BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Admin Penalties Detail

Selection Criteria: Sort By: Licensee Name, Initial Review Date From: Jan 1, 2017, Initial Review Date To: Dec 31, 2017

Licensee 70177: BLUEBIRD CABS, LTD.

Offence 1.19: Unsafe vehicle operated by licensee – failed to not proceed

AP Reference #:	**101398**	Completion Date:	**Jun 20, 2017**
Registrar's Initial Decision:	**1**		
Registrar's Final Decision:	**Warning**		
Intent Letter Issue Date:	**May 31, 2017 (Sent)**	Intent Response:	**Contest (Jun 16, 2017)**
Order Letter Issue Date:		Order Response:	
Forwarded to Collections Date:		Paid Date:	
Warning Letter Issue Date:	**Jun 20, 2017 (Sent)**	Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Licensee 70199: MACLURE'S CABS (1984) LTD.

Offence 2.3: Fail to display a valid identifier

AP Reference #:	**101421**	Completion Date:	**Oct 20, 2017**
Registrar's Initial Decision:	**2**		
Registrar's Final Decision:	**Warning**		
Intent Letter Issue Date:		Intent Response:	
Order Letter Issue Date:		Order Response:	
Forwarded to Collections Date:		Paid Date:	
Warning Letter Issue Date:	**Oct 20, 2017 (Sent)**	Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Admin Penalties Detail

Selection Criteria: Sort By: Licensee Name, Initial Review Date From: Jan 1, 2017, Initial Review Date To: Dec 31, 2017

Licensee 70242: BONNY'S TAXI LTD.

Offence 2.1: Fail to carry passenger transportation licence

AP Reference #:	**101400**	Completion Date:	**Jun 12, 2017**
Registrar's Initial Decision:	**2**		
Registrar's Final Decision:	**Warning**		
Intent Letter Issue Date:		Intent Response:	
Order Letter Issue Date:		Order Response:	
Forwarded to Collections Date:		Paid Date:	
Warning Letter Issue Date:	**Jun 12, 2017 (Sent)**	Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Licensee 70277: YELLOW CAB COMPANY LTD.

Offence 2.10: Obstructs an inspector or interferes with production of information to an inspector

AP Reference #:	**101385**	Completion Date:	**Apr 4, 2017**
Registrar's Initial Decision:	**1**		
Registrar's Final Decision:	**Penalty**		
Intent Letter Issue Date:	**Feb 20, 2017 (Sent)**	Intent Response:	**Contest (Mar 2, 2017)**
Order Letter Issue Date:	**Mar 3, 2017 (Sent)**	Order Response:	**Accept (Apr 4, 2017)**
Forwarded to Collections Date:		Paid Date:	**Apr 4, 2017**
Warning Letter Issue Date:		Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Offence 2.2: Fail to carry temporary operating permit

AP Reference #:	**101407**	Completion Date:	**Jul 28, 2017**
Registrar's Initial Decision:	**2**		
Registrar's Final Decision:	**Warning**		
Intent Letter Issue Date:		Intent Response:	
Order Letter Issue Date:		Order Response:	
Forwarded to Collections Date:		Paid Date:	
Warning Letter Issue Date:	**Jul 28, 2017 (Sent)**	Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Offence 2.1: Fail to carry passenger transportation licence

AP Reference #:	**101401**	Completion Date:	**Jun 12, 2017**
Registrar's Initial Decision:	**2**		
Registrar's Final Decision:	**Warning**		
Intent Letter Issue Date:		Intent Response:	
Order Letter Issue Date:		Order Response:	
Forwarded to Collections Date:		Paid Date:	
Warning Letter Issue Date:	**Jun 12, 2017 (Sent)**	Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Admin Penalties Detail

Selection Criteria: Sort By: Licensee Name, Initial Review Date From: Jan 1, 2017, Initial Review Date To: Dec 31, 2017

Licensee 70285: DELTA SUNSHINE TAXI (1972) LTD.

Offence 1.6: Not adhering to filed PDV rates

AP Reference #:	**101394**	Completion Date:	**May 26, 2017**
Registrar's Initial Decision:	**2**		
Registrar's Final Decision:	**Warning**		
Intent Letter Issue Date:		Intent Response:	
Order Letter Issue Date:		Order Response:	
Forwarded to Collections Date:		Paid Date:	
Warning Letter Issue Date:	**May 26, 2017 (Sent)**	Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Offence 1.6: Not adhering to filed PDV rates

AP Reference #:	**101415**	Completion Date:	**Sep 29, 2017**
Registrar's Initial Decision:	**1**		
Registrar's Final Decision:	**Penalty**		
Intent Letter Issue Date:	**Sep 5, 2017 (Sent)**	Intent Response:	**Contest (Sep 11, 2017)**
Order Letter Issue Date:	**Sep 18, 2017 (Sent)**	Order Response:	**Accept (Sep 29, 2017)**
Forwarded to Collections Date:		Paid Date:	**Sep 29, 2017**
Warning Letter Issue Date:		Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Licensee 70294: BLACK TOP CABS LTD.

Offence 1.26: Special Authorization Vehicle Identifier (plate) not securely fasten in place at the front of the vehicle/horizontal position

AP Reference #:	**101422**	Completion Date:	**Nov 30, 2017**
Registrar's Initial Decision:	**2**		
Registrar's Final Decision:	**Warning**		
Intent Letter Issue Date:		Intent Response:	
Order Letter Issue Date:		Order Response:	
Forwarded to Collections Date:		Paid Date:	
Warning Letter Issue Date:	**Nov 30, 2017 (Sent)**	Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Admin Penalties Detail

Selection Criteria: Sort By: Licensee Name, Initial Review Date From: Jan 1, 2017, Initial Review Date To: Dec 31, 2017

Licensee 70391: RICHMOND CABS LTD.

Offence 1.1: Operating Outside of Area

AP Reference #:	**101383**	Completion Date:	**Mar 16, 2017**
Registrar's Initial Decision:	**1**		
Registrar's Final Decision:	**Penalty**		
Intent Letter Issue Date:	**Jan 31, 2017 (Sent)**	Intent Response:	**Contest (Feb 7, 2017)**
Order Letter Issue Date:	**Feb 17, 2017 (Sent)**	Order Response:	
Forwarded to Collections Date:		Paid Date:	**Mar 16, 2017**
Warning Letter Issue Date:		Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Licensee 70404: WHITE ROCK SOUTH SURREY TAXI LTD.

Offence 1.1: Operating Outside of Area

AP Reference #:	**101389**	Completion Date:	**Jul 31, 2017**
Registrar's Initial Decision:	**1**		
Registrar's Final Decision:	**Penalty**		
Intent Letter Issue Date:	**Apr 20, 2017 (Sent)**	Intent Response:	
Order Letter Issue Date:	**Jun 30, 2017 (Sent)**	Order Response:	**Accept (Jul 31, 2017)**
Forwarded to Collections Date:		Paid Date:	**Jul 31, 2017**
Warning Letter Issue Date:		Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Offence 1.1: Operating Outside of Area

AP Reference #:	**101381**	Completion Date:	**Feb 23, 2017**
Registrar's Initial Decision:	**1**		
Registrar's Final Decision:	**Penalty**		
Intent Letter Issue Date:	**Jan 30, 2017 (Sent)**	Intent Response:	
Order Letter Issue Date:	**Feb 17, 2017 (Sent)**	Order Response:	
Forwarded to Collections Date:		Paid Date:	**Feb 23, 2017**
Warning Letter Issue Date:		Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Admin Penalties Detail

Selection Criteria: Sort By: Licensee Name, Initial Review Date From: Jan 1, 2017, Initial Review Date To: Dec 31, 2017

Licensee 70450: ROYAL CITY TAXI LTD.

Offence 1.12: Smoking while driving

AP Reference #:	**101393**	Completion Date:	**Jun 1, 2017**
Registrar's Initial Decision:	**2**		
Registrar's Final Decision:	**Warning**		
Intent Letter Issue Date:		Intent Response:	
Order Letter Issue Date:		Order Response:	
Forwarded to Collections Date:		Paid Date:	
Warning Letter Issue Date:	**Jun 1, 2017 (Sent)**	Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Offence 2.1: Fail to carry passenger transportation licence

AP Reference #:	**101399**	Completion Date:	**Jun 12, 2017**
Registrar's Initial Decision:	**2**		
Registrar's Final Decision:	**Warning**		
Intent Letter Issue Date:		Intent Response:	
Order Letter Issue Date:		Order Response:	
Forwarded to Collections Date:		Paid Date:	
Warning Letter Issue Date:	**Jun 12, 2017 (Sent)**	Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Admin Penalties Detail

Selection Criteria: Sort By: Licensee Name, Initial Review Date From: Jan 1, 2017, Initial Review Date To: Dec 31, 2017

Licensee 70463: TSAWWASSEN TAXI LTD.

Offence 1.1: Operating Outside of Area

AP Reference #:	**101380**	Completion Date:	
Registrar's Initial Decision:	**1**		
Registrar's Final Decision:	**Penalty**		
Intent Letter Issue Date:	**Jan 25, 2017 (Sent)**	Intent Response:	
Order Letter Issue Date:	**Mar 8, 2017 (Not Sent)**	Order Response:	
Forwarded to Collections Date:		Paid Date:	**Mar 9, 2017**
Warning Letter Issue Date:		Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Admin Penalties Detail

Selection Criteria: Sort By: Licensee Name, Initial Review Date From: Jan 1, 2017, Initial Review Date To: Dec 31, 2017

Licensee 70476: NORTH SHORE TAXI (1966) LTD.

