was aware of any drivers handing out coupons with a view of securing return trips? He said "NO". He said, if it was so who those drivers are?

s.22 could not verify the source of the allegations. He was told that the Branch could not investigate the allegations without further proof s.22

As such the complaint is deemed inconclusive and the file log closed (mgl)

Lovell, Margaret G TRAN:EX

From: s.22
Sent: Sunday, February 24, 2013 11:58 AM
To: Lovell, Margaret G TRAN EX
Subject: Re: Yellow Cabs of Victoria

Ms. Lovell:

Thank you for your reply of the 18th of February. I appreciate your looking into my complaint.^{s.22}

On Tuesday, February 12, 2013, Lovell, Margaret G TRAN:EX wrote:
Hello ^{s.22}

Please find attached our Acknowledgement letter.

Regards.

Margaret Lovell
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation & Infrastructure
Toll Free: (1-800-663-7867)
Direct: (604) 453-4255
Branch: (604) 453-4250

Facsimile: (604) 453-4253

e-mail: margaret.lovell@gov.bc.ca

Web Address: www.th.gov.bc.ca/rpt

This message, including any attachments, is confidential and may contain privileged information intended to be relied upon by the sender and/or the person(s) named above. If you are not the intended recipient or have received this message in error, immediately notify the sender by reply email, permanently delete the original transmission from the sender, including any attachments, without making a copy and confirm these actions in your reply email. Thank you.

Lovell, Margaret G TRAN:EX

From: Lovell, Margaret G TRAN:EX
Sent: Tuesday, February 12, 2013 9:55 AM
To: s.22
Subject: Yellow Cabs of Victoria



20130212095029.p
df

Hello s.22

Please find attached our Acknowledgement letter.

Regards.

Margaret Lovell

Passenger Transportation Inspector

Passenger Transportation Branch

Ministry of Transportation & Infrastructure

Toll Free: (1-800-663-7867)

Direct: (604) 453-4255

Branch: (604) 453-4250

Facsimile: (604) 453-4253

e-mail: margaret.lovell@gov.bc.ca

Web Address: www.th.gov.bc.ca/rpt

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File No: 2013-00014

February 12, 2013

(TRANSMITTAL VIA EMAIL TO:^{s.22}
Please note – no further copies of this Acknowledgement
letter will be mailed to you)

s.22

VICTORIA, BC

Dear^{s.22}

Re: Complaint against City & Country Taxi Service Limited

Thank you for taking the time to inform us of a situation you feel is unlawful. We have reviewed your complaint and are investigating this matter. We do not advise you of any punitive action taken.

We may contact you for further details to assist in the investigation of your complaint. However, you should be aware that if requested under the Freedom of Information and Protection of Privacy Act, the subject of your complaint could be made available to the requestor. Our normal practice is to withhold the identity of complainants. Should you require further information on the freedom of information process, please contact our Ministry's Information, Privacy and Records Branch at <http://www.gov.bc.ca/citz/iao/>.

Yours truly,

Margaret Lovell

Margaret Lovell,
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation & Infrastructure
/mgl

Ministry of
Transportation
and Infrastructure

Passenger Transportation
Branch

104 - 4240 Manor Street
Burnaby BC V5G 1B2

E-mail:
passengertransportationbr@gov.bc.ca

Telephone 604 453 4250
Fax: 604.453.4253
Web: www.th.gov.bc.ca/rpt/

Lovell, Margaret G TRAN:EX

From: s.22
Sent: Friday, February 8, 2013 2:42 PM
To: Passenger Transportation Br, TRAN EX
Cc: s.22
Subject: Yellow Cabs Of Victoria :

Margaret:

Further to our conversation of this morning re: \$20.00 Coupon being Handed to passengers taking a cab from Victoria International Airport, to encourage them to call only Yellow Cab, for they're return trip to the airport.

Apparently this has been going on for the last month.

s.22
if the
rumours that we are hearing are true?, we certainly hope that the PSTB, will step in to put an immediate stop tony his illegal practice We would like this stopped if this is true.
Respectfully

Sent from my iPhone



The Best Place on Earth

Ministry of
Transportation
and Infrastructure

Passenger Transportation Branch

Incident Detail

File Number	2013-00078	Request Type	Record Taxi Complaint	Received Date	Sep 17, 2013
Requestor	s.22	Assigned Inspector	Dave Birchmore	Assigned Date	Sep 17, 2013
Location	SIDNEY	Received via	Email	Completion Date	Nov 4, 2013
Subject	Wait times (regular/accessible taxi)				

Requestor
s.22

Licensee

PT Number 70293
License Type Special

ATTN: Sunder Kang, Operations Manager
CITY & COUNTRY TAXI SERVICE LIMITED
817 FISGARD ST
VICTORIA BC V8W 1R9

Phone s.22
Cell
Email

Fax

Vehicle
Reg/VIN
Plate #
Owner

Jurisdiction

Phone 250-381-2222/250-381-4432
Fax 250-381-2227
Email manager@yellowcabofvictoria.com, manager@empressta

Driver

License Num:	Class:
Driver Name:	Expiry Date:
Birthdate:	Jurisdiction:

Comments:

September 16, 2013

email from s.22

I wish to lodge a complaint regarding taxi service in Sidney and the Victoria airport. I s.22 have to take a cab from the airport to Sidney s.22 late at night when I cannot ask someone for a favour to pick me up. The driver, upon finding out it is only a small trip gives me 'attitude' all the way there. Occasionally, I get someone who is sympathetic but for the most part, the driver makes me feel like I am imposing s.22. Recently, we had an event where wine was served. We called for a cab (Yellow Cab is the only company that supposedly services Sidney) for one couple to go home at 10:30 pm. No one came. We called every 10 minutes and we were told a cab was coming but no cab ever came. This is the third time this has happened. s.22

an event in North Saanich. I called for a cab to take us there an hour before. Same thing, we called several times but they would not come. They even lied and said they were coming but they did not come. s.22

I think this is very poor and certainly does not encourage people to take a cab instead of driving when alcohol is involved.

My opinion is that the cab drivers only want to take big fares and it should not be that way. An elderly person who needs a \$8.00 ride to a medical appointment should be treated the same as someone taking a 45 minute ride.

In Toronto and San Francisco a company called Uber has become very popular and some taxi companies participate with them. My own experience with Uber was very positive, the cars were clean and well maintained, the drivers were very interested in client satisfaction because the client has the option to 'rate the driver'. I think this a far superior method because you have communication directly with the driver, who can tell you how far away he/she is and how long it will be before pick up. I understand the taxi association lobbied against Uber coming into Vancouver and I think this is a pity. The cab companies seem to have a monopoly on providing transportation in this province. I think more competition would be a healthy thing.

I would appreciate it if you take these comments into consideration when licences are up for renewal. We need better service to our community. If they (Yellow Cab) cannot provide a better level of service, then perhaps someone else should have the opportunity to compete with them. s.22

Last Updated By s.15

Last Updated Date Nov 4, 2

Printed: Monday, November 4, 2013 - 02:25:20 pm

Page 1



The Best Place on Earth

Ministry of
Transportation
and Infrastructure

Passenger Transportation Branch

Incident Detail

File Number	2013-00078	Request Type	Record Taxi Complaint	Received Date	Sep 17, 2013
Requestor	s.22	Assigned Inspector	Dave Birchmore	Assigned Date	Sep 17, 2013
Location	SIDNEY	Received via	Email	Completion Date	Nov 4, 2013
Subject	Wait times (regular/accessible taxi)				

Email sent to s.22

Hello s.22

Thank-you for contacting the Passenger Transportation Branch. Per your conversation with Dawn Major, I will be looking after your complaint. I do need some clarification in regards to your complaint can you review the following questions provided below

You stated in your email that you had issues regarding a driver picking you up and dropping you off, please answer the following questions provided below

- Who? Company name, taxi number, and name of driver.
- What? Description of the incident
- When? Date and time of the incident.
- Where? Location where the incident occurred

In the second part of your email you called a cab for friends at your home and the cab never arrived, please answer the following questions provided below

- Who? Company name, taxi number, and name of driver
- What? Description of the incident
- When? Date and time of the incident
- Where? Location where the incident occurred

If you have any questions please email me

Regards,

Dave Birchmore

September 27, 2013

Acknowledgement letter sent to s.22

October 2, 2013

email to Surinder Kang Operations Manager

Hello Mr Surinder Kang,

The Branch has received a complaint in regards to your company. Please review the complaint below and respond by October 8, 2013

Dear Mr Birchmore Unfortunately, when you call a cab, you are not given the name of the driver or a taxi number. I can only tell you that the most recent incident was August 24th at about 10:15 pm. It was Yellow Cabs, because they service the airport and they recently bought Peninsula Taxi they seemed to be the best bet, we don't have any other taxi service in Sidney or at the airport – there is no competition. The pickup point was Sidney BC. As I mentioned, we called and called but no cab ever came even though they did not tell us they would not be coming. After an hour of waiting, our guests drove themselves home – 30 miles. As to the Victoria airport, I will keep a record from now on of the names, dates and taxi numbers so I can communicate them to you in the future. I am sure this problem will not go away in the meantime.

Thank you for listening,

Regards,

Dave Birchmore

October 2, 2013

Last Updated By s.15

Printed Monday, November 4, 2013 - 02:25:20 pm

Last Updated Date Nov 4, 2013

Page 2 of 2



The Best Place on Earth

Ministry of
Transportation
and Infrastructure

Passenger Transportation Branch

Incident Detail

File Number	2013-00078	Request Type	Record Taxi Complaint	Received Date	Sep 17, 2013
Requestor	s.22	Assigned Inspector	Dave Birchmore	Assigned Date	Sep 17, 2013
Location	SIDNEY	Received via	Email	Completion Date	Nov 4, 2013
Subject	Wait times (regular/accessible taxi)				

email to Surinder Kang

Hello Mr Surinder Kang,

The Branch has received a complaint in regards to your company. Please review the complaint below and respond by October 8, 2013

Dear Mr. Birchmore Unfortunately, when you call a cab, you are not given the name of the driver or a taxi number. I can only tell you that the most recent incident was August 24th at about 10 15 pm. It was Yellow Cabs, because they service the airport and they recently bought Peninsula Taxi they seemed to be the best bet, we don't have any other taxi service in Sidney or at the airport - there is no competition. The pickup point was Sidney BC. As I mentioned, we called and called but no cab ever came even though they did not tell us they would not be coming. After an hour of waiting, our guests drove themselves home - 30 miles. As to the Victoria airport, I will keep a record from now on of the names, dates and taxi numbers so I can communicate them to you in the future. I am sure this problem will not go away in the meantime. Thank you for listening.

