



September 11, 2012

'Travis Kalanick'  
CEO UBER

[supportVancouver@uber.com](mailto:supportVancouver@uber.com)  
[travisk@gmail.com](mailto:travisk@gmail.com)  
[travis@uber.com](mailto:travis@uber.com)

Mr. Kalanick:

**Re: Rates for limousines, taxis and sedans are regulated by the Passenger Transportation Board in Victoria, British Columbia, Canada**

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Further to my e-mail to you on Friday, August 24, 2012 10:49 AM advising you that all vehicles for hire transportation services must be licensed by the Passenger Transportation Board and adhere to Passenger Transportation Board approved rates.

As stated in my e-mail many of the drivers who are interested in working or are already working under an UBER iphone application are operating under the licences of other licensees (carriers).

Passenger Transportation Regulation Part 2 – Operation of commercial passenger vehicles reads in part as follows:

- 6 (1)** A licensee must retain the care and control of every commercial passenger vehicle that is operated under the licence and must do all things necessary to
- (a) ensure that the Act and this regulation are complied with, including, without limitation, to ensure that each commercial passenger vehicle that is operated under a licence is operated in compliance with the terms and conditions of the licence and in compliance with any rates approved or set by the board under section 7 (1) (f) of the Act and any rules made in relation to those rates under section 7 (1) (g) of the Act,

. . . . 2

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Ministry of  
Transportation

Passenger Transportation Branch

Mailing Address:  
104, 4240 Manor Street  
Burnaby BC V5G 1B2  
Telephone: 604. 453-4250  
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104, 4240 Manor Street  
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[www.th.gov.bc.ca/rpt/](http://www.th.gov.bc.ca/rpt/)

This is contrary to the Passenger Transportation Act, Section 23 (1), which reads in part as follows:

"A person must not operate a motor vehicle as a type of commercial passenger vehicle unless (a) a valid license, issued in respect of the motor vehicle, authorizes the licensee to operate the motor vehicle as that type of commercial passenger vehicle."

Sections 57(2) and (3) also read:

"A person commits an offence who (a) operates a motor vehicle as a type of commercial passenger vehicle without holding (i) a valid license, issued in respect of that motor vehicle that authorizes that operation, or..."

Section 57(3) of the Passenger Transportation Act states that a person who contravenes Section 57 (2) (a) is liable on conviction, to a penalty of not less than \$1000 and not more than \$5000. Further, each day's continuance of any violation, refusal or neglect constitutes a new and distinct offence. Please note a Victim Surcharge Levy of 15% will be added to these penalties.

You are advised to CEASE AND DESIST immediately from providing and advertising any service which requires approval pursuant to the Passenger Transportation Act and for which UBER does not have the required authority.

Please send written confirmation addressed to the Registrar by September 28, 2012 that you understand the issues raised in this letter and agree to appropriately revise your company's practices.

Failure to comply will result in enforcement action against you and/or your company. If you require additional information, please do not hesitate to contact our office.

Yours truly,

A handwritten signature in cursive script, appearing to read "Dawn Major".

Dawn Major  
Registrar  
Passenger Transportation Branch

## Major, Dawn E TRAN:EX

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From: Major, Dawn E TRAN:EX  
Sent: Friday, August 24, 2012 10:59 AM  
To: 'Travis Kalanick'  
Cc: Major, Dawn E TRAN:EX  
Subject: FW: Emailing: Uber - Vancouver - Sssh... Secret Ubers only!  
Attachments: Uber - Vancouver - Sssh... Secret Ubers only!.htm

Hi Travis,  
I haven't heard from you since our conversation back on July 17th. I wanted to touch base again.

There are some issues that are coming to light about your service that need to be addressed immediately.

In BC the rates for limos, taxis and sedans are set by the Passenger Transportation Board, you cannot establish your own rates. Also, vehicles must be licensed by the Board. Many of the drivers who are interested in working with Uber, are operating under the licence of other carriers. They can't do both. You told me that you ONLY contract with companies, this seems not to be true. I have had calls from some of the company managers in Vancouver who are frustrated by what is happening.

As we discussed, I think that your app is the way of the future, but the way it is being marketed is not legal. If you want to get into the Vancouver market, you need to take the proper steps.

I will have to insist that you pull your advertising of rates at this time.

I do hope that you still plan to come to Vancouver, so that we can meet with you and understand completely how you would like to market your app legally.

Cheers

Dawn E Major  
Registrar and Director  
Passenger Transportation Branch  
Ministry of Transportation and Infrastructure  
104 - 4240 Manor Street  
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