Offence 1.1: Operating Outside of Area

AP Reference #:	**101379**	Completion Date:	
Registrar's Initial Decision:	**1**		
Registrar's Final Decision:	**Penalty**		
Intent Letter Issue Date:	**Jan 25, 2017 (Sent)**	Intent Response:	
Order Letter Issue Date:	**Feb 16, 2017 (Not Sent)**	Order Response:	
Forwarded to Collections Date:		Paid Date:	**Feb 16, 2017**
Warning Letter Issue Date:		Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Licensee 70526: SURDELL KENNEDY TAXI LTD.

Offence 1.1: Operating Outside of Area

AP Reference #:	**101382**	Completion Date:	**Mar 2, 2017**
Registrar's Initial Decision:	**1**		
Registrar's Final Decision:	**Penalty**		
Intent Letter Issue Date:	**Jan 31, 2017 (Sent)**	Intent Response:	**Contest (Feb 8, 2017)**
Order Letter Issue Date:	**Feb 17, 2017 (Sent)**	Order Response:	**Accept (Mar 2, 2017)**
Forwarded to Collections Date:		Paid Date:	**Mar 2, 2017**
Warning Letter Issue Date:		Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Offence 1.1: Operating Outside of Area

AP Reference #:	**101386**	Completion Date:	
Registrar's Initial Decision:	**1**		
Registrar's Final Decision:	**Penalty**		
Intent Letter Issue Date:	**Feb 22, 2017 (Sent)**	Intent Response:	
Order Letter Issue Date:	**Mar 9, 2017 (Not Sent)**	Order Response:	
Forwarded to Collections Date:		Paid Date:	**Mar 9, 2017**
Warning Letter Issue Date:		Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Licensee 70546: VANCOUVER TAXI LTD.

Offence 1.18: Driver refused to transport passenger(s)

AP Reference #:	**101412**	Completion Date:	**Sep 12, 2017**
Registrar's Initial Decision:	**1**		
Registrar's Final Decision:	**Penalty**		
Intent Letter Issue Date:	**Aug 21, 2017 (Sent)**	Intent Response:	**Contest (Aug 25, 2017)**
Order Letter Issue Date:	**Aug 25, 2017 (Sent)**	Order Response:	**Accept (Sep 12, 2017)**
Forwarded to Collections Date:		Paid Date:	**Sep 12, 2017**
Warning Letter Issue Date:		Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Admin Penalties Detail

Selection Criteria: Sort By: Licensee Name, Initial Review Date From: Jan 1, 2017, Initial Review Date To: Dec 31, 2017

Licensee 71373: GARDEN CITY CABS OF RICHMOND LTD.

Offence 1.26: Special Authorization Vehicle Identifier (plate) not securely fasten in place at the front of the vehicle/horizontal position

AP Reference #:	**101402**	Completion Date:	**Aug 18, 2017**
Registrar's Initial Decision:	**1**		
Registrar's Final Decision:	**Penalty**		
Intent Letter Issue Date:	**Jun 16, 2017 (Sent)**	Intent Response:	**Contest (Jun 23, 2017)**
Order Letter Issue Date:	**Jul 6, 2017 (Sent)**	Order Response:	**Accept (Aug 18, 2017)**
Forwarded to Collections Date:		Paid Date:	**Aug 18, 2017**
Warning Letter Issue Date:		Warning Response Dt:	
Admin Hold Start Date:		Admin Hold End Date:	

Ministry of Transportation and Infrastructure

Admin Penalties Summary

Selection Criteria: Vehicle Use: Taxi, Region: Region 2, Sort By: Licensee Name, Initial Review Date From: Jan 1, 2017, Initial Review Date To: Dec 31, 2017

PT Num	Name	City	Offence	AP Issued
70733	688220 B.C. LTD.	SQUAMISH	2.3	1
70294	BLACK TOP CABS LTD.	VANCOUVER	1.26	1
70242	BONNY'S TAXI LTD.	BURNABY	2.1	1
70285	DELTA SUNSHINE TAXI (1972) LTD.	SURREY	1.6	2
71373	GARDEN CITY CABS OF RICHMOND LTD.	RICHMOND	1.26	1
70199	MACLURE'S CABS (1984) LTD.	VANCOUVER	2.3	1
70476	NORTH SHORE TAXI (1966) LTD.	NORTH VANCOUVER	1.1	1
70391	RICHMOND CABS LTD.	RICHMOND	1.1	1
70450	ROYAL CITY TAXI LTD.	NEW WESTMINSTER	1.12	1
			2.1	1
70526	SURDELL KENNEDY TAXI LTD.	SURREY	1.1	2
70463	TSAWWASSEN TAXI LTD.	SURREY	1.1	1
70546	VANCOUVER TAXI LTD.	VANCOUVER	1.18	1
70404	WHITE ROCK SOUTH SURREY TAXI LTD.	SURREY	1.1	2
70277	YELLOW CAB COMPANY LTD.	VANCOUVER	2.1	1
			2.2	1
			2.10	1

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00070**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Mar 16, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 23, 2017
Subject	Trip refusal				

Requestor

Jasmine Auger

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

March 14, 2017 - the following complaint was directed through Consumer Protection BC:

Consumer Protection BC has received the following email complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone: N/A – Information has been requested

Taxi Info
Taxi Company: Yellow Cab – Vancouver Taxi
Driver's Name: N/A – Information has been requested
Taxi Number or License: #126

Incident
Date of incident: N/A – Information has been requested
Time of incident: 3:00 pm
Location Pick Up: N/A – Information has been requested
Location Drop Off: N/A – Information has been requested

Summary of Incident:

Taxi arrived at pickup location at 3 pm. Complainant loaded herself (and belongings into cab). She told driver where to take her and he refused to transport her stating he was off shift at 4:00 pm. Complainant let driver know that they did not have right to refuse her service. Driver still did not take her to destination and she had to rebook service.

END_____

March 16, 2017 - contact was made with Information Officer Lottie Boettcher with a view of ascertaining whether the additional information requested from the licensee was provided. Officer Lottie advised that no additional information was provided. As a result, the Acknowledgement letter directed to the complainant with a request for additional information, as follows:

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00070**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Mar 16, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 23, 2017
Subject	Trip refusal				

Hello s.15,s.

Consumer Protection BC directed your complaint to the Passenger Transportation Branch. Our Acknowledgement letter is a follows:

Our File No. 2017-00070

March 16, 2017

s.15,s.22

Dear s.15,s.2

Re: Complaint filed against Yellow Cab Company Ltd., Unit 126

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/.

As an aside: Consumer Protection BC advised that more information was requested from you. Contact was made with Consumer Protection to ascertain whether you have provided the information requested. We were advised that no additional information was provided. Without the exact identity of the taxi company, as you have indicated "Yellow Cab -Vancouver Taxi" it must be one or the other not both taxi companies; the pick-up location and date of incident, the investigation cannot commence. Your assistance in this matter is important in order for the complaint to be directed to the taxi company's manager for their investigation. If we do not hear from you by Monday 20, 2017, your complaint will be closed.

Yours truly,

_____

March 23, 2017 - a telephone call was placed to Vancouver Taxi Ltd., with a view of ascertaining if there was a Unit 126 in their fleet. The manager advised that there is no Unit 126 in their fleet. (mgl)

_____

March 23, 2017 - another email was directed to the consumer as follows:

Hello s.15,s.2

We have not yet heard from you. You response date was Monday, March 20, 2017. If you can provide the pick-up location or, location where the vehicle was flagged and the name of the specific taxi company , it would be appreciated.

Regards. (mgl)

Conclusion:

The complaint directed to the branch by Consumer Protection BC was incomplete. Contact was made with Consumer Protection to verify if the additional information requested was received. The Investigator was advised no additional information was received. As no contact information was provided for the consumer other than an email address, our Acknowledgement letter was directed, by email. The consumer was advised that

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00070**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Mar 16, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 23, 2017
Subject	Trip refusal				

if further details to the complaint were not provided by Monday, March 20, 2017, the investigation will not proceed further.

Summary

The consumer failed to provide the pickup location or flag location or specify which of the two taxi companies named as the actual company that refused the trip. The consumer was given a specific time to provide the additional information and has not complied. Without pertinent information the complaint is incomplete and, as such, not sufficient information to present to the licensee.

The complaint was not investigated further due to the lack of information and is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00074**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 16, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Mar 23, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Oct 25, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70476
License Type Special

ATTN: Moonyem Mohammad; Balvinder Singh Randhawa
NORTH SHORE TAXI (1966) LTD.
264 PEMBERTON AVE
NORTH VANCOUVER BC V7P 2R5

Phone 604 980-7011 ext 5
Fax 604 987-6735
Email gm@northshoretaxi.com; manager@northshoretaxi.com

Driver

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

Comments:

March 16, 2017 - The Branch received this complaint from Consumer Protection BC, as follows:

Consumer Name: s.15,s.22
Consumer contac
Taxi company: North Shore Taxi
Taxi number: N23
Date of incident: March 4, 2017
Time of incident: 1:15pm
Location: Intersection of 2nd St W and Fell Ave, North Vancouver

Issue: Taxi was travelling westbound on W 2nd st, while in the eastbound fast lane. The driver (the consumer) alleges that he narrowly avoided a head-on collision with the taxi as a result of dangerous driving. He reported the incident to the supervisor of North Shore Taxi but did not receive a response.

END_____

Oct. 25, 2017 - Sent complaint to General Manager as follows:

Hello Moonyem,

This is another separate complaint regarding driver behaviour and road safety.

File No: 2017-00074

The Passenger Transportation Branch received the following complaint through Consumer Protection BC. As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed. Please note that the allegations made by the complainant does not violate the Passenger Transportation Act and Regulations, or the Terms and Conditions of Licence.