Regards,

Dave Birchmore

October 3, 2013

email from Surinder Kang

Hello Mr Dave Birchmore,
I checked my records for the call. I will attach the call logs. We received the call at 10 18PM. As Saturday nights are usually busy nights, we were busy that night. A cab arrived at the address at 11 04 and called in a no trip. We do apologize for the delay. If there is anything we can do to please customer we will. Again we apologize for the delay.
Best Regards,
Surinder Kang

October 7, 2013

email to s.22

Hello s.22

I have received an email from Surinder Kang (Operations Manager of City and Country). He would like to talk to you in regards to your complaint and apologize for the delay and the companies customer service. Here is the information to contact Surinder Kang (250) 381-4432
manager@yellowcabsofvictoria.com

Regards,

Dave Birchmore

October 7, 2013

email from s.22

Thank you Dave. I will call him. I am pleased they are willing to discuss this.
s.22

Conclusion:

November 4, 2013

The file is now closed, no further action required

Last Updated By s.15

Last Updated Date Nov 4, 2013

Printed Monday, November 4, 2013 - 02:25:20 pm

Page 3 of 3



The Best Place on Earth

Incident Detail

File Number	2013-00078	Request Type	Record Taxi Complaint	Received Date	Sep 17, 2013
Requestor	s.22	Assigned Inspector	Dave Birchmore	Assigned Date	Sep 17, 2013
Location	SIDNEY	Received via	Email	Completion Date	
Subject	Wait times (regular/accessible taxi)				

Requestor
s.22

Phone s.22
Cell
Email

Vehicle
Reg/VIN
Plate #
Owner

*Wait
response on
October 7
from Mr. King*

Jurisdiction

Licensee

PT Number 70293
License Type Special

ATTN: Sunnder Kang, Operations Manager
CITY & COUNTRY TAXI SERVICE LIMITED
817 FISGARD ST
VICTORIA BC V8W 1R9

Phone 250-381-2222/250-381-4432
Fax 250-381-2227
Email manager@yellowcabofvictoria.com, manager@empressta

Driver

License Num:	Class:
Driver Name:	Expiry Date:
Birthdate:	Jurisdiction:

Comments:

September 16, 2013

email from s.22

I wish to lodge a complaint regarding taxi service in Sidney and the Victoria airport
DUPLICATE

Last Updated By s.15

Printed Tuesday, September 17, 2013 - 12 12 20 pm

Last Updated Date Sep 17, 2

Page 1



Incident Detail

File Number	2013-00078	Request Type	Record Taxi Complaint	Received Date	Sep 17, 2013
Requestor	s.22	Assigned Inspector	Dave Birchmore	Assigned Date	Sep 17, 2013
Location	SIDNEY	Received via	Email	Completion Date	
Subject	Wait times (regular/accessible taxi)				

Email sent to s.22

Conclusion:

Refresh All Listboxes	View Signing Authority	View Terms and Conditions	View Conditions of Licence	←	→
-----------------------	------------------------	---------------------------	----------------------------	---	---

Name CITY & COUNTRY TAXI SERVICE LIMITED

Active Yes

Client/NSC Num 200003733

PTM >>

PT Number 70293

PTM >>

Licence Status Active

Licence Expiry Date Jan 27, 2014

Address

Addr Line 1 817 FISGARD ST

Addr Line 2

City VICTORIA

Prov BC Country CAN

Postal V8W 1R9

Web Addr yellowcabvictoria.com

District District 99

Region Region 1

Contact Information

Name Sumnder Kang, Operations Manager

E-mail manager@yellowcabofvictoria.com; manager@empresstaxi.com

Phone 250-381-2222/250-381-44

Cell s.22

Fax 250-381-2227

Agent

Name

>>

Copy Agent Name/Address

Compare Addr/Contact Info with Client

Clear Highlighting

Copy LicenseeName/Address

Copy Address Info from Client

Copy Address

Paste Address

Last Updated Aug 13, 2013 11:44

COL Generated Date Jan 4, 2013 14:52

*

Party ID s.22

LICENCE

Passenger Transportation Licence

Licence Holder: CITY & COUNTRY TAXI SERVICE LIMITED Licence Number: 70293
VICTORIA, BC

Trade Name(s): YELLOW CAB OF VICTORIA

Licence Expires: JANUARY 27, 2014

NOTICE TO LICENCE HOLDER

1. A copy of this licence document must be carried on the vehicle and be available at all times for inspection.
2. The licence cancels all previous licences.

The Licence is a special authorization issued pursuant to the *Passenger Transportation Act*, and in the case of an extra-provincial undertaking pursuant to the *Motor Vehicle Act, 1987 (Canada)*, and is authorized to provide the passenger transportation services within the meaning of a special authorization, under the *Passenger Transportation Act* under the terms and conditions as specified below.

Special Authorization	Passenger Directed Vehicle (PDV)
Terms & Conditions of Licence	
Vehicles	
Maximum Fleet Size:	100 taxis of which. 95 may operate 24 hours/7 days a week. Of these a maximum of 87 may be conventional taxis. All other vehicles are accessible taxis. 5 vehicles only may be operated as "peak period taxis" under service 2
Specialty Vehicles:	The accessible taxis must be operated in accordance with the <i>Motor Vehicle Act Regulations</i> including Division 10 (motor carriers) and Division 44 (mobility aid accessible taxi standards), as amended from time to time, and in accordance with any other applicable equipment regulations and standards

Page 1 of 3
COL\702\70293_COL
/asf/ss

Issued at Burnaby, British Columbia

Registrar, Passenger Transportation Branch

Date January 4, 2013

PAGE 2

Vehicle Capacity:	A driver and not less than 2 and more than 7 passengers
Vehicle Geographic Requirements:	At least (1) accessible taxi must be operating and available for service between the 0800 and 1800 hours 6 days a week in the "Saanich Peninsula", which includes the District of Central Saanich, the District of North Saanich, and the Town of Sidney.
Minimum Operating Requirement:	A minimum of 2 accessible taxis in the fleet must be available to serve passengers 24 hours a day, 7 days a week.
Services	
Service 1:	
Originating Area:	Transportation of passengers may only originate from points on the Saanich Peninsula and any other point on Vancouver Island that is east of Jordan River (including Jordan River) and south of the intersection of Highway 1 and the southern turnoff to Shawnigan Lake (i.e. Highway 1 and Shawnigan Lake Road).
Destination Area:	Transportation of passengers may terminate at any point in British Columbia and beyond the British Columbia border when engaged in an extra-provincial undertaking.
Return Trips:	The same passengers may only be returned from where their trip terminates in the destination area to any point in the originating area if the return trip is arranged by the time the originating trip terminates.
Service 2	Peak Period Taxis
Originating Area:	Transportation of passengers may only originate from points in the Capital Regional District excluding Sooke.
Destination Area:	Transportation of passengers may terminate at any point in British Columbia
Maximum Operating Requirement:	<p>Vehicles may only be available for hire:</p> <ul style="list-style-type: none"> • Friday and Saturday from 5 p.m. to 5 a.m. • St. Patrick's Day (March 17th) from 5 p.m. to 5 a.m. • Canada Day (July 1st) from 5 p.m. to 5 a.m. • Halloween (October 31st) from 5 p.m. to 5 a.m. • New Year's Eve (December 31st) from 5 p.m. to 5 a.m.
Vehicle Identification:	Each vehicle must have a capital letter "W" placed on the front fenders and rear trunk of the vehicle. This letter "W" must not be less than 12 cm high and 5 centimeters wide, and must be the same colour as the vehicle word "taxi" or "cab" on the vehicle.

Page 2 of 3
COL\702\70293_COL
/asf/ss

Issued at Burnaby, British Columbia

Registrar, Passenger Transportation Branch

Date: January 4, 2013

PAGE 3

Other	
Express authorizations:	<p>(i) Vehicles must be equipped with a meter that calculates fares on a time and distance basis.</p> <p>(ii) Vehicles may be equipped with a top light.</p> <p>(iii) Vehicles may, from within the originating area only, pick up passengers who hail or flag the motor vehicle from the street.</p>
Taxi Cameras:	Taxi camera equipment may only be installed and operated in vehicles when the licensee is in compliance with applicable taxi camera rules, standards and orders of the Passenger Transportation Board
Share Restriction:	<p>1. For a period of five years following the initial activation of any identifiers approved in application 926-08, any vehicles attached to the identifiers must remain in the care and control of City & Country Taxi Service Ltd. and in no circumstances can the company issue shares, beneficial or otherwise, with respect to the identifiers or vehicles associated with the identifiers.</p> <p>2. For a period of four years following the initial activation of any identifiers approved in application 926-08, City & Country Taxi Service Ltd. must, at the time of licence renewal, submit a notarized letter confirming that the identifiers and any vehicles associated with the identifiers remain in the control of the company and no shares have been issued with respect to the operation of the vehicles or the identifiers associated with the vehicles.</p>
Eco-friendly taxis:	Any additional conventional taxis approved for this licence on or after June 11, 2007 and for which a passenger transportation identifier is issued, must be operated as 'eco-friendly taxis' as defined by Board Policy Guidelines in effect at the time the vehicle is issued a passenger transportation identifier.
Transfer of a licence:	This special authorization may not be assigned or transferred except with the approval of the Board pursuant to section 30 of the <i>Passenger Transportation Act</i> .

Page 3 of 3
COL\702\70293_COL
/ast/ss

Issued at Burnaby, British Columbia

Registrar, Passenger Transportation Branch

Date January 4, 2013

Birchmore, Dave J TRAN:EX

From: Major, Dawn E TRAN EX
Sent: Monday, September 16, 2013 2:49 PM
To: Birchmore, Dave J TRAN:EX
Subject: RE: Taxi Complaint - Yellow Cabs

Thanks.....^{s.22} phoned me directly, so if you reply to here, you can add something like as per your conversation with dawn major and subsequent note.....

^{s.22}

From: Birchmore, Dave J TRAN:EX
Sent: Monday, September 16, 2013 2:46 PM
To: Major, Dawn E TRAN:EX; TRAN ALL Passenger Transportation Inspectors
Subject: RE: Taxi Complaint - Yellow Cabs

I will take the lead,

Dave

From: Major, Dawn E TRAN:EX
Sent: Monday, September 16, 2013 2:28 PM
To: TRAN ALL Passenger Transportation Inspectors
Subject: FW: Taxi Complaint - Yellow Cabs

Hi,

Here is a complaint.....and some comments about UBER

Thanks

Dawn

From: ^{s.22}
Sent: Monday, September 16, 2013 2:15 PM
To: Major, Dawn E TRAN:EX
Subject: Taxi Complaint - Yellow Cabs

I wish to lodge a complaint regarding taxi service in Sidney and the Victoria airport.
DUPLICATE

s.22

Page 061

Withheld pursuant to/removed as

s.22

Birchmore, Dave J TRAN:EX

To: s.22
Subject: Complaint 2013-00078

Hello s.22

Thank-you for contacting the Passenger Transportation Branch. Per your conversation with Dawn Major, I will be looking after your complaint. I do need some clarification in regards to your complaint can you review the following questions provided below.

You stated in your email that you had issues regarding a driver picking you up and dropping you off, please answer the following questions provided below.

- **Who? Company name, taxi number, and name of driver.**
- **What? Description of the incident.**
- **When? Date and time of the incident.**
- **Where? Location where the incident occurred.**

In the second part of your email you called a cab for friends at your home and the cab never arrived , please answer the following questions provided below.

- **Who? Company name, taxi number, and name of driver.**
- **What? Description of the incident.**
- **When? Date and time of the incident.**
- **Where? Location where the incident occurred.**

If you have any questions please email me.

Regards,

Dave Birchmore
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation and Infrastructure
Suite 313-1500 Woolridge Street
Coquitlam, BC V3K 0B8
Tel: 604-527-2196 Fax: 604-527-2205
email: Dave.Birchmore@gov.bc.ca



File No: 2013-00078

September 23, 2013

s.22

Dear: ^{s.22}

Re: CITY & COUNTRY TAXI SERVICE LIMITED (Manager Surinder Kang) PT# 70293

Thank you for taking the time to inform us of an alleged situation you feel is unlawful. We have reviewed your complaint and are investigating this matter. We do not advise you of any punitive action taken.

We may contact you for further details to assist in the investigation of your complaint. However, you should be aware that if requested under the Freedom of Information and Protection of Privacy Act, the subject of your complaint could be made available to the requestor. Our normal practice is to withhold the identity of complainants. Should you require further information on the freedom of information process, please contact our Ministry's Information, Privacy and Records Branch at <http://www.gov.bc.ca/citz/iaol/>.

Yours truly,

Dave Birchmore

Dave Birchmore
Passenger Transportation Branch

Ministry of
Transportation
and Infrastructure

Passenger Transportation
Branch

Suite 313 - 1500 Woolridge Street
Coquitlam, BC V3K 0B8

Telephone 604 527.2198
Fax: 604 527 2205
Web: www.th.gov.bc.ca/rpt/

E-mail
passengertransportationbr@gov.bc.ca

Birchmore, Dave J TRAN:EX

To: s.22
Subject: Complaint 2013-00078
Attachments: Scanned20130927.pdf

Hello s.22

Here is your Acknowledgement letter in regards to you complaint. Thank-you again for contacting the Passenger Transportation Branch.

Regards,

Dave Birchmore
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation and Infrastructure
Suite 313-1500 Woolridge Street
Coquitlam, BC V3K 0B8
Tel: 604-527-2196 Fax: 604-527-2205
email: Dave.Birchmore@gov.bc.ca

Birchmore, Dave J TRAN:EX

To: manager@yellowcabofvictoria.com
Subject: Complaint 2013-00078

Hello Mr Surinder Kang,

The Branch has received a complaint in regards to your company. Please review the complaint below and respond by October 8, 2013.

Dear Mr. Birchmore. Unfortunately, when you call a cab, you are not given the name of the driver or a taxi number. I can only tell you that the most recent incident was August 24th at about 10:15 pm. It was Yellow Cabs, because they service the airport and they recently bought Peninsula Taxi they seemed to be the best bet; we don't have any other taxi service in Sidney or at the airport – there is no competition. The pickup point was ^{s.22} Sidney BC. As I mentioned, we called and called but no cab ever came even though they did not tell us they would not be coming. After an hour of waiting, our guests drove themselves home – 30 miles. As to the Victoria airport, I will keep a record from now on of the names, dates and taxi numbers so I can communicate them to you in the future. I am sure this problem will not go away in the meantime. Thank you for listening,

Regards,

Dave Birchmore
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation and Infrastructure
Suite 313-1500 Woolridge Street
Coquitlam, BC V3K 0B8
Tel: 604-527-2196 Fax: 604-527-2205
email: Dave.Birchmore@gov.bc.ca

Birchmore, Dave J TRAN:EX

From: Birchmore, Dave J TRAN EX
Sent: Friday, September 27, 2013 11:39 AM
To: s.22
Subject: Complaint 2013-00078
Attachments: Scanned20130927.pdf

Hello s.22

Here is your Acknowledgement letter in regards to you complaint. Thank-you again for contacting the Passenger Transportation Branch.

Regards,

Dave Birchmore
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation and Infrastructure
Suite 313-1500 Woolridge Street
Coquitlam, BC V3K 0B8
Tel: 604-527-2196 Fax: 604-527-2205
email: Dave.Birchmore@gov.bc.ca

Birchmore, Dave J TRAN:EX

From: Operations Manager [manager@empresstaxi.com]
Sent: Thursday, October 3, 2013 10:22 AM
To: Birchmore, Dave J TRAN:EX
Subject: Re: Complaint 2013-00078
Attachments: PTBAug_24_2013 bmp

Hello Mr Dave Birchmore,

I checked my records for the call. I will attach the call logs. We received the call at 10:18PM. As Saturday nights are usually busy nights, we were busy that night. A cab ^{s.22} arrived at the address at 11:04 and called in a no trip. We do apologize for the delay. If there is anything we can do to please customer we will. Again we apologize for the delay.

Best Regards,

Surinder Kang | Operations Manager | Yellow Cab of Victoria

T: 250.381.4432 | F: 250.381.2227 | Web: www.yellowcabvictoria.com

----- Original Message -----

From: Birchmore, Dave J TRAN:EX
To: 'manager@yellowcabofvictoria.com'
Sent: Wednesday, October 02, 2013 10:07 AM
Subject: Complaint 2013-00078

Hello Mr Surinder Kang,

The Branch has received a complaint in regards to your company. Please review the complaint below and respond by October 8, 2013.

Dear Mr. Birchmore. Unfortunately, when you call a cab, you are not given the name of the driver or a taxi number. I can only tell you that the most recent incident was August 24th at about 10:15 pm. It was Yellow Cabs, because they service the airport and they recently bought Peninsula Taxi they seemed to be the best bet; we don't have any other taxi service in Sidney or at the airport – there is no competition. The pickup point was ^{s.22} Sidney BC. As I mentioned, we called and called but no cab ever came even though they did not tell us they would not be coming. After an hour of waiting, our guests drove themselves home – 30 miles.

As to the Victoria airport, I will keep a record from now on of the names, dates and taxi numbers so I can communicate them to you in the future. I am sure this problem will not go away in the meantime.

Thank you for listening,

Regards,

Dave Birchmore
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation and Infrastructure
Suite 313-1500 Woolridge Street
Coquitlam, BC V3K 0B8
Tel: 604-527-2196 Fax: 604-527-2205
email: Dave.Birchmore@gov.bc.ca

Birchmore, Dave J TRAN:EX

To: s.22
Subject: Complaint 2013-00078

Hello s.22

I have received an email from Surinder Kang (Operations Manager of City and Country). He would like to talk to you in regards to your complaint and apologize for the delay and the companies customer service. Here is the information to contact Surinder Kang (250) 381-4432
manager@yellowcabofvictoria.com

Regards,

Dave Birchmore
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation and Infrastructure
Suite 313-1500 Woolridge Street
Coquitlam, BC V3K 0B8
Tel: 604-527-2196 Fax: 604-527-2205
email: Dave.Birchmore@gov.bc.ca



The Best Place on Earth

Ministry of
Transportation
and Infrastructure

Passenger Transportation Branch

Incident Detail

File Number	2013-00080	Request Type	Record Taxi Complaint	Received Date	Oct 7, 2013
Requestor	s.22	Assigned Inspector	312 Louise Swan	Assigned Date	Oct 7, 2013
Location	VICTORIA	Received via	Email	Completion Date	Oct 9, 2013
Subject	Behaviour of the driver				

Requestor
s.22

Licensee

PT Number 70293
License Type Special

ATTN: Surinder Kang, Operations Manager
CITY & COUNTRY TAXI SERVICE LIMITED
817 FISGARD ST
VICTORIA BC V8W 1R9

Phone s.22
Cell
Email

Fax

Vehicle
Reg/VIN
Plate #
Owner

Jurisdiction

Phone 250-381-2222/250-381-4432
Fax 250-381-2227
Email manager@yellowcabofvictoria.com, manager@empressta

Driver

License Num:
Driver Name:
Birthdate:

Class:
Expiry Date:
Jurisdiction

Comments:

On the morning of Saturday, October 5th, 2013 around 3am, I called Yellow Cab of Victoria, (250) 386-7766 on my mobile phone and requested a cab to s.22, Esquimalt, British Columbia. I was with a female friend s.22 and my main concern was getting her home which is what she wanted so I informed the dispatcher I would appreciate a quick response. A few minutes later, a man who identified himself as a driver for Yellow Cab called my mobile phone and informed me he was only 2 minutes away. The cab, s.22 arrived s.22 provided the driver with her address, s.22. The driver pulled onto Esquimalt rd and headed towards downtown, I had not been to my friend's home so I did not question this s.22. The driver followed Esquimalt rd and turned left onto Bay st then up to Douglas st where he again turned left. He followed Douglas past Tillicum rd which is a direct route from where we were picked up via Head st, which becomes Lampson. When I asked the driver why he hadn't taken the direct route up Tillicum rd as we passed it, he shrugged his shoulders and said he was following his GPS. I made a comment about how his GPS was costing me an extra \$10 s.22. We arrived at s.22 the meter read just over \$23 s.22. The driver rolled down his window, I handed the driver \$25, two \$10's and a \$5. I made it clear that s.22. I would be contacting Yellow Cab to file a complaint. The later that morning I called Yellow Cab and spoke to a supervisor, explained what had happened and was told to call back Monday morning and speak to the driver manager, Mr. Khan. I spoke to Mr. Khan Monday morning as instructed. He said he would talk to the driver, there might be a review and that the fare would be reassessed and that I would be reimbursed for the balance s.22 s.22.