The Branch does retain a copy of the complaint attached to your Passenger Transportation Licence profile. Such complaints are subject to review by the Board at their discretion, typically when reviewing new applications. A response is not required from North Shore Taxi (1966) Ltd. but if you wish to submit a response to these allegations it will be included with the complaint record.

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Incident Detail

File Number	**2017-00074**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 16, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Mar 23, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Oct 25, 2017
Subject	Behaviour of the driver				

We have referred the complainant to contact North Shore Taxi, and ask them to speak with yourself as the General Manager if they choose.

The following information was provided by the complainant:

Taxi company: North Shore Taxi
Taxi number: N23
Date of incident: March 4, 2017
Time of incident: 1:15pm
Pick up location: N/A
Proposed drop off location: N/A

Brief summary of incident:
Taxi was travelling westbound on W 2nd st, while in the eastbound fast lane. The complainant alleges that he narrowly avoided a head-on collision with the taxi as a result of taxi driver's dangerous driving. The complainant reported the incident to the supervisor of North Shore Taxi but did not receive a response.

(nr)

END_____

Sent Acknowledgment letter as follows:

Hello s.15,
Please be advised that the Passenger Transportation Branch received your complaint from Consumer Protection BC. Our Acknowledgement letter is as follows:

File No: 2017-00074

October 25, 2017
s.15,s.22

Dear s.15,s.22

Re: North Shore Taxi (1966) Ltd.

Thank you for providing important information to the Passenger Transportation Branch regarding a potential violation(s) of the Passenger Transportation Act and/or Regulations.

We value your submission and may contact you for further details. Based on all of the information received, an investigation will be initiated to substantiate the allegations. If a violation has indeed occurred, the Branch will apply whatever penalty is deemed appropriate. However, due to privacy concerns, we are not able to divulge what level or type of penalty was administered.

As an aside; the allegations described do not violate the Passenger Transportation Act or Regulations and are outside the jurisdiction of the Passenger Transportation Branch. Therefore, the complaint will be forwarded to the manager of the company for their own internal investigation. The complaint and any responses from the company remains a part of their Passenger Transportation Licence profile. You noted you already contacted the company directly at the time of the incident. Issues pertaining to road safety are under the jurisdiction of the local Police Department. In the future, you may wish to contact the police.

If you have any questions or concerns please contact us by phone at 604-527-2198 or email at passengertransportationbr@gov.bc.ca.

Yours truly,

(nr)

END_____

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00074**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 16, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Mar 23, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Oct 25, 2017
Subject	Behaviour of the driver				

File closed. (nr)

Conclusion:

The complaint was unsubstantiated as it was a driver behaviour issue that does not violate the Passenger Transportation Act or Regulations. The complaint was forwarded to Moonyem, General Manager, for their own investigation. If the company provides a response we will re-open the file.

(nr)

File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00075**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 16, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Mar 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	May 29, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70538
License Type Special

ATTN: John Palis; Sukhi Sandhu
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604 664-0430
Fax 604 669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

March 16, 2017 - The Branch received this complaint from Consumer Protection BC, as follows:

Consumer name: s.15,s.22
Consumer numbe
Taxi number or license: does not have it
Company name: Vancouver Taxi
Date of incident: November 13, 2016
Time of incident: 3:52am
Location pick up: downtown Vancouver(does not remember where)
Location drop off: did not get delivered to the intended drop but it was her home at s.15,s.22 Langley BC
Email or mailing address: s.22

Brief summary of incident: s.15, was down town Vancouver when she got in a cab with a friend. Her friend agreed to pay for cab. driver stated that they would need to prepay because of the long distance. Friend was unable to pay. s.15, prepaid $100 but changed her mind and did not go Langley. When she exited the cab down town Vancouver the meter was showing $14. She asked the driver for a refund but he did not provide it. She has been following with Vancouver taxi repeatedly and they have agreed to provide a refund but she still has not received the money.

END_____

April 6, 2017 - Called and spoke to complainant to confirm details of alleged incident and ask if a refund has been provided since complaint was submitted. Complainant said she has not received a refund as of April 6, 2017.

Acknowledgement letter sent via email to the complainant including a request for email correspondence with with Taxi company to be forwarded to the Branch.

Emailed complaint to John Palis, General Manager Vancouver Taxi Ltd.

John Palis, General Manager Vancouver Taxi Ltd. provided a response indicating a full refund was processed to the original visa card on March 16, 2017. A copy of the refund receipt was provided. (nr)

END_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00075**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 16, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Mar 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	May 29, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

April 8, 2017 - The complainant forwarded the Branch two emails she had with Vancouver Taxi Ltd. One with the Manager and one with Accounting. The complainant also provided a copy of the $100 deposit reciept and a photo of the metre indicating a $14.40 fare.

End_____

April 10, 2017 - Emailed complainant indicating the taxi company provided proof of refund of $100 to the original visa credit card on March 16, 2017. The investigating officer requested the complainant to please review her credit card records as the refund of $100 was processed on March 16, 2017, 12:55pm (authorization #066967). The complainant was notified that as a full refund was provided the file is closed. (nr)

END_____

Conclusion:

April 10, 2017 - The complaint was substantiated, although the complainant was communicating directly with Vancouver Taxi Ltd. and the refund was provided to the complainant on the same day the complaint was forwarded to the Branch. The complaint was that the driver did not refund the difference in the $14 meter rate and the deposit amount of $100 dollars. Vancouver Taxi Ltd. provided a full refund to the complainant in the amount of $100 to the complainant on March 16, 2017. (nr)

Complaint is closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00076**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 24, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Mar 24, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 5, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**

Cell

Email

Vehicle

Reg/VIN **Jurisdiction**

Plate #

Owner

Licensee

PT Number 70277

License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711

Fax 604-258-0492 / 604-258-4717

Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

License Num: **Class:**

Driver Name: **Expiry Date:**

Birthdate: **Jurisdiction**

Comments:

March 24, 2017 - The following complaint was received by Consumer Proteciton BC and forwarded to the Branch for investigation:

Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 94621

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Yellow Cab
Taxi number: N/A
Date of incident: March 1st, 2017
Time of incident: roughly 8:15 am
Pick up location: s.22 Vancouver, BC
Proposed drop off location: s.22 in Burnaby, BC
Issue: His s.2 phoned Yellow Cab several times in an attempt to get transportation from home to s.22 . The operator denied the trip and said that she would need a Burnaby taxi company to pick her up.

Thank you,

EMMA NAISMITH | LICENSING & INFORMATION OFFICER

End… (djp)

March 24, 2017 - Sent acknowledgement email. (djp)

March 24, 2017 - I called s.15,s.22 and he said s.2 had called from s.22 He said it was ok for me to share this number with Yellow Cab and that she ahd tried 3 or 4 times to make the booking. (djp)

March 24, 2017 - Sent email to Carolyn:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00076**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 24, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Mar 24, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 5, 2017
Subject	Trip refusal				

Hello,

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Taxi company: Yellow Cab
Taxi number: N/A
Date of incident: March 1st, 2017
Time of incident: roughly 8:15 am
Pick up location: s.22 Vancouver, BC
Proposed drop off location: s.22 in Burnaby, BC
Issue: His s.22 phoned Yellow Cab (from s.22 several times in an attempt to get transportation from home to s.22 . The operator denied the trip and said that she would need a Burnaby taxi company to pick her up.

Please investigate this complaint and respond with your results by April 7, 2017.

Regards,

Douglas Pickering

End… (djp)

March 24, 2017 - Received reply from Carolyn with audio recording. Recording is of a woman requesting pick up at s.22 (in Burnaby) for drop off at s.22 dispatch tells her they can't do pickups in Burnaby. Email from Carolyn:

Good morning Douglas, we can not pick up in Burnaby, please listen to call centre tape. Please also refer to our condition of licence “Originating Area” for Service 1, Service 2, and Service 3. She clearly wanted to be picked up in Burnaby to go to Burnaby.

Thanks

Carolyn

End… (djp)

March 24, 2017 - My email to Carolyn:

Hello Carolyn,

Thanks for the response.

Looks like the complaint was submitted by the caller’s s.22 and he did specify that the requested pick up address was s.22 t in Vancouver. I’ll follow up with the complainant but barring any unforeseen developments I think we can consider this complaint closed.

Regards,

Douglas Pickering

End… (djp)

Hello,

In response to your complaint about Yellow Cab they have provided a recording they allege is of one of the calls from the number you provided requesting pick up on the day in question. I have attached a copy of the recording for your review. In this recording the caller requests pick up at s.22 in Burnaby (which would be outside of Yellow Cab’s allowed pickup area under their Passenger Transportation Licence). Your original complaint specifies the requested pickup address was s.22 in Vancouver. Please listen to the recording and get back to me with any information you can share which might clarify this situation.