I would appreciate a response to this email to either inform me of the steps your branch is taking or who I can speak with to ensure this driver is reprimanded and doesn't do this to someone else.

Thank You,

s.22

Oct 07/13 Acknowledgement letter sent to s.22

Oct 07/13 E-mail sent to Surinder Kang to interview the driver in question and respond back from Friday, Oct 11/13

Last Updated By s.15

Last Updated Date Oct 9, 2013

Printed Wednesday, October 9, 2013 - 02:48:47 pm

Page 1 of 1



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Passenger Transportation Branch

Incident Detail

File Number	2013-00080	Request Type	Record Taxi Complaint	Received Date	Oct 7, 2013
Requestor	s.22	Assigned Inspector	312 Louise Swan	Assigned Date	Oct 7, 2013
Location	VICTORIA	Received via	Email	Completion Date	Oct 9, 2013
Subject	Behaviour of the driver				

Conclusion:

Wednesday, October 9, 2013 2 24 PM E-mail response received from Surinder Kang

Good afternoon Louise Swan,

I had the driver meet our disciplinary committee yesterday. The approximate fare should have been \$17.00 according to our dispatch screen calculations. s.22 the customer is being reimbursed \$15.00 with the understanding that the company will not tolerate any complaints of this nature. s.22

I called the customer this afternoon and have already given him his money in cash. I hope this resolves the issue as I had told the customer that we would take the necessary measures to resolve it, when he telephoned me on Monday.

Best Regards,

Surinder Kang | Operations Manager | Yellow Cab of Victoria

T. 250.381.4432 | F. 250.381.2227 | Web: www.yellowcabvictoria.com

Oct 09/13 E-mail sent to Surinder Kang

Good afternoon Surinder,

Thank you for following up on this matter and bringing closure to this file.

Swan, Louise M TRAN:EX

From: Operations Manager [manager@empresstaxi.com]
Sent: Wednesday, October 9, 2013 2:24 PM
To: Swan, Louise M TRAN:EX
Subject: Re: Complaint #2013-00080
Attachments: PTBOct05_2013.bmp

Good afternoon Louise Swan,

I had the driver meet our disciplinary committee yesterday. The approximate fare should have been \$17.00 according to our dispatch screen calculations ^{s.22} the customer is being reimbursed \$15.00 with the understanding that the company will not tolerate any complaints of this nature ^{s.22}

I called the customer this afternoon and have already given him his money in cash. I hope this resolves the issue as I had told the customer that we would take the necessary measures to resolve it, when he telephoned me on Monday.

Best Regards,

Surinder Kang |Operations Manager| Yellow Cab of Victoria

T: 250.381.4432 | F: 250.381.2227 | Web: www.yellowcabvictoria.com

----- Original Message -----

From: Swan, Louise M TRAN:EX

To: 'Surinder'

Sent: Monday, October 07, 2013 1:42 PM

Subject: Complaint #2013-00080

Good afternoon Surinder Kang,

The Passenger Transportation Branch received the following complaint today at 11:56 AM. The complaint reads in part as follows:

" On the morning of Saturday, October 5th, 2013 around 3am, I called Yellow Cab of Victoria, (250) 386-7766 on my DUPLICATE

Would you please interview the driver in question and report back your findings in writing by Friday, October 11, 2013.

Regards,

Louise Swan

Passenger Transportation Inspector

Passenger Transportation Branch

Ministry of Transportation and Infrastructure

Suite 313 - 1500 Woolridge Street

Coquitlam, BC V3K 0B8

Direct Line: 604-527-2186 Fax: 604-527-2205

Main Telephone: 604-527-2198

email, passengertransportationbr@gov.bc.ca

BC residents can call toll free through Enquiry BC:

Victoria: 250-387-6121

Elsewhere in BC: 1-800-663-7867

Ext: ☐ Save CLI
 Env: ☐ Info
 CASH
 Pwd:
 Account Pickups
 Account Fixed Price
 st Month: Life Time:

Str: ESQUIMALT RD
 District: ESQMT Postal:
 Esquimalt Forced Addr.
 Bldg: s 22

Str: s 22
 District: SAAN Postal:
 Saanich
 Bldg:

Date:
 Total L. Time: 10
☐ WithOut Job

Main Details Template Pricing

Attributes

Available	Assigned
5 PASSENGER	
6 PASSENGER	
ATTENTION TO TRIP	
HYBRD	
NO ESQUIMALT	
NOT A HYBRID	
NOT A VAN	
NOT COROLLA	

Job

Job No:
 Status:
 Car Number:
 Car Reg:
 Job Type:
 RideCharge ID:

Service

Type: PICKUP
 #Cars: 1 #Pass: 1
 Priority: 90
 Company: Yellow Cab of Victoria
 Callout: Optional Phone
 Cust Chk Time: # Cbks: 0

Operator notes

Esquimalt

 Extra Info:
 Tariff: Acct

Zone activity

	Free	STC	UD
Pri	1	0	0
Sec	40	0	0

Alt+F8

Trip price estimation

Trip Price: \$17.09
 Trip Time: 12.98
 Trip Distance: 8.79

Swan, Louise M TRAN:EX

From: Operations Manager [manager@empresstaxi.com]
To: Swan, Louise M TRAN:EX
Sent: Monday, October 7, 2013 3:16 PM
Subject: Read: Complaint #2013-00080

Your message was read on Monday, October 07, 2013 3:15:38 PM (GMT-08 00) Pacific Time (US & Canada)

Swan, Louise M TRAN:EX

From: Swan, Louise M TRAN.EX
Sent: Monday, October 7, 2013 2:09 PM
To: s.22
Subject: File: 2013-00080
Attachments: Scanned20131007.pdf

Importance: High

Good afternoon,

Please find attached an acknowledgement for your e-mail received at the Passenger Transportation today at 11:56 AM.

Regards,

Louise Swan
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation and Infrastructure
Suite 313 - 1500 Woolridge Street
Coquitlam, BC V3K 0B8
Direct Line: 604-527-2186 Fax: 604-527-2205
Main Telephone: 604-527-2198
email passengertransportationbr@gov.bc.ca
BC residents can call toll free through Enquiry BC:
Victoria: 250-387-6121
Elsewhere in BC: 1-800-663-7867



File No: 2013-00080

October 7, 2013

s.22

Dear^{s.22}

Re: Taxi cab driver of car^{s.22} – City & Country Taxi Service Limited dba Yellow Cab of Victoria

Thank you for e-mail received at the Passenger Transportation Branch today at 11:56 AM. We have reviewed your complaint and are investigating this matter. We do not advise you of any punitive action taken.

We may contact you for further details to assist in the investigation of your complaint. However, you should be aware that if requested under the Freedom of Information and Protection of Privacy Act, the subject of your complaint could be made available to the requestor. Our normal practice is to withhold the identity of complainants. Should you require further information on the freedom of information process, please contact our Ministry's Information, Privacy and Records Branch at <http://www.gov.bc.ca/citz/iaoi/>.

Yours truly,

Louise Swan
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation and Infrastructure

Ministry of
Transportation
and Infrastructure

Passenger Transportation
Branch

Suite 313 - 1500 Woolridge Street
Coquitlam, BC V3K 0B8

Telephone 604 527 2198
Fax 604 527 2205
Web: www.th.gov.bc.ca/rpt/

E-mail
passengertransportationbr@gov.bc.ca

Swan, Louise M TRAN:EX

From: s.22
Sent: Monday, October 7, 2013 11:56 AM
To: Passenger Transportation Br, TRAN.EX
Subject: Taxi Complaint

On the morning of Saturday, October 5th, 2013 around 3am, I called Yellow Cab of Victoria, (250) 386-7766
DUPLICATE

I would appreciate a response to this email to either inform me of the steps your branch is taking or who I can speak with to ensure this driver is reprimanded and doesn't do this to someone else.

Thank You,

s.22

Incident Detail

File Number 2013-00050	Request Type	Record Taxi Complaint	Received Date Jun 4, 2013
Requestor s.15	Assigned Inspector 312 Louise Swan		Assigned Date Jun 4, 2013
Location VICTORIA	Received via Email		Completion Date Jun 5, 2013
Subject Excessive rates charged, not per the meter, or excessive deposits			s.22

Requestor
s.15

Licenses

PT Number 70293
License Type Special

ATTN: Surinder Kang, Operations Manager
CITY & COUNTRY TAXI SERVICE LIMITED
817 FISCARD ST
VICTORIA BC V8W 1R9

Phone s.15
Cell
Email

Fax

Vehicle

Phone 250-381-2222/250-381-4432

Fax 250-381-2227

Reg/VIN

Jurisdiction

Email manager@yellowcabofvictoria.com / manager@empresst

Plate #

Owner

Driver

License Num:

Class:

Driver Name:

Expiry Date

Birthdate:

Jurisdiction

Comments:

June 4/13 Attachments imported to the correspondence tab
Dear Louise,

The purpose of this email is to bring to your attention a contract that is currently in place in Victoria BC for the period Jun 1 – Jun 8th 2013 between the University of Victoria and Yellow Cab of Victoria where we understand that Yellow Cab is providing the university with flat rates for Congress 2013 of the Humanities and Social Sciences held at the University of Victoria's campus. According to the procurement officer there could be 8,000 – 10,000 visitors attending the conference (see email attached)

I heard about the flat rates s.22

Hotel staff were asked by their customers to call Yellow

Cab because of the flat rates Yellow Cab of Victoria had contracted with the University

The website for the congress advertises the Yellow Cabs flat rate of \$19 between the university and downtown Victoria
<http://uviccongress2013.ca/?s=getting+around>

s.15

The University can more than likely provide you with the details of Yellow Cab of Victoria's proposal. To our knowledge PTB approval for the flat rates had not been obtained

I would appreciate it if you could please let me know the Board's process including timeframes for addressing these issues

s.15

June 4/13 Acknowledgement letter sent to s.15

Conclusion:

June 4/13 I telephoned Surinder Kang and left a voice mail message on his office telephone. I tried again later this morning at approx 10:45 am on his cell phone number and spoke with Surinder Kang. He admitted that it was an oversight. I advised him he must Cease & Desist immediately from offering flat rates to the UVIC 2013 Congress event and he must have the UVIC Congress 2013 amend their website under the heading Taxis to reflect meter rates or remove completely. Surinder to provide Dawn Major a detailed letter via our Branch e-mail address

Last Updated By: s.15

Last Updated Date

Jun 5, 2013

Printed Wednesday, June 5, 2013 - 09:50:17 am

Page 1 of 2

Incident Detail

File Number	2013-00050	Request Type	Record Taxi Complaint	Received Date	Jun 4, 2013
Requestor	s.15	Assigned Inspector	312 Louise Swan	Assigned Date	Jun 4, 2013
Location	VICTORIA	Received via	Email	Completion Date	Jun 5, 2013
Subject	Excessive rates charged, not per the meter, or excessive deposits				

explaining why they engaged in flat rates which makes them non compliant with PT Board approved rates. Also to advise how they are going to correct the problem

June 4/ 13 E-mail received from Surinder Kang
Attention Dawn Major

Dear Ms Major,

This e-mail is in regards to Yellow cab of Victoria offering flat rates for a conference at UVic. As per my conversation with Lourse this morning I have instructed Patnck s.22 to remove any mention of flat rates from the conference web site and I have sent a fleetwide message to inform all our drivers. We will not offer any flat rates as we did not get board approval. It was our mistake in not getting board approval and we apologize to the board for this oversight. This sort of mistake will not happen in future.

Best Regards,

Surinder Kang

Operations Manager

250-381-4432

June 4/13 It took two times for this amendment to read correctly. Amendments imported to the correspondence tab. UVIC Congress 2013 website amended under the heading of Taxis "Yellow Cab (Empress Taxi) is an official Victoria partner with campus taxi depot in front of University Centre to avoid waiting times. Meter rates



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This is the University of Victoria's website for Congress 2013. Visit the Federation's Congress website at congress2013.ca

Contact Us

Getting Around Victoria

Parking on Campus

The University of Victoria offers 3,100 parking spaces in 17 passes will be made available to Congress delegates. Daily – Sunday no charge. Passes will be available for sale online Registration Desk located in the Congress Expo building.

Taxis

www.empresstaxi.com

Toll free – 1-800-808-6881

Yellow Cab (Empress Taxi) is an official Victoria partner with campus taxi depot in front of University Centre to avoid waiting times. Meter rates.

Bicycle Rental

Victoria is well known for its extensive and scenic cycling routes. If you are within 10 km from campus, consider using a bike to commute. The campus has over 200 secured parking spaces. \$5 per hour

Bus Transportation

Greater Victoria (BC Transit)

The University of Victoria is a major transit hub in the community. Buses arrive and leave the campus each day.

Fares (one-way – exact change only):

Adults \$2.50

Seniors – 65+ with valid ID \$1.65

Youth – 6 to 18 years with valid ID \$1.65

3

Photo Gallery

Almost all BC Transit buses are wheelchair and scooter accessible racks to hold bikes. Visit the [BC Transit](#) website for scheduling

Social Media

Congress 2013 Map



[Connect with Facebook](#)

Victoria – Vancouver Island – Vancouver

Pacific Coach Lines

www.pacificcoach.com

(250) 385-3348

Disability Transportation

BC Transit public buses are all wheelchair and scooter accessible available to both the Victoria International Airport and the S

handyDART (Door to door)

Customer Service Agent – 250-727-7811 – Press 0

handyLINE – 24-hour automated telephone booking service

handyWEB – 24-hour online booking services

48 hours advance notice is required.

Additional Transportation

Budget Rent a Car

www.budgetvictoria.com

1-800-668-9833

L.A. Limousines & Transportation Services

www.lalimo.ca

(250) 391-9000

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UVic is home to thousands of students each year. We needs while on campus for Congress 2013 and look for

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[Contact Us](#)

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Toll free – 1-800-808-6881

Yellow Cab (Empress Taxi) is an official Victoria partner with campus taxi depot to avoid waiting times. Call Yellow Cab *for rates.*

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2

Photo Gallery

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Congress 2013 Map



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www.pacificcoach.com

(250) 385-3348

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Contact Us

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Taxis

www.empresstaxi.com

Toll free - 1-800-808-6881

Yellow Cab (Empress Taxi) is an official Victoria partner with campus taxi depot to avoid waiting times. Yellow Cab is off \$19.00 between downtown and the UVic campus. This fare includes up to four passengers

Bicycle Rental

Victoria is well known for its extensive and scenic cycling routes. 10 km from campus, consider using a bike to commute. The campus and over 200 secured parking spaces. \$5 per hour

Bus Transportation

Greater Victoria (BC Transit)

The University of Victoria is a major transit hub in the community and leave the campus each day.

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Adults \$2.50

Seniors - 65+ with valid ID \$1.65

Youth - 6 to 18 years with valid ID \$1.65

①

Photo Gallery

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Victoria – Vancouver Island – Vancouver

Pacific Coach Lines

www.pacificcoach.com

(250) 385-3348

Disability Transportation

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Additional Transportation

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1-800-668-9833

L.A. Limousines & Transportation Services

www.lalimo.ca

(250) 391-9000

Campus Offerings

The University of Victoria welcomes you

UVic is home to thousands of students each year. We need you while on campus for Congress 2013 and look forward to

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Almost all BC Transit buses are wheelchair and scooter accessible with racks to hold bikes. Visit the [BC Transit](#) website for schedule and fares.

Social Media

Congress 2013 Map

Victoria – Vancouver Island – Vancouver

Pacific Coach Lines

www.pacificcoach.com

(250) 385-3348



[Connect with Facebook](#)

Disability Transportation

BC Transit public buses are all wheelchair and scooter accessible. Buses are available to both the Victoria International Airport and the Esquimalt Ferry Terminal.

handyDART (Door to door)

Customer Service Agent – 250-727-7811 – Press 0

handyLINE – 24-hour automated telephone booking service

handyWEB – 24-hour online booking services

48 hours advance notice is required.

Additional Transportation

Budget Rent a Car

www.budgetvictoria.com

1-800-668-9833

L.A. Limousines & Transportation Services

www.lalimo.ca

(250) 391-9000

Campus Offerings

The University of Victoria welcomes you to campus.

UVic is home to thousands of students each year. We have many services and facilities available to you while on campus for Congress 2013 and look for more information soon.

View a [3D Campus Map](#)

In addition to comfortable residence accommodation (all within 3 minutes of academic buildings), we offer 11 eating establishments that will profile West Coast cuisine and feature extended hours during Congress. Our outlets cater to all tastes including a vegetarian restaurant (with smoothie bar) and many gluten-free menu options. We are more than happy provide for other special dietary needs. Just ask.

While on campus, there are many things to do when you want a moment to get away from all the activity or have a quiet conversation. The campus is nestled in a wooded area, surrounded by beautiful gardens and our Interfaith Chapel is a popular meditation spot.

If you're looking for something a bit more lively, there are several night spots on campus with great food and entertainment.

Staying healthy and fit at UVic is easy. Apart from a fully equipped gym and outdoor swimming pool, we will be offering a variety of health and wellness activities that are being programmed around the delegate schedule.

And you don't even need to go downtown for a Victoria shopping experience. Our newly renovated bookstore offers a wide variety of local products and souvenirs.

As an accessible campus, those with disabilities will be able to participate in all activities across campus. We have also ensured there is transportation that meets all needs.

Our focus for Congress 2013 is to provide a comfortable and memorable delegate experience. Don't hesitate to contact us if you have any special requests.

Swan, Louise M TRAN:EX

From: Operations Manager [manager@empresstaxi.com]
Sent: Tuesday, June 4, 2013 11:08 AM
To: Passenger Transportation Br, TRAN EX
Subject: Flat rates
Attachments: Uvic Rates bmp

Attention Dawn Major.

Dear Ms Major,

This e-mail is in regards to Yellow cab of Victoria offering flat rates for a conference at UVic. As per my conversation with Louise this morning I have instructed Patrick^{s.22} to remove any mention of flat rates from the conference web site and I have sent a fleetwide message to inform all our drivers. We will not offer any flat rates as we did not get board approval. It was our mistake in not getting board approval and we apologize to the board for this oversight. This sort of mistake will not happen in future.