Regards,

Douglas Pickering

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00076**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 24, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Mar 24, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 5, 2017
Subject	Trip refusal				

End… (djp)

Conclusion:

April 5, 2017 - Complaint unsubstantiated. Relative of complainant was allegedly refused service for pick up in Vancouver to Burnaby address. Received reply from Carolyn with recording indicating actual requested pick up address was in Burnaby. Sent copy of recording to s.15,s.2 asking for his comment. No reply. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00077**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 24, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Mar 24, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Mar 27, 2017
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70547
License Type Special

ATTN: Gurdip Sahota, Malkit (Singh) Sidhu
SUNSHINE CABS LIMITED
1465 RUPERT ST
NORTH VANCOUVER BC V7J 1G1

Phone 604 929-1221 ext 104 or 105
Fax 604-929-8644
Email gm@sunshinecabs.ca; operations@sunshinecabs.ca

Driver

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

Comments:

March 24, 2017 - Complaint received by Consumer Protection and forwarded to the Branch:

Inquiry #94633
Consumer name s.15,s.22
Company name: Sunshine Cabs and Yellow cab
Taxi number or license: more than one, does not remember
Date of incident: does not remember, about 6 months ago
Time of incident: does not remember
Location pick up: s.22 North Vancouver s.22
Location drop off: s.22 hospital
Email or mailing address: s.22
Brief summary of incident:

s.15, is a handicapped senior. she relies on transit taxi savers. Over the last year it has been taking longer to get cabs to pick her up. She uses Sunshine cabs company because the other company is not nice to seniors. they don't want seniors. she has a volunteer that helps her. drivers can choose which trip they take. drivers passed her trip6 times. One the drivers that she uses frequently told her that the other drivers are passing on trips from seniors that are using taxi savers. Yellow cab driver picked her up from the hospital and she told the driver that the destination was in north Vancouver and the driver told her that he could not complete the trip because he was going off shift and they would and another cab with a driver that could take her home. Thinks the reason they are not happy to take the taxi savers is because it takes 2 months for them to get the payment when a taxi saver is used.

End… (djp)

Mar 24, 2017 - s.15, called me before I received the above email. She said she was concerned about using taxisavers and not getting picked up for over 20 minutes and having to call repeatedly. She said a driver had told her drivers have to wait 2 months to be paid for taxisavers and so they do not like to pick up passenegers they know are using them. Her volunteers noted excessive wait times when using taxisavers. She phoned Sunshine this monring and left a message. She has encountered similar problem in Vancouver. She described trip refusal by Yellow Cab on downtown Vancouver to North Shore. I asked for specific details. She does not want to give specific dates or details as she does not want to get drivers in trouble. She does not have an email address. (djp)

Conclusion:

March 27, 2017 - Complaint unsubstantiated. s.15, would not provide any specific details as to date, time or locations. My investigation indicates

Last Updated By: dpickeri Last Updated Date: Mar 27, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00077**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 24, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Mar 24, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Mar 27, 2017
Subject	Wait times (regular/accessible taxi)				

that wait times she described are not unusual. Complaint closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00078**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 24, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Mar 24, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 4, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 810054
Owner YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

March 24, 2017 - The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Consumer name: s.15,s.22
Consumer phone
business name: Yellow Cab
Taxi number or license: license plate: ba6148 cab number: y248
Date of incident: march 14th 2017
Time of incident: 5:07pm
Location pick up: not applicable
Location drop off: not applicable
Email or mailing address: s.22
Brief summary of incident:
s.15,s.2 was rear ended by a taxi. he ran away on the corner of Howe and Davies. s.15,s. pulled over and and the cab driver by and waved apologetically. he had fare a in the vehicle at the time. s.15,s. attempted to follow him after incident at a distance while he called the police. once he was done speaking to the police he went home. s.15,s. called yellow cab and asked for the dash cam footage. s.15,s. was told by them that the footage is only kept for 3 days. I referred s.15,s. to the police, he state he has already contacted them but also wanted to report it to us.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER

End… (djp)

March 24, 2017 - Acknowledgement email sent:

File No: 2017-00078

March 24, 2017

s.15,s.22

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00078**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 24, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Mar 24, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 4, 2017
Subject	Behaviour of the driver				

Dear s.15,s.2

Re: Complaint about Yellow Cab received March 24, 2017

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.

Our Branch is authorised to enforce the BC Passenger Transportation Act and Regulation. Your complaint deals with matters that are under the authority of the police. We understand you have already reported this matter to them. If you have a police file number please send it to us.

We will maintain a record of this complaint. Complaints are typically reviewed whenever a Passenger Transportation Licence holder makes an application to alter their licence such as requesting to increase their authorized fleet size.

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,

Douglas Pickering

End… (djp)

March 27, 2017 - Reply from s.15,s.22

Mr. Pickering,

Thank you for your email. The police file number is s.22 . As for my privacy, I am not concerned with keeping my identity private. Should yellowcab or an individual working for them like to know my name, I would welcome their response.

s.15,s.22

End… (djp)

Conclusion:

March 27, 2017 - Complaint unsubstantiated. Advised s.15,s.22 this is under jurisdiction of police and he has reported it to them. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00080**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Mar 27, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 19, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**

Cell

Email

Vehicle

Reg/VIN **Jurisdiction**

Plate #

Owner

Licensee

PT Number 70277

License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711

Fax 604-258-0492 / 604-258-4717

Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

License Num: **Class:**

Driver Name: **Expiry Date:**

Birthdate: **Jurisdiction**

Comments:

March 24, 2017 - The following complaint was received by Consumer Protection and forwarded to the Branch for investigation:

Hello,

Consumer Protection BC has received the following complaint via telephone.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Yellow Cab – Vancouver Taxi
Driver's Name: N/A
Taxi Number or License: Y290

Incident
Date of incident: March 24, 2017
Time of incident: 12:20 am
Location Pick Up: s.22 , Vancouver BC
Location Drop Off: √ancouver BC

Summary of Incident: Complainant called for cab. Got text that cab arrived. Went immediately downstairs but as soon as complainant closed her gate the driver drove off.

Kind regards,
Lottie

End… (djp)

March 27, 2017 - Acknowledgement email sent with a couple questions (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00080**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Mar 27, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 19, 2017
Subject	Trip refusal				

Conclusion:

April 19, 2017 - Complaint unsubstantiated. Acknowledgement email sent with a couple questions for s.15,s No reply. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00081**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Mar 27, 2017
Location	RICHMOND	**Received via**		**Completion Date**	May 2, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**

Cell

Email

Vehicle

Reg/VIN **Jurisdiction**

Plate #

Owner

Licensee

PT Number 70974

License Type Special

ATTN: Davinder Kainth (Office Manager)/JATINDER BHULLAR
NEWTON WHALLEY HI WAY TAXI LTD.
107-13119 84TH AVE
SURREY BC V3W 1B3

Phone 604-597-3811 EXT 2
Fax 604-597-8002/604-597-3811
Email manager@whalleytaxi.ca

Driver

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

Comments:

March 24, 2017 - The following complaint was received by Consumer Protection and forwarded to the Branch for investigation (included a photo of the interior window of the cab showing unit number NW87):

Inquiry#: 94663
Consumer name: s.15,s.22
Company name: Newton Whalley Taxi
Taxi number or license: nw87
Date of incident: February 24th 2017
Time of incident: 4:00pm
Location pick up: YVR airport
Location drop off: s.22 Richmond BC.
Email or mailing address: s.22
Brief summary of incident:
The driver of the taxi was driving unsafely and yelling at the passengers about wearing seat belts. Janice states that they were all wearing seat belts correctly but the driver disagreed and was very rude. See complaint form for full details.

s.15,s.22
Consumer Name Home Phone
s.22
Street Address Work Phone (optional)
Port Coquitlam,B.C.
City, Province Fax
s.22
Postal Code Emai l Address
Newton Whalley picture taken
Taxi Company Name Name or Description of Driver Involved
NW87 February 24, 2017 4 pm
Taxi Number Date and Time of Incident
Vancouver Airport 2240 #4 Road, Richmond
Taxi Pick-up Location Drop Off Location

My s.22 my s.22 , my s.22 , my s.22 and

Last Updated By: dpickeri Last Updated Date: May 2, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00081**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Mar 27, 2017
Location	RICHMOND	**Received via**		**Completion Date**	May 2, 2017
Subject	Behaviour of the driver				

myself took a taxi cab {NW87) from the International level of Vancouver Airport to s.22 s.22 in Richmond. As we were corning westbound over the Moray Bridge the cab driver suddenly swerved erratically over a lane of traffic and on to the rough gravel at the left hand side of the bridge. We were tossed around in the back seat from the sudden turn. My grandson was scared as were the rest of us. Several cars were blasting their horns and all of us thought that we were in the midst of a car accident. Not only was he recklessly driving the cab, he was screaming at us that my s.22 :er was not in her seatbelt! My s.22 informed him that my s.22 was indeed properly restrained in her lap with the seatbelt done up over top of them. The cab driver continued to rudely argue that the child was not restrained and that he was going to kick us out of his cab. He continued driving and arguing with my s.22 and son-in-law and it got to a point where I intervened and asked him to stop arguing and drop us off at our destination. We were within five minutes of our end stop. He took us to our destination.
I am lodging this complaint because this cab driver was extremely reckless and rude. His temper and his comments are unacceptable. My s.22 was forced to witness this very uncomfortable exchange and the threats. What also annoys me is that this driver saw that my s.22 was restrained correctly when we left the airport. Also my s.22 and s.22 tried to tell him repeatedly that they would never put their s.22 at risk. I was in the back seat and witnessed that both children were properly restrained by the seatbelts.
I am including a picture that I took during the end of the ride. This identifies the cab number and a profile of this driver. I was too shaken up to get any more details before we exited the taxi cab.

End… (djp)

March 27, 2017 - Sent acknowledgement email with question about child restraint:

Dear s.15,s

Re: Complaint about Yellow Cab received March 24, 2017

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.

To ensure we clearly understand what happened during the incident in question can you tell us during the ride at any time was either child using a child restraint such as a car, infant or booster seat?