Best Regards,

Surinder Kang

Operations Manager

250-381-4432

Swan, Louise M TRAN:EX

From: s.15
Sent: Monday, June 3, 2013 4:44 PM
To: Passenger Transportation Br, TRAN EX
Subject: Flat taxi rates in Victoria
Attachments: UVic RFQ for Congress 2013 by Bluebird Cabs pdf; RE: UVic Procurement Invitation-RFQ 6192 Taxi Service Provider for Congress 2013

Dear Louise,

The purpose of this email is to bring to your attention a contract that is currently in place in Victoria BC for the period Jun 1 – Jun 8th 2013 between the University of Victoria and Yellow Cab of Victoria where we understand that Yellow Cab is providing the university with flat rates for Congress 2013 of the Humanities and Social Sciences held at the University of Victoria's campus. According to the procurement officer there could be 8,000 – 10,000 visitors attending the conference (see email attached)

I heard about the flat rates s.22 Hotel staff were asked by their customers to call Yellow Cab because of the flat rates Yellow Cab of Victoria had contracted with the University.

The website for the congress advertises the Yellow Cabs flat rate of \$19 between the university and downtown Victoria
<http://uviccongress2013.ca/?s=getting+around>

s.15

The University can more than likely provide you with the details of Yellow Cab of Victoria's proposal To our knowledge PTB approval for the flat rates had not been obtained.

I would appreciate it if you could please let me know the Board's process including timeframes for addressing these issues.

s.15

Swan, Louise M TRAN:EX

From: Mail Delivery Subsystem [postmaster@gems9.gov.bc.ca]
To: s.15
Sent: Tuesday, June 4, 2013 11:44 AM
Subject: Relayed: Complaint #2013-00050

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

s.15

Subject: Complaint #2013-00050

Swan, Louise M TRAN:EX

From: Swan, Louise M TRAN EX
Sent: Tuesday, June 4, 2013 11:44 AM
To: s.15
Subject: Complaint #2013-00050
Attachments: BCGOV_Scan.pdf

Attention: s.15

I have attached an acknowledgement letter for your e-mail received at the Passenger Transportation Branch on Monday, June 3, 2013 4:44 PM. regarding City & Country Taxi dba Yellow Cab offering flats rates for the UVIC 2013 Congress from June 1st – 8th, 2013.

s.22

Regards,

Please note our new address and telephone number changes below.

Louise Swan
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation and Infrastructure
Suite 313 - 1500 Woolridge Street
Coquitlam, BC V3K 0B8
Direct Line 604-527-2186 Fax 604-527-2205
Main Telephone: 604-527-2198
email louise.swan@gov.bc.ca
BC residents can call toll free through Enquiry BC:
Victoria: 250-387-6121
Elsewhere in BC: 1-800-663-7867



File No: 2013-00050

June 4, 2013

s.15

Attention: ^{s.15}

Dear ^{s.15}

Re: PT70293 City & Country Taxi Service Limited dba Yellow Cab

Thank you your e-mail and supporting documentation received at the Passenger Transportation Branch on Monday, June 3, 2013 4:44 PM. We have reviewed your complaint and are investigating this matter. We do not advise you of any punitive action taken.

We may contact you for further details to assist in the investigation of your complaint. However, you should be aware that if requested under the Freedom of Information and Protection of Privacy Act, the subject of your complaint could be made available to the requestor. Our normal practice is to withhold the identity of complainants. Should you require further information on the freedom of information process, please contact our Ministry's Information, Privacy and Records Branch at <http://www.gov.bc.ca/citz/lao/>.

Yours truly,

Louise Swan
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation and Infrastructure

Ministry of
Transportation
and Infrastructure

Passenger Transportation
Branch

Suite 313 - 1500 Woolridge Street
Coquitlam, BC V3K 0B8

Telephone: 604.527.2198
Fax 604.527.2205
Web www.th.gov.bc.ca/rpt/

E-mail:
passengertransportationbr@gov.bc.ca

Page 093

Withheld pursuant to/removed as

s.15

Name **CITY & COUNTRY TAXI SERVICE LIMITED** Active ☒ Yes

Client/NSC Num **200003733**
 PT Number **70293**
 Licence Status **Active**
 Licence Expiry Date **Jan 27, 2014**

Address

Addr Line 1 **817 FISGARD ST**
 Addr Line 2
 City **VICTORIA**
 Prov **BC** Country **CAN** Postal **V8W 1R9**
 Web Addr **yellowcabvictoria.com**
 District **District 99**
 Region **Region 1**

Contact Information

Name **Surinder Kang, Operations Manager**
 E-mail **manager@yellowcabofvictoria.com / manager@empresstaxi.com**
 Phone **250-381-2222/250-381-44**
 Cell **s.22**
 Fax **250-381-2227**

Agent

Name

Last Updated **May 9, 2013 10:03**
 COL Generated Date **Jan 4, 2013 14:52** *

Party ID s.22

Swan, Louise M TRAN:EX

From: s.15
To: Swan, Louise M TRAN EX
Sent: Tuesday, June 4, 2013 3:45 PM
Subject: Read. Complaint #2013-00050

Your message was read on Tuesday, June 04, 2013 3:44:39 PM (GMT-08:00) Pacific Time (US & Canada).

Refresh All Listboxes	View Signing Authority	View Terms and Conditions	View Conditions of Licence
-----------------------	------------------------	---------------------------	----------------------------

Name CITY & COUNTRY TAXI SERVICE LIMITED

Client/NSC Num 200003733 PTM >> PT Number 70293 PTM >> Licence Status Active Licence Expiry Date Jan 27, 2016

Address

Addr Line 1 817 FISGARD ST
 Addr Line 2
 City VICTORIA
 Prov BC Country CAN Postal V8W 1R9
 Web Addr yellowcabvictoria.com
 District District 99
 Region Region 1

Compare Addr/Contact Info with Client

Clear Highlighting

Copy LicenseeName/Address

Copy Address Info from Client

Copy Address

Paste Address

Contact Information

Name Sunnder Kang, Operations Manager
 E-mail manager@yellowcabofvictoria.com; manager@empresstaxi.com
 Phone 250-381-2222/250-381-44 32
 Cell s 22 - Sunnder's cell.
 Fax 250-381-2227

Agent

Name

Copy Agent Name/Address

Last Updated

May 21, 2015 16:01

COL Generated Date

Jan 19, 2015 13:08 *

Part



7 ID: s.22



Incident Detail

File Number 2014-00048
Requestor s.22
Location VICTORIA
Subject Trip refusal

Request Type
Assigned Inspector 311: Margaret Lovell
Received via Phone

Received Date Jun 9, 2014
Assigned Date Jun 11, 2014
Completion Date Jun 27, 2014

Requestor
s.22

Licensee

PT Number 70293
License Type Special

ATTN: Surinder Kang, Operations Manager
CITY & COUNTRY TAXI SERVICE LIMITED
817 FISGARD ST
VICTORIA BC V8W 1R9

Phone s.22
Cell
Email

Fax

Phone 250-381-2222/250-381-4432

Fax 250-381-2227

Email manager@yellowcabofvictoria.com; manager@empressta

Vehicle

Reg/VIN

Plate #

Owner

Jurisdiction

Driver

License Num:

Class:

Driver Name:

Expiry Date

Birthdate:

Jurisdiction

Comments:

June 9, 2014 - s.22

Details: On Thursday, May 29, 2014 at approximately 6 pm, he placed a telephone call with a dispatcher for transportation service originating at the s.22 Victoria to s.22 Victoria. He explained that dispatch had a notation not to pick him up and, because of that notation, he was refused transportation services.

END of complaint _____

June 11, 2014 - an Acknowledgement letter was directed to s.22

June 11, 2014 - the following email was generated to Surinder Kang, Operation's Manager of City and Country dba Yellow Cabs Victoria:

Please be advised that the Branch received a complaint against your company. The details provided are as follows

Start of Complaint _____

On Thursday, May 29, 2014 at approximately 6 00 pm a telephone call was placed through dispatch with a request for a pick up at the s.22 Victoria destined to s.22 Victoria. It is alleged that dispatch has a notation which disallowed any transportation for the passenger involved. Apparently, the passenger s.22 ctes trip refusal.

Last Updated By: s.15

Last Updated Date: Jun 27, 2014

Printed: Friday, June 27, 2014 - 12:20:45 pm

Page 1 of 2

Page 98 of 123 TRA-2015-52341



Incident Detail

File Number 2014-00048
Requestor s.22
Location VICTORIA
Subject Trip refusal

Request Type Record Taxi Complaint
Assigned Inspector 311: Margaret Lovell
Received via Phone

Received Date Jun 9, 2014
Assigned Date Jun 11, 2014
Completion Date Jun 27, 2014

END of complaint _____

By way of this email, please investigate and provide a written response wherein reasons for the allegation of trip refusal is substantiated. Your response is required on or before June 16, 2014."

June 16, 2014 - the following response was received from Manager, Surinder Kang.

"I have investigated the complaint mentioned in your e-mail. s.22 is the customer who lives at s.22 On May 29 at about 6PM when s.22 phoned for a cab and was informed by the calltaker that s.22

about June 9th I contacted s.22 upon learning about this issue s.22 He was satisfied with my explanation and with the resolution of the issue. s.22 On or I hope that this resolves the issue

June 20, 2014 - contact was made with s.22 with a view of ascertaining whether General Manager, Sunnder Kang made contact with him s.22 advised that he was contacted by the Manager, who discussed the matter and that they had arrived at resolution that would ensure he is provided with transportation services. s.22 however, indicated that he does not believe that the matter stemmed from s.22 but that City and Country's drivers do not wish to provide short trips He still feels that the complaint has been satisfactorily resolved, and that City and Country will be more careful in handling transportation request made by him. s.22 (mgl)

June 20, 2014 - the Acknowledgement letter directed s.22

June 27, 2014 s.22

Conclusion:

Investigation was conducted into the allegations made. s.22

Kang advised that he contacted the customer upon learning about this matter s.22 satisfied with the explanation offered and resolution of the issue

On or about June 9, 2014 – Sunnder Mr Kang advised that the customer was

Contact was made with the customer, s.22 who confirmed that he was contacted by the General Manager for City and Country, and that he believes the issues has been resolved. s.22 As a result, no further action will be taken by the Branch.

According, this complaint is deemed closed (mgl).



File No: 2014-00048

June 11, 2014

s.22

Dear ^{s.22}

**Re: Complaint filed against City & Country Taxi Service Limited
dba Yellow Cabs Victoria**

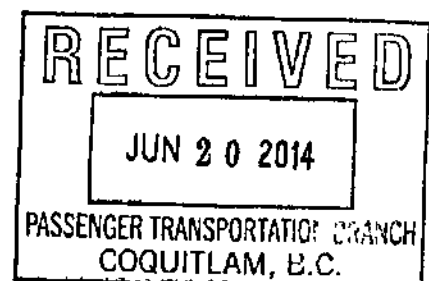
Thank you for taking the time to inform us of a situation you feel is unlawful. We have reviewed your complaint and are investigating this matter. We do not advise you of any punitive action taken.

We may contact you for further details to assist in the investigation of your complaint. However, you should be aware that if requested under the Freedom of Information and Protection of Privacy Act, the subject of your complaint could be made available to the requestor. Our normal practice is to withhold the identity of complainants. Should you require further information on the freedom of information process, please contact our Ministry's Information, Privacy and Records Branch at <http://www.gov.bc.ca/citz/fiao/>.

Yours truly,

Margaret Lovell

Margaret Lovell
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation & Infrastructure
/mgl



Ministry of
Transportation
and Infrastructure

Passenger Transportation
Branch

Suite 313 - 1500 Woolridge Street
Coquitlam, BC V3K 0B8

Telephone: 604.527.2198
Fax: 604.527.2205
Web: www.th.gov.bc.ca/rpt/

E-mail:
passengertransportationbr@gov.bc.ca

Page 101 to/à Page 103

Withheld pursuant to/removed as

s.22

Lovell, Margaret G TRAN:EX

From: Operations Manager <manager@empresstaxi.com>
Sent: Monday, June 16, 2014 9:28 AM
To: Lovell, Margaret G TRAN:EX
Subject: Re: Complaint received at the Passenger Transportation Branch (Branch)

Hello Margaret Lovell:

I have investigated the complaint mentioned in your e-mail ^{s.22}

is the customer who lives at ^{s.22}

DUPLICATE

Best Regards,
Surinder Kang [Operations Manager] Yellow Cab of Victoria
T: 250.381.4432 | F: 250.381.2227 | Web: www.yellowcabvictoria.com

----- Original Message -----

From: Lovell, Margaret G TRAN EX
To: 'manager@yellowcabofVictoria.com'
Sent: Wednesday, June 11, 2014 2:25 PM
Subject: Complaint received at the Passenger Transportation Branch (Branch)

Hello Surinder Kang:

Please be advised that the Branch received a complaint against your company. The details provided are as follows:

Start of Complaint _____

On Thursday, May 29, 2014 at approximately 6:00 pm a telephone call was placed through dispatch with a request for a

DUPLICATE

END of complaint _____

By way of this email, please investigate and provide a written response wherein reasons for the allegation of trip refusal is substantiated. Your response is required on or before June 16, 2014.

Margaret Lovell

Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation & Infrastructure
Toll Free: (1-800-663-7867)
Direct: (604) 527-2200
Branch: (604) 527-2198

Facsimile: (604) 527-2205
Email: margaret.lovell@gov.bc.ca
Web Address: www.th.gov.bc.ca/rpt

This message, including any attachments, is confidential and may contain privileged information intended to be relied upon by the sender and/or the person(s) named above. If you are not the intended recipient or have received this message in error, immediately notify the sender by reply email, permanently delete the original transmission from the sender, including any attachments, without making a copy and confirm these actions in your reply email. Thank you.



Incident Detail

File Number	2014-00122	Request Type	Record Taxi Complaint	Received Date	Oct 27, 2014
Requestor	s.15	Assigned Inspector	Dave Birchmore	Assigned Date	Oct 27, 2014
Location	SIDNEY	Received via	Email	Completion Date	Oct 31, 2014
Subject	Taxi regulation and licensing				

Requestor
s.15

Licensee
PT Number 70293
License Type Special
ATTN Surinder Kang, Operations Manager CITY & COUNTRY TAXI SERVICE LIMITED 817 FISGARD ST VICTORIA BC V8W 1R9
Phone 250-381-2222/250-381-4432
Fax 250-381-2227
Email manager@yellowcabofvictoria.com; manager@empressta

Vehicle	Jurisdiction
Reg/VIN	
Plate #	
Owner	

Driver	
License Num:	Class:
Driver Name:	Expiry Date:
Birthdate:	Jurisdiction

Comments:

October 15, 2014

email received from s.15

s.15

"Sidney Taxi" is listed on Google as, SIDNEY TAXI-YELLOW CAB OF VICTORIA with their dispatch number (250-381-2222). This ad is a misrepresentation by Yellow Taxi s.15

I would be grateful if you could take a look at this issue please.

s.15

October 27, 2014

Acknowledgement letter sent to s.15

email sent to City and Country (Yellow Cab Victoria) Surinder Kang

Hello Surinder Kang,

The Passenger Transportation Branch has received a complaint regarding your company. Please review the issue provided below

"Sidney Taxi" is listed on Google as, SIDNEY TAXI-YELLOW CAB OF VICTORIA with their dispatch number (250-381-2222). This ad is a misrepresentation by Yellow Taxi

Is your company able to fix this issue of advertising as Sidney Taxi? Please respond in writing by November 3, 2014.

Last Updated By: s.15

Printed: Friday, October 31, 2014 - 01:51:14 pm

Last Updated Date: Oct 31, 2014

Page 1 of 2

Page 106 of 123 TRA-2015-52341



Incident Detail

File Number	2014-00122	Request Type	Record Taxi Complaint	Received Date	Oct 27, 2014
Requestor	s.15	Assigned Inspector	Dave Birchmore	Assigned Date	Oct 27, 2014
Location	SIDNEY	Received via	Email	Completion Date	Oct 31, 2014
Subject	Taxi regulation and licensing				

Regards,

Dave Birchmore

response from Surinder Kang of City and Country

Hi Dave,
Where is this ad running, on whose website,
We had bought ads with yellow pages years ago before sidney taxi came into being I googled it and found nothing Could I more info so that I can fix this
Best Regards,
Sunnder Kang |Operations Manager

October 30, 2014

email to s.15

Hello s.15

I've been looking into your complaint and received a reply from Surinder Kang and he can't get the ad to appear by Googling it, in saying that I tried and the other two inspectors tried as well and didn't get the ad to appear as it did when you informed the Branch a few days ago. When we punched in Sidney Taxi on Google today the first hit came up was Bel Air taxi. My suspicion is that this a Google issue and that nothing malicious has been perpetrated by Yellow Cab Victoria (City and Country)

Regards,

Dave Birchmore

Conclusion:

October 31, 2014

Hello Sunnder,

Thank-you for assisting the Branch during this investigation. The Branch has found no wrong doing on behalf of Yellow cab Victoria (City and Country Taxi Service Ltd)Pt# 70293 The file is now closed, no further action needed or taken.

Regards,

Dave Birchmore

Birchmore, Dave J TRAN:EX

From: s.15
Sent: Wednesday, October 15, 2014 11:35 AM
To: Birchmore, Dave J TRAN:EX
Subject: FW: Google Ad ref Sidney Taxi

s.15

-----Original Message-----

From: s.15
Sent: Wednesday, October 15, 2014 11:07 AM
To: dave birchmore
Cc: s.15
Subject: Google Ad ref Sidney Taxi

s.15

"Sidney Taxi" is listed on Google as, SIDNEY TAXI-YELLOW CAB OF VICTORIA with their dispatch number (250-381-2222). This ad is a misrepresentation by Yellow Taxi.
I would be grateful if you could take a look at this issue please.

s.15

2014-06/22

Refresh All Listboxes	View Signing Authority	View Terms and Conditions	View Conditions of Licence	←	→
-----------------------	------------------------	---------------------------	----------------------------	---	---

Name Active

Client/NSC Num PT Number Licence Status Licence Expiry Date

Address

Addr Line 1

Addr Line 2

City

Prov Country Postal

Web Addr

District

Region

<input type="button" value="Compare Addr/Contact Info with Client"/>	<input type="button" value="Clear Highlighting"/>	<input type="button" value="Copy LicenseeName/Address"/>
<input type="button" value="Copy Address Info from Client"/>	<input type="button" value="Copy Address"/>	<input type="button" value="Paste Address"/>

Contact Information

Name

E-mail

Phone

Cell

Fax

Agent

Name

Last Updated

COL Generated Date *

Party ID



SPECIAL AUTHORIZATION

PASSENGER TRANSPORTATION BRANCH MINISTRY OF TRANSPORTATION AND INFRASTRUCTURE

LICENCE

Passenger Transportation Licence

Licence Holder: **CITY & COUNTRY TAXI SERVICE
LIMITED
VICTORIA, BC**

Licence Number: **70293**

Trade Name(s): **YELLOW CAB OF VICTORIA**

Licence Expires: **JANUARY 27, 2015**

NOTICE TO LICENCE HOLDER

1. A copy of this licence document must be carried on the vehicle and be available at all times for inspection.
 2. The licence cancels all previous licences.
-

The Licence is a special authorization issued pursuant to the *Passenger Transportation Act*, and in the case of an extra-provincial undertaking pursuant to the *Motor Vehicle Act, 1987 (Canada)*, and is authorized to provide the passenger transportation services within the meaning of a special authorization, under the *Passenger Transportation Act* under the terms and conditions as specified below.