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,

Douglas Pickering

End… (djp)

March 27, 2017 - Talked to s.15, on the phone. She said children were not using child restraints. I explained the regulations regarding the use of child restraints in taxis and that I did not see a specific violation of the PT Act or Reg. (djp)

Conclusion:

March 27, 2017 - Complaint unsubstantiated. s.15, said children were not in child restraints. Sounds like from her description the driver was objecting to the infant riding on the parents lap with the seat belt over the two of them. I tolder s.15, on the phone I did not see a violation of the PT Act or Reg. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00083**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 7, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Mar.28/17 2:58 PM.
Inquiry# 94739
Taxi number or license: # Y214
Company name: Yellow Cab
Date of incident: March 17, 2017
Time of incident: 11:23pm
Location pick up: Edgewater Casino, 760 Pacific Blvd, Vancouver, BC, V6B 5E7
Location drop off: not provided
Email or mailing address: s.22
Brief summary of incident from :
After reaching my destination, I handed my credit card to the taxi driver to pay. The taxi driver asked me to pay cash but I told him that I didn't have cash and would be paying by card. He asks again why I can't pay the $16 fare with cash and I firmly told him that I will be paying by card. During the whole transaction, he would continue to ask me to pay by cash which I denied. In the end, I provided a 10% tip to the driver which I feel is undeserved but I reluctantly did so to avoid him making further comments as I was with company at the time. We found the driver to be very rude.

I suggested that s.15,s.22 contact the company directly and if he is still unable to resolve to follow up with PTB.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

P 250.920.7112 TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9

Mar.28/17 3:14 PM.
Hi Carolyn,

The following information was received from Consumer Protection BC today. The information provided reads in parts as follows:

Taxi number or license: # Y214
Company name: Yellow Cab

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00083**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 7, 2017
Subject	Payment issues				

Date of incident: March 17, 2017
Time of incident: 11:23pm
Location pick up: Edgewater Casino, 760 Pacific Blvd, Vancouver, BC, V6B 5E7
Location drop off: not provided
Brief summary of incident from :
After reaching my destination, I handed my credit card to the taxi driver to pay. The taxi driver asked me to pay cash but I told him that I didn't have cash and would be paying by card. He asks again why I can't pay the $16 fare with cash and I firmly told him that I will be paying by card. During the whole transaction, he would continue to ask me to pay by cash which I denied. In the end, I provided a 10% tip to the driver which I feel is undeserved but I reluctantly did so to avoid him making further comments as I was with company at the time. We found the driver to be very rude. I suggested that s.15,s.2 contact the company directly and if he is still unable to resolve to follow up with PTB.

Please interview the driver in question and report back your findings by Tuesday, April 4, 2017.

_____
Mar.29/17 11:31 AM.
Good morning s.15,s.22

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

_____

Conclusion:

Apr.4/17 12:21 PM.
Good morning Louise, I am sorry for my delay. My ops manager, Mr. Sidhu did speak with the driver on Friday but I was not satisfied with the answer I received so I called the driver myself this morning. The driver claims that he did not ask for cash, that he was having problems with his POS terminal. I asked the driver why he did not report this to dispatch so they could have logged it for future reference. He said he did not know he was supposed to do this. He said that he has never refused to take a credit card, and that I can look into his file and see how much he takes every month.

Regardless of his excuses, I have issued him a warning and informed him that if I receive another complaint on his file of this nature he will receive a one week suspension.

In an attempt to regain the trust of the customer, I would like to send out $20.00 in coupons for him or her to use the next time they need taxi service in Vancouver. Please pass this message on to them for me.

Kind regards

Carolyn Bauer
General Manager
Yellow Cab

_____
Apr. 04/17 2:20 PM.
Good afternoon s.15,s.2

Carolyn Bauer, General Manager for Yellow Cab would like to send you $20.00 in coupons for you to use the next time you need a taxi service in Vancouver. Please provide your mailing address.

_____
Apr. 04/17 2:24 PM.
Good afternoon Carolyn and thank you for providing your findings.

I sent the complainant an e-mail asking for a mailing address.

I will get back to you.

_____
From: Carolyn Bauer [mailto:carolyn@yellow-cab.ca]
Sent: Tuesday, April 4, 2017 4:37 PM
To: Swan, Louise M TRAN:EX
Subject: Re: Consumer Protection BC method of payment

Thank you so you have their name so I can address the envelope and letter properly?

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00083**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 7, 2017
Subject	Payment issues				

Carolyn

_____

Apr. 05/17 6:59 AM.
Good morning Carolyn,

I just have his first name of s.15,s.22

_____

Apr. 05/17 7:11 AM.
Hi again,
s.15,s.22 it is. I found his surname on his response when providing his mailing address.

_____

2017-00083
Driver denies the allegations regarding asking for cash. He did have problems with his POS terminal. Carolyn asked why he did not report it to dispatch so they could have logged it for future reference. Said he didn't no he was supposed to. Denied refusing to take a credit card.
Driver was issued a warning and if another complaint of this nature is received he will be issued a one week suspension.
Customer given $20.00 in coupons.
Allegations substantiated in part.
File closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00084**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 3, 2017
Subject	Driving ability				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70546
License Type Special

ATTN: John Palis, Sukhi Sandh
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604-664-0430
Fax 604-669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

Mar.28/17 3:44 PM.
Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Vancouver Taxi
Driver's Name: N/A
Taxi Number or License: DD 8331 (BC License Plate)
s.22

Incident
Date of incident: March 27, 2017
Time of incident: 7:30 pm – appox.
Location Pick Up: NA – See Comments
Location Drop Off: N/A – See Comments

Summary of Incident: Complainant was on Abbot and Hastings turning left onto Hastings – had turn signal on. Just before complainant was going to make turn, a cab pulled around her left hand side into oncoming traffic. Cab sideswiped complainant's car ripping off bumper. Cab pulled over and gave complainant his information but took off after giving info and did not wait for police.

Complainant tried to call cab company to report but said they were not very helpful. Police report number is: 17-586174.

Kind regards,
Lottie

Last Updated By: lmswan Last Updated Date: Mar 29, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00084**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 3, 2017
Subject	Driving ability				

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2808
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

Mar. 29/17 12:25 PM.
I left a voice mail message for s.15,s.22 to provide her e-mail address if she has one so I can send her an acknowledgment letter.

Conclusion:

Mar.29/17 11:09 AM.
Good morning John,

The Passenger Transportation Branch received the following information from Consumer Protection BC yesterday.

We have recently undertaken a review of our complaint and investigation process, in particular customer service issues.

As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed.

The following information was provided by the complainant:

Taxi Info
Taxi Company: Vancouver Taxi
Driver's Name: N/A
Taxi Number or License: DD 8331 (BC License Plate)
s.22

Incident
Date of incident: March 27, 2017
Time of incident: 7:30 pm – approx.
Location Pick Up: NA – See Comments
Location Drop Off: N/A – See Comments

Summary of Incident: Complainant was on Abbott and Hastings turning left onto Hastings – had turn signal on. Just before complainant was going to make turn, a cab pulled around her left hand side into oncoming traffic. Cab sideswiped complainant's car ripping off bumper. Cab pulled over and gave complainant his information but took off after giving info and did not wait for police.

Complainant tried to call cab company to report but said they were not very helpful. Police report number is: s.22

We have also referred the complainant to contact Vancouver Taxi at 604-664-0430, and ask them to speak with yourself as the General Manager.

We may request the outcome of your investigation with the driver, as we record complaints received and report them to the Passenger Transportation Board upon request, this is normally done as part of the application process.

If you have any questions, please do not hesitate to contact us.

Mar. 29/17 1:19 PM.
Hi Louise,

I spoke with s.15,s.22 yesterday. We had already had an ICBC report completed by the driver s.22 who has an excellent record. The young lady was quite high strung and I was very calm in dealing with her. I asked her some questions and she responded. She went as far as to say the driver was impaired, and I pressed her on it and she backed down. Had there been a question of impairment the VPD would have acted. This is an MVA and for this s.15,s.22 was treated fairly. What I think is that she wanted a summary execution without trial. s.22 D.L. is s.22 You will see there is nothing to indicate that he is a menace on the road. s.22 is a very laid back fellow and all the information was exchanged and as there were no injuries.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00084**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 3, 2017
Subject	Driving ability				

Should you need to follow-up, don't hesitate to contact me.

Regards,

John Palis,
General Manager
Vancouver Taxi Ltd.
790 Clark Drive
Vancouver, B.C. V5L 3J2
(604) 664-0430

_____
2017-00084
Driver completed an ICBC report. It was an MVA at roadside.
Findings were substantiated. File closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00085**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 20, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

Requestor

s.15,s.22

Phone **Fax**
Cell s.22
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70199
License Type Special

ATTN: Ony Chowdhury
MACLURE'S CABS (1984) LTD.
1275 75TH AVE W
VANCOUVER BC V6P 3G4

Phone 604-731-4999 (Ony)
Fax 604-731-9219
Email maclurescabs@hotmail.com

Driver

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

Comments:

Mar.28/17 3:56 PM.
Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: McClures Taxi
Driver's Name: N/A
Taxi Number or License: #78 & #30
Person at call center (say was a woman).

Incident
Date of incident: March 28, 2017
Time of incident: 2:30 p.m.
Location Pick Up: s.22
Location Drop Off: See comments.

Summary of Incident: Complainant used telephone app to book cab. Cab #30 accepted fair but noticed cab had not moved in 5 minutes. Then complainant noticed that cab #30 dropped fair and also noticed that cab #78 picked up fair. Then complainant noticed that cab #78 dropped his fair to pick up another fair. He called company to complain but person who answered phone insisted that was not the case.