Special Authorization	Passenger Directed Vehicle (PDV)
Terms & Conditions of Licence	
Vehicles	
Maximum Fleet Size:	100 taxis of which: 95 may operate 24 hours/7 days a week. Of these a maximum of 87 may be conventional taxis. All other vehicles are accessible taxis. 5 vehicles only may be operated as "peak period taxis" under service 2

Page 1 of 4
COL\702\70293_COL
/kml/ss

Issued at Coquitlam, British Columbia

Registrar, Passenger Transportation Branch

Date September 5, 2014

PAGE 2

Specialty Vehicles:	The accessible taxis must be operated in accordance with the <i>Motor Vehicle Act Regulations</i> including Division 10 (<i>motor carriers</i>) and Division 44 (<i>mobility aid accessible taxi standards</i>), as amended from time to time, and in accordance with any other applicable equipment regulations and standards.
Vehicle Capacity:	A driver and not less than 2 and not more than 7 passengers.
Vehicle Geographic Requirements:	At least (1) accessible taxi must be operating and available for service between the 0800 and 1800 hours 6 days a week in the "Saanich Peninsula", which includes the District of Central Saanich, the District of North Saanich, and the Town of Sidney.
Minimum Operating Requirement:	A minimum of 2 accessible taxis in the fleet must be available to serve passengers 24 hours a day, 7 days a week.
Services	
Service 1:	
Originating Area:	Transportation of passengers may only originate from points on the Saanich Peninsula and any other point on Vancouver Island that is east of Jordan River (including Jordan River) and south of the intersection of Highway 1 and the southern turnoff to Shawnigan Lake (i.e. Highway 1 and Shawnigan Lake Road).
Destination Area:	Transportation of passengers may terminate at any point in British Columbia and beyond the British Columbia border when engaged in an extra-provincial undertaking.
Return Trips:	The same passengers may only be returned from where their trip terminates in the <i>destination area</i> to any point in the <i>originating area</i> if the return trip is arranged by the time the originating trip terminates.
Service 2	<i>Peak Period Taxis</i>
Originating Area:	Transportation of passengers may only originate from points in the Capital Regional District excluding Sooke.
Destination Area:	Transportation of passengers may terminate at any point in British Columbia.

PAGE 3

Maximum Operating Requirement:	<p>Vehicles may only be available for hire:</p> <ul style="list-style-type: none"> • Friday and Saturday from 5 p.m. to 5 a.m. • St. Patrick's Day (March 17th) from 5 p.m. to 5 a.m. • Canada Day (July 1st) from 5 p.m. to 5 a.m. • Halloween (October 31st) from 5 p.m. to 5 a.m. • New Year's Eve (December 31st) from 5 p.m. to 5 a.m.
Vehicle Identification:	Each vehicle must have a capital letter "W" placed on the front fenders and rear trunk of the vehicle. This letter "W" must not be less than 12 cm high and 5 centimeters wide, and must be the same colour as the vehicle word "taxi" or "cab" on the vehicle.
Other	
Express authorizations:	<p>(i) Vehicles <i>must</i> be equipped with a meter that calculates fares on a time and distance basis.</p> <p>(ii) Vehicles may be equipped with a top light.</p> <p>(iii) Vehicles may, from within the originating area only, pick up passengers who hail or flag the motor vehicle from the street.</p>
Taxi Cameras:	Taxi camera equipment may only be installed and operated in vehicles when the licensee is in compliance with applicable taxi camera rules, standards and orders of the Passenger Transportation Board.
Taxi Bill of Rights:	A taxi bill of rights may only be displayed in vehicles when the licensee (a) has received written approval of the Board to operate a taxi bill of rights program, and (b) is in compliance with applicable <i>taxi bill of rights</i> rules, standards and orders of the Passenger Transportation Board.

Share Restriction:	<ol style="list-style-type: none">1. For a period of five years following the initial activation of any identifiers approved in application 926-08, any vehicles attached to the identifiers must remain in the care and control of City & Country Taxi Service Ltd. and in no circumstances can the company issue shares, beneficial or otherwise, with respect to the identifiers or vehicles associated with the identifiers.2. For a period of four years following the initial activation of any identifiers approved in application 926-08, City & Country Taxi Service Ltd. must, at the time of licence renewal, submit a notarized letter confirming that the identifiers and any vehicles associated with the identifiers remain in the control of the company and no shares have been issued with respect to the operation of the vehicles or the identifiers associated with the vehicles.
Eco-friendly taxis:	Any additional conventional taxis approved for this licence on or after June 11, 2007 and for which a passenger transportation identifier is issued, must be operated as 'eco-friendly taxis' as defined by Board Policy Guidelines in effect at the time the vehicle is issued a passenger transportation identifier.
Transfer of a licence:	This special authorization may not be assigned or transferred except with the approval of the Board pursuant to section 30 of the Passenger Transportation Act.

Birchmore, Dave J TRAN:EX

To: s.15
Subject: Complaint 2014-00122
Attachments: Scanned20141027.pdf

Hello^{s.15}

Thank-you for contacting the Passenger Transportation Branch. Please review the following attachment in regards to your Acknowledgement letter.

Regards,

Dave Birchmore
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation and Infrastructure
Suite 313-1500 Woolridge Street
Coquitlam, BC V3K 0B8
Tel: 604-527-2196 Fax: 604-527-2205
email: Dave.Birchmore@gov.bc.ca

Page 115 to/à Page 118

Withheld pursuant to/removed as

s.15



File No: 2014-00122

October 29, 2014

s.22

Dear: ^{s.22}

Re: City and Country Taxi Service Limited (Manager Surinder Kang) PT# 70293

Thank you for taking the time to inform us of an alleged situation you feel is unlawful. We have reviewed your complaint and are investigating this matter. We do not advise you of any punitive action taken.

We may contact you for further details to assist in the investigation of your complaint. However, you should be aware that if requested under the Freedom of Information and Protection of Privacy Act, the subject of your complaint could be made available to the requestor. Our normal practice is to withhold the identity of complainants. Should you require further information on the freedom of information process, please contact our Ministry's Information, Privacy and Records Branch at <http://www.gov.bc.ca/citz/iao/>.

Yours truly,

Dave Birchmore

Dave Birchmore
Passenger Transportation Branch

Ministry of
Transportation
and Infrastructure

Passenger Transportation
Branch

Suite 313 - 1500 Woolridge Street
Coquitlam, BC V3K 0B8

Telephone: 604 527.2198
Fax: 604 527.2205
Web: www.th.gov.bc.ca/rpt/

E-mail
passengertransportationbr@gov.bc.ca

Birchmore, Dave J TRAN:EX

From: Operations Manager <manager@empresstaxi.com>
Sent: Thursday, October 30, 2014 9:40 AM
To: Birchmore, Dave J TRAN:EX
Subject: Re: Complaint 2014-00122

Hi Dave,
Where is this ad running, on whose website,
We had bought ads with yellow pages years ago before sidney taxi came into being. I googled it and found nothing. Could I more info so that I can fix this.

Best Regards,

Surinder Kang |Operations Manager| Yellow Cab of Victoria
T: 250.381.4432 | F: 250.381.2227 | Web: www.yellowcabvictoria.com

— Original Message —


From: Birchmore, Dave J TRAN:EX
To: 'manager@yellowcabofvictoria.com'
Sent: Wednesday, October 29, 2014 9:58 AM
Subject: Complaint 2014-00122

Hello Surinder Kang,

The Passenger Transportation Branch has received a complaint regarding your company. Please review the issue provided below.

"Sidney Taxi" is listed on Google as, SIDNEY TAXI-YELLOW CAB OF VICTORIA with their dispatch number (250-381-2222). This ad is a misrepresentation by Yellow Taxi.

Sidney Taxi - YellowCabOfVictoriaBC.ca

 www.yellowcabofvictoriabc.ca/ ▼

Call Us Today For Dependable 24 Hour Taxi Services.

Is your company able to fix this issue of advertising as Sidney Taxi? Please respond in writing by November 3, 2014.

Regards,

Dave Birchmore
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation and Infrastructure
Suite 313-1500 Woolridge Street
Coquitlam, BC V3K 0B8
Tel: 604-527-2196 Fax: 604-527-2205
email: Dave.Birchmore@gov.bc.ca

Birchmore, Dave J TRAN:EX

To: s.22
Subject: RE: Complaint 2014-00122

Hello s.22

I've been looking into your complaint and received a reply from Surinder Kang and he can't get the ad to appear by Googling it, in saying that I tried and the other two inspectors tried as well and didn't get the ad to appear as it did when you informed the Branch a few days ago. When we punched in Sidney Taxi on Google today the first hit came up was Bel Air taxi. My suspicion is that this a Google issue and that nothing malicious has been perpetrated by Yellow Cab Victoria (City and Country).

Regards,

Dave Birchmore
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation and Infrastructure Suite 313-1500 Woolridge Street Coquitlam, BC V3K 0B8
Tel: 604-527-2196 Fax: 604-527-2205
email: Dave.Birchmore@gov.bc.ca

-----Original Message-----

From: s.22
Sent: Wednesday, October 29, 2014 5:58 PM
To: Birchmore, Dave J TRAN:EX
Cc: sidneytaxi@shaw.ca
Subject: Re: Complaint 2014-00122

s.22

----- Original Message -----

From: "Dave J TRAN Birchmore:EX" <Dave.Birchmore@gov.bc.ca>
To: s.22
Sent: Wednesday, October 29, 2014 12:54:06 PM
Subject: Complaint 2014-00122

Hello s.22

Please review the revised Acknowledgement letter . It appears that I forward you the wrong company information.

The correct alleged offenders: City and Country Taxi Service Limited (aka: Yellow Cab Victoria)

I apologize for the mix up. Please dispose of the information that I provided you before and delete all emails pertaining to (VICTORIA TAXI TRANSPORTATION LTD.)

Regards,

Dave Birchmore

Passenger Transportation Inspector

Passenger Transportation Branch

Ministry of Transportation and Infrastructure Suite 313-1500 Woolridge Street Coquitlam, BC V3K 0B8

Tel: 604-527-2196 Fax: 604-527-2205

email: Dave.Birchmore@gov.bc.ca

Birchmore, Dave J TRAN:EX

To: manager@yellowcabofvictoria.com
Subject: Complaint 2014-00122

Hello Surinder,

Thank-you for assisting the Branch during this investigation. The Branch has found no wrong doing on behalf of Yellow cab Victoria (City and Country Taxi Service Ltd.)Pt# 70293. The file is now closed, no further action needed or taken.

Regards,

Dave Birchmore
Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation and Infrastructure
Suite 313-1500 Woolridge Street
Coquitlam, BC V3K 0B8
Tel: 604-527-2196 Fax: 604-527-2205
email: Dave.Birchmore@gov.bc.ca