Kind regards,
Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER

Last Updated By: lmswan Last Updated Date: Apr 20, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00085**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 20, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

TF 1.888.564.9963 Ext. 2808
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
Mar.29/17 11:20 AM.
Good morning Ony Chowdhury,

The Passenger Transportation Branch received the following information from Consumer Protection BC yesterday. The information provided reads in part as follows:

Taxi Info
Taxi Company: MacClure's Taxi
Driver's Name: N/A
Taxi Number or License: #78 & #30

Incident
Date of incident: March 28, 2017
Time of incident: 2:30 p.m.
Location Pick Up: s.22
Location Drop Off: See comments.

Summary of Incident:
Complainant used telephone app to book cab. Cab #30 accepted fair but noticed cab had not moved in 5 minutes. Then complainant noticed that cab #30 dropped fair and also noticed that cab #78 picked up fair. Then complainant noticed that cab #78 dropped his fair to pick up another fair. He called company to complain but person who answered phone insisted that was not the case.

Ony, you are required to follow up on the information provided by the complainant and report back your findings by Tuesday, April 04, 2017.

_____
Mar. 29/17 13:53 pm.
I telephoned s.15,s.2 to advise him we are following up with the licensee. I discussed sending an acknowledgement letter but no e-mail address was provided in the information received from Consumer Protection BC. s.1 advised he trusts we will followup with licencesee and no acknowledgement letter is required.

_____
Mar. 29/17 11:52 AM.
Thank for your email.

I will investigate the issue and report back within the given deadline.

Thanks

--
Regards,
Ony Chowdhury
General Manager
Maclure's Cabs (1984) Ltd
1275 W, 75th Avenue,
Vancouver, BC V6P 3G4
Tel: 604 731 4999 Fax: 604 731 9219

_____

Conclusion:

Apr. 04/17 12:36 PM. (dispatch history imported to the correspondence tab)
Hi Louise,

Good Morning.

We have investigated the issue and provided the details below. From our investigation we found that the cabs were 87 and 30; not 78 & 30. Our cabs were on the way to pickup the customer but due to Flag in Hotel , the 1st Cab had to take that flag customer and once the next Cab accepted

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00085**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 20, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

the trip, the customer cancelled the trip.

Trip Details:

1.Trip Initiated – 14:26:39 via iPhone
2.Cab 87 Accepted the Trip at 14:28:18
3.While Cab 87 was heading towards the pickup address but it had to take a flag at Hotel and Cab 87 accepted that flag.
4.Trip was Re-Dispatched and Cab 30 Accepted the trip at 14:35:53.
5.Customer Cancelled the trip at 14:36:12

I have attached the Dispatch history from our Dispatch software for your record.

Please let me know if you need anything in addition.
--
Regards,
Ony Chowdhury
General Manager
Maclure's Cabs (1984) Ltd
1275 W, 75th Avenue,
Vancouver, BC V6P 3G4
Tel: 604 731 4999 Fax: 604 731 9219

_____
Apr. 04/17 2:52 PM.
Thanks Ony for your findings.

Please explain the following:

•Why did the 1st cab #87 accept the flag when he already had accepted the app customer?
•Did the app customer provide his drop off address at the time of booking too?

_____
Apr. 4/17 3:52 PM.
Hi Louise,

Good Afternoon.

1.Vacant Cabs need to take the Flagged customer in front of any hotel, it's an arrangement we have with the Hotels, otherwise Hotel authority complains if any vacant cabs doesn't take their customer.
2.The customer did not provided drop-off address at the time of booking.

Thanks and please let me know if you need anything in addition.

_____
Apr. 04/17 4:07 PM.
Thanks Ony.

Does Maclure's have a written arrangement in place between the Vancouver Hotels that they must accept a flagged customer?

_____
Apr. 04/17 3:52 PM.
Hi Louise,

Good Afternoon.

1.Vacant Cabs need to take the Flagged customer in front of any hotel, it's an arrangement we have with the Hotels, otherwise Hotel authority complains if any vacant cabs doesn't take their customer.
2.The customer did not provided drop-off address at the time of booking.

Thanks and please let me know if you need anything in addition.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00085**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 20, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

--
Regards,
Ony Chowdhury
General Manager
Maclure's Cabs (1984) Ltd
1275 W, 75th Avenue,
Vancouver, BC V6P 3G4
Tel: 604 731 4999 Fax: 604 731 9219
Email: maclurescabs@hotmail.com
Web Site: www.maclurescabs.ca

_____
Apr. 05/17 4:11 PM.
Thanks Ony for your response.

We are looking into this further and will get back to you.

_____
Apr.06/17 11:40 AM.
Good morning Ony,

We discussed Maclure's policy this morning regarding drivers cancelling an "app trip" to take a flag at a Hotel in Vancouver. (this applies in general too) The Passenger Transportation Branch considers this a "trip refusal". Maclure's must amend their company policy. If your drivers accept an "app trip" and then cancel to pick up another customer instead this is considered a "trip refusal". This shouldn't be a problem with Hotel authority because if their top light is off the message would be they are not available. As a licensee Maclure's should be able to confirm that the driver of taxi cab #87 (in this instance) was on route to pick up an "app trip". Hotel customer would get the next cab available.

Yes the wait time was minimal and yes the customer cancelled cab #30 but Maclure's is sending the wrong message to customers and drivers.

Ony, how Maclure's chooses to convey this message to all drivers and dispatch will be up to Maclures. The Board of Directors should also be made aware of this too.

The Registrar will not be issuing an Administrative Penalty in this instance. Please consider this instance educational. If the Passenger Transportation Branch receives further complaints about this same subject matter the Registrar will issue Administrative Penalties for "trip refusals.

_____
Apr. 07/17 6:19 PM.
Hi Louise,

Good Afternoon.

I have conveyed the message to our board of directors according to your recommendation and we will definitely look into this matter with highest priority.

Thanks again and have a nice weekend.

--
Regards,
Ony Chowdhury
General Manager
Maclure's Cabs (1984) Ltd
1275 W, 75th Avenue,
Vancouver, BC V6P 3G4
Tel: 604 731 4999 Fax: 604 731 9219

_____
2017-00085
Maclure's were allowing drivers to not accept app trips if there was a flag in front of Vancouver Hotels. Allegedly they have a verbal agreement with the hotels that Vancouver cabs must accept flags.
Ony was advised that they must amend their policy within the company that drivers cannot decline/refuse app trips. Advised the Registrar will not be issuing an APF in this instance and consider this instance educational. If the Branch receives further complaints on this same subject matter the Registar will issue an APF for "trip refusals".
Allegations substantiated.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00085**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 20, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00086**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 31, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Mar 31, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 15, 2017
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number
License Type

Phone
Fax
Email

Driver

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

Comments:

March 16, 2017 - This complaint was directed to the Branch from Consumber Protection BC. The complaint reads as follows:

Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 94020

Consumer Name: s.15,s.22
Consumer contact:
Taxi company: not disclosed
Taxi number: n/a
Date of incident: multiple occasions
Time of incident:
Pick up location: Worksafe BC
Proposed drop off location: Worksafe BC
Issue: The consumer's s.22 is a s.22 who is s.22 He currently receives compensation from Worksafe BC in order to reimburse him for transportation to/from medical appointments. They also compensate for taxi's waiting times. She alleges that, despite arranging for wheelchair accessible transporation a day in advance, the taxi's typically arrive 30-45 minutes late. She also alleges that they regularly over-overestimate and charge for wait times. She states that the delays have caused many missed appointments which results in wasted funds and nursing assistance. She does not wish to provide specific details for fear that the taxi company will deny her service in the future as a result. I have requested that she provide further details; however, she has declined thus far. Attached is a copy of her complaint email to us for your reference. We have encouraged her to provide more detail if possible but determined that a complaint to the PTB would be appropriate given the nature of the concern.

March 23, 2017 - original email from complainant was sent to the Branch by Consumber Protection BC.

From: s.22
Sent: Tuesday, February 21, 2017 1:48 PM
To: info@consumerprotectionbc.ca
Subject: Disabled passengers and accessible cabs

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00086**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 31, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Mar 31, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 15, 2017
Subject	Wait times (regular/accessible taxi)				

My s.22 is s.22 and s.22 He is a Worksafe BC client and his taxi transportation to and from medical appointments is covered by WorkSafe BC. They also pay for the Taxi to wait.

My issue is that, although we book a wheelchair cab a day in advance for a specific time, we have never had a cab arrive on time. The norm is 30-45 minutes late. The taxi company lies to us regularly about how long the taxi will take (3 minutes when it is really 20.)

I understand that they want to pick up other fares and maximize their revenue, but their delays mean that we have to book the cab an hour before we need it or else the appt. will be missed and the money WorkSafe spends on two nurses to attend my s.22 is wasted. Not to mention the hospital appointment.

Also, before we had Worksafe's approval for the cab to wait during the appointment, my s.22 generally had to wait 2-3 hours for a taxi after the appointment was done. Unacceptable.

I'm not providing the name of the Taxi company because the Manager told me that if I complained they wouldn't pick us up any more and we could find another company.

There needs to be a dialogue and clear rules established so that people with severe mobility impairments can have clear service standards and vulnerable people should not be held hostage.

s.15,s.22

END_____

Sep. 15, 2017 - Acknowledgement letter sent as follows:

Hello,

Please be advise that the Passenger Transportation Branch received your complaint from Consumer Protection BC. Our Acknowledgement letter is as follows.

File No: 2017-00086

September 15, 2017

s.15,s.22

Dear s.15,s.22

Re: Accessible Taxi service

Thank you for providing important information to the Passenger Transportation Branch regarding a potential violation(s) of the Passenger Transportation Act and/or Regulations.

We value your submission and may contact you for further details. Based on all of the information received, an investigation will be initiated to substantiate the allegations. If a violation has indeed occurred, the Branch will apply whatever penalty is deemed appropriate. However, due to privacy concerns, we are not able to divulge what level or type of penalty was administered.

As an aside, please note the allegations are serious and it appears these long waiting times are excessive and are unacceptable for someone who requires the use of an accessible taxi. It is also not acceptable that a taxi company says they will not service your husband if you submit a complaint. We do require the name of the company and any details of a specific incident (dates, times, etc.) is helpful for a complete investigation. If this has continued to be an issue it would be very helpful if you could provide this information. Many taxi companies have a service priority for passengers who require an accessible taxi stated in the Passenger Transportation licence. The specifics are different on each company's licence. If you would like to speak over the phone my contact details are below.

If you have any questions or concerns please contact us by phone at 604-527-2198 or email at passengertransportationbr@gov.bc.ca.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00086**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 31, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Mar 31, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 15, 2017
Subject	Wait times (regular/accessible taxi)				

Yours truly,

END_____

Sep. 15, 2017 - The complaint was general and no specific details of an incident were provided. The company wan not identified. Enforcement Officer Rotgans requested the complainant to provide more details.

This investigation is closed. If more information is provided we will re-open the file.

(nr)

END_____

Conclusion:

Sep. 14, 2017 - The complaint was not substantiated as specific details of the incident or name of the company was not provided.

The investigation is closed. If the name of the company or details of an incident are provided the file will be re-opened.

(nr)

END_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00002**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 1, 2017
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70391
License Type Special

ATTN: Mohammed Ullah (GM)/Yadwinder Sandhu
RICHMOND CABS LTD.
2440 SHELL RD
RICHMOND BC V6X 2P1

Phone 604 248-3131
Fax 604 276-2705
Email gm@richmondtaxi.ca

Driver

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

Comments:

Jan 9, 2017 - The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 92418

Consumer Name: s.15,s.22
Consumer contact
Taxi company: Richmond Taxi
Taxi number: Doesn't know
Date of incident: 2017-01-09
Time of incident: Approx 4:15 AM
Pick up location: YVR
Proposed drop off location: s.22 Vancouver
Issue: He lives a block from the boundary for the fare lives in the $35 fare zone, his s.2 wasn't feeling well and asked the driver to pull over because she was feeling sick. They pulled over at the side of the road and his s.2 got sick behind some bushes. Stopped for maybe 30 seconds maximum.The driver didn't help them with the luggage or anything and charged them $40. Claims that he had to add $5 because the cab stopped. Tried to reason with the driver but he wouldn't budge. Consumer claims that he gave the driver $50 didn't realize until after the cab was gone but the driver only gave him $5.00 back. Consumer claims that he has called Rmd taxi, they said that they couldn't determine who the driver was and they referred him to the YVR transport authority.

Thank you,

End… (djp)

Jan 9, 2017 - Sent acknowledgement email. (djp)

Jan 11, 2017 - Sent email to Richmond Taxi:

Hello,

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00002**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 1, 2017
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Taxi company: Richmond Taxi
Taxi number: Doesn't know
Date of incident: 2017-01-09
Time of incident: Approx 4:15 AM
Pick up location: YVR
Proposed drop off location: s.22 Vancouver
Issue: He lives a block from the boundary for the fare lives in the $35 fare zone, his s. wasn't feeling well and asked the driver to pull over because she was feeling sick. They pulled over at the side of the road and his s.2 got sick behind some bushes. Stopped for maybe 30 seconds maximum.The driver didn't help them with the luggage or anything and charged them $40. Claims that he had to add $5 because the cab stopped. Tried to reason with the driver but he wouldn't budge. Consumer claims that he gave the driver $50 didn't realize until after the cab was gone but the driver only gave him $5.00 back. Consumer claims that he has called Rmd taxi, they said that they couldn't determine who the driver was and they referred him to the YVR transport authority.

This drop off address is in the $35 zone and there is no rate rule allowing for charging extra in the case of this kind of emergency. Please investigate this complaint, include a driver's statement and reply by Jan 23, 2017.

Thank you for your attention,

End… (djp)

Jan 11, 2017 - Reply from Reshma:

Good morning,
I will respond with all information all information regarding this incident.
Reshma

End… (djp)

Jan 11, 2017 - Email from Reshma with attached statement:

Attn: Mr.Pickering,

Please see attached information and response for 2017-00002

Sincerely,
Reshma Singh.

January 11,2017

DRIVER NAME: s.22

BCDL: s.22

CAB # 38

PLATE # : DX 0938 REG # s.15

Hello Mr.Pickering,

Iam forwarding a copy of diver statement regarding this issue. A copy of this will also be provided to YVR since the guest also reached out to YVR.
Iam extremely sorry for this driver's lack of human values. We have policies in place to dealwith

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00002**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 1, 2017
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

any such issues.

It seems like he followed the $5 stop fee on YVR Flat Rate Sheet, but really, Iam very disturbed by this.

Iam going to wait for your reply but please convey my deepest apologies for his actions.Iknow Iwould not have liked that all.

Yours truly,
I

Operations Manager

778 889 1963

The Manager
Richmond Taxi co. Ltd.

Subject:- Explanation about the pick up from YVR

I pick up a couple from YVR on M9.nQy 09 Jan 2016 around 4am they want to go to s.22 st in Vancouver. While travelling customer request stop around knight st and 41st ave. The lady went out from the taxi for a minute or two minute as the 1nan was sitting inside taxi mentioned his s.2 is sick that's why. After she came back I dropped them to their destination. The man gave 1ne $50 bill and ask me the fare and I told him the total fare is $40. And gave him back $10. The man ask but the paper of zone fare say
$35 why you charge me extra $5 and then I explained hhn that yes YVR zone fare is $35 + $5 for the customer requested stop enroute make it total of $40. Custo1ner argue on charging home extra $5 that
it was emergency stop as his s.2 was sick and what if she throw up in the taxi. As I say sorry for that but it's a YVR zone fare rule and it is documented on zone fare paper it didn't mention the purpose of stop as e1nergency or non emergency stoppage enroute or the minimum time of stop the charge for the stop is $5 for first I 0 1ninutes. And I told them if she throw up in the taxi again there will be charge of $75 as per PTB rule And after that his s.2 respond to him that's ok I can hold for next time . I responded back that I 1n so sonyr for this but I m foilowing the rule. Then I left the place.

End… (djp)

Jan 12, 2017 - Talked to Reshma, she agreed to speak with the complainant and said they would offer refund if requested. Sent email to s.15 asking him to contact her. (djp)

Jan 18, 2017 - Reshma called me, said complainant had brought complaint to YVR. Asked if she could share our correspondence with YVR and I agreed. Reshma acknowledged complaint involves issue with $5 for stop and $5 charged over zone fare. I told Reshma what we want is education for the stop issue, likely a penalty for the driver for overcharging for the zone fare. Reshma said she would go back to the driver and double check his story. (djp)

Feb 14, 2017 - I called s. he said he was reluctant to contact Reshma because he was afraid of repercussions. I said in my opinion Reshma has been good at dealing with these kinds of complaints. He said he may contact her and would let me know how it goes. (djp)

Feb 28, 2017 - Sent email to Reshma:

Hello Reshma,

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00002**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 1, 2017
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

I'm following up on this complaint. You had sent us a driver's statement and subsequently you and I talked on the phone on Jan 18. At that time you had indicated you were going to address with the driver the issues of charging for the stop and allegedly charging $5 over the zone fare. You had said you would be getting back to me. Just want to confirm what your outcome was.

Regards,

Douglas Pickering
Passenger Transportation Enforcement Officer
Passenger Transportation Branch
Ministry of Transportation and Infrastructure

End… (djp)

March 1, 2017 - Email from Reshma:

Hi Douglas,
The driver was coached as to basic service quality and care.Above all I spoke to him and reminded him that the end result would have been a lot sweeter had he reacted with due care.He did quote the stop charge and admitted that he asked for it but regretted his decision afterwards. As for the $5 extra he denied that he took that. As for Richmond Taxi please request the complainant if we could send him $10 in gift certificate that he can use anytime he is in Richmond.
Thank you.
Reshma

End… (djp)

Conclusion:

March 1, 2017 - Complaint substantiated. Reshma said they have educated driver and are offering complainant $10 gift certificate. s.15 has said he does not want to contact the company directly or have his info shared with them. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00003**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Jan 11, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Jan 26, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

Requestor

s.15,s.22

s.22

Phone **Fax**

Cell

Email

Vehicle

Reg/VIN **Jurisdiction**

Plate #

Owner

Licensee

PT Number 70476

License Type Special

ATTN: Moonyem Mohammad; Balvinder Singh Randhawa
NORTH SHORE TAXI (1966) LTD.
264 PEMBERTON AVE
NORTH VANCOUVER BC V7P 2R5

Phone 604 980-7011 ext 5
Fax 604 987-6735
Email gm@northshoretaxi.com; manager@northshoretaxi.com

Driver

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

Comments:

Consumer Protection BC received the following complaint:
Taxi Complaint Inquiry #92268

Consumer Name: s.15,s.22
Consumer contac
Taxi company: North Shore Taxi
Taxi number: N/A
Date of incident: December 25, 2016
Time of incident: 5 pm
Pick up location: s.22 North Vancouver.
Proposed drop off location: Vancouver International Airport
Issue: Taxi did not arrive

Emma | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2825
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
Jan.11/17 7:29 AM.
Good morning Moonyem,

The Passenger Transportation Branch received the following complaint yesterday from Consumer Protection BC. The complaint reads in part as follows:

Taxi company: North Shore Taxi
Taxi number: N/A
Date of incident: December 25, 2016
Time of incident: 5 pm
Pick up location:s.22 North Vancouver.
Proposed drop off location: Vancouver International Airport
Issue: Taxi did not arrive

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00003**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Jan 11, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Jan 26, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

You are requested to interview the dispatcher on duty and provide your details to the allegations by Wednesday, January 18, 2017.

_____
Jan.11/17 Acknowledgement letter sent to the complainant.

_____
Jan.18/17 10:40 AM.
Hello Louise,
Good Morning,

To find out all the details related to this complaint, I need some more info like the consumer's phone number used to call North Shore Taxi. The address given doesn't match with any database for that day. If are able to provide me that would be great. Thanks.

Best Regards

Gurvir Kang (Goldie)
Operations Manager
North Shore Taxi (1966) Ltd
264 Pemberton Ave
North Vancouver, BC V7P 2R5
Ph: (604)983-2212; Fax: (604)987-6735

_____
Jan.18/17 11:27 AM.
Goldie I have provided you with the following telephone number s.22

_____
Jan.25/17 7:38 AM.
Good morning Goldie,

Please provide your findings.

Conclusion:

Jan. 25/17 12:00 noon.
Goldie Kang called. He contacted the complainant to get the telephone number they used to book the cab. Goldie to provide fundings no later than tomorrow.

_____
Jan. 26/17 10:16 am. Findings imported to the correspondence tab.
Good Morning Louise,

I called this customer to get some more information regarding this incident and found that the phone number they used to call us was another phone.
As per my findings trip was dispatched to car N 35 he arrived there but didn't wait there 10 minutes. The details of the trip are as under
Driver accepted the trip @ 17:08
Driver arrived at Pick up point @ 17:20
Driver granted no show (auto) @ 17:24

As in this case we accepted our mistake (driver's end) and apologized to this customer for the botheration he had experienced due to this. We are sending a complimentary ride to the Airport worth $60.00 coupons via mail.
Sorry for the delay and thanks for your patience.

Best Regards

Gurvir Kang (Goldie)
Operations Manager
North Shore Taxi (1966) Ltd
264 Pemberton Ave
North Vancouver, BC V7P 2R5
Ph: (604)983-2212; Fax: (604)987-6735

_____
Jan.26/17 10:22 am.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00003**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Jan 11, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Jan 26, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

Thanks Goldie for your findings.

Please advise when you have mailed the complimentary coupons so I can close this file.

_____
Jan. 26/17 4:07 PM.
Good Afternoon Louise,

I have mailed the complimentary coupons so you can close the file. Thanks.

Best Regards

Gurvir Kang (Goldie)
Operations Manager
North Shore Taxi (1966) Ltd
264 Pemberton Ave
North Vancouver, BC V7P 2R5
Ph: (604)983-2212; Fax: (604)987-6735
Book Online at: www.northshoretaxi.com

_____
File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00005**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Jan 11, 2017
Location	DELTA	**Received via**	Email	**Completion Date**	Feb 21, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70285
License Type Special

ATTN: Don Guilbault / Maheshinder Sidhu
DELTA SUNSHINE TAXI (1972) LTD.
13425 71A AVE
SURREY BC V3W 2L2

Phone 604-594-1718 / 604-594-1111 / 604-594-1723
Fax 604-594-1785
Email manager@deltataxi.com; deltasunshinetaxi@shaw.ca

Driver

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

Comments:

January 10, 2017 - This complaint was directed to the Branch by Consumer Protection BC, as follows:

Complaint #1
Consumer Name: s.15,s.22
Consumer contact
Taxi company: Delta Sunshine Taxi
Taxi number: #88
Date of incident: 2016-12-01
Time of incident: 9:38 am
Pick up location: s.22
Proposed drop off location: s.22

Issue: Claims driver would not move lunch box to make them more comfortable and was driving using only one hand, while listening to the radio which was too loud.

END_____

February 1, 2017 - Manager, Don Guilbault, provided a copy of the driver's warning letter and written confirmation showing the manager has taken action to remind all drivers of best practices concerning safe driving and ensuring paying passengers have the full use of the vehicle.

Our investigative finding is that the driver's lunch box was in the vehicle taking up the paying customer's space. The driver allegedly driving with one hand on the wheel was dealt with a general reminder about safe driving. The driver's actions were dealt with by the company in the form of a warning letter. The taxi company was able to provide a copy of the driver's warning letter. The manager sent out a reminder to all drivers regarding safe driving and advising drivers that the entire interior of the taxi must be made available to passengers and as such, the complain is closed. (nr/mgl)

END_____

Conclusion:

Complaint was received and investigated. The driver's actions were dealt with by the manager in the form of a warning letter. The manager reminded all drivers of best practices concerning safe driving and ensuring paying passengers have the full use of the vehicle.

Last Updated By: nrotgans Last Updated Date: Feb 21, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00005**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Jan 11, 2017
Location	DELTA	**Received via**	Email	**Completion Date**	Feb 21, 2017
Subject	Behaviour of the driver				

This investigation is closed. (nr/mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00006**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 11, 2017
Location	DELTA	**Received via**	Email	**Completion Date**	Feb 21, 2017
Subject	Driver not willing or able to assist in the loading and unloading of persons confined to wheelchairs				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70285
License Type Special

ATTN: Don Guilbault / Maheshinder Sidhu
DELTA SUNSHINE TAXI (1972) LTD.
13425 71A AVE
SURREY BC V3W 2L2

Phone 604-594-1718 / 604-594-1111 / 604-594-1723
Fax 604-594-1785
Email manager@deltataxi.com; deltasunshinetaxi@shaw.ca

Driver

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

Comments:

January 10, 2017 - This complaint was directed to the Branch from Consumer Protection BC, as follows:

Complaint #2
Consumer Name: s.15,s.22
Consumer contact
Taxi company: Delta Sunshine Taxi
Taxi number: #104
Date of incident: 2016-12-14
Time of incident: 10:38 am
Pick up location: s.22
Proposed drop off location: s.22

Issue: Claims the driver did not drop them off where requested dispite their mobility issues. Consumer also claims the driver drove off with their s.22 medication in the front seat.

Please see attached. Consumer claims that they have gone back to the business, but the business is not repsonding to their complaints.

END_____

February 2, 2017 - Manager, Don Guilbault, provided the driver's recollection of the alleged incident. The driver provided a different report out on the alleged incident than the consumer. The complainant provided a copy of the receipt for the $5.00 fare. The driver dropped off the medication the complainant left in the vehicle.

The allegation was unsubstantiated and, as such, the complaint is closed. (nr/mgl)

END_____

Conclusion:

Complaint was received and investigated. The allegation was unsubstantiated due to the driver and consumer having a difference of opinion in the alleged incident. The customer provided a copy of the receipt showing the $5.00 fare was paid to the driver. Yet driver reported out no fare was

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00006**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 11, 2017
Location	DELTA	**Received via**	Email	**Completion Date**	Feb 21, 2017
Subject	Driver not willing or able to assist in the loading and unloading of persons confined to wheelchairs				

collected.

This investigation is closed. (nr/mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00007**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 11, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 13, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number
License Type

Phone
Fax
Email

Driver

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

Comments:

January 10, 2017 - The Branch received this complaint from Consumer Protection BC, as follows:

"Cabs of various companies appear to flaunt road rules. Two primary examples are 1) The use of bus only HOV lanes (eg. Lions Gate Bridge on ramp) and 2) Turning restrictions of Granville and Georgia. The latter is particularly troubling from a pedestrian standpoint."

END____

January 13, 2017 -
Acknowledgement letter was direct to the complainant (NR)

Conclusion:

Complaint was received and investigated. Insufficient information was provided to identify the licensee or to identify the driver. This was communicated to the complainant who was advised for future reference such complaint should be directed the Vancouver Police Department.

The complaint has not be substantiated due to lack of information, and such the complaint is closed. (NR)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00010**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 13, 2017
Requestor	s.15	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 13, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 7, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15

Phone **Fax**
Cell
Email s.15

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70404
License Type Special

ATTN: Tim Land
WHITE ROCK SOUTH SURREY TAXI LTD.
3-17921 55 AVE
SURREY BC V3S 6C4

Phone 604-574-0966 / 604-533-3333
Fax 604-576-2900
Email pacificcabs@telus.net

Driver

License Num: s.22 **Class:** 4
Driver Name: **Expiry Date:** s.22
Birthdate: **Jurisdiction** BC

Comments:

January 13, 2017 -
The complaint was filed by s.15 as follows:

Good morning Kristen, one would think that the Passenger Transportation Branch would not have to babysit suburban taxi companies that know their boundaries and where they must operate. In the past we had complained that several suburban taxi companies had not geofenced their APPS. The Branch took action too insure all companies were in compliance.

It will only take a few minutes for the Branch to download the individual APPs for each company, to find all of the taxi companies are accepting trips paid by cash outside of their jurisdiction. I booked one this morning from Pacific Cabs in Langley to pick me up at Yellow Cab, it told that my booking was confirmed.

Please investigate this, this is not acceptable that suburban taxi companies continue to feel that they are exempt from Licence Conditions issued under the Passenger Transportation Board.

Kind regards

END_____

January 13, 2017 - email from Kristin to s.15

Hi s.15

Did you enter your address or drop a pin at your location when you booked with Pacific Cabs?

END_____

January 13, 2017 - Email from s.22 to Kristin

Thank you, yes I did.

Thank you

Last Updated By: nrotgans Last Updated Date: Feb 2, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00010**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 13, 2017
Requestor	s.15	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 13, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 7, 2017
Subject	Operating outside the licensee's area of service (poaching)				

END_____

January 13, 2017 - Email from Kristin to s.15

Hi s.15

Sorry I wasn't clear. There were two options I was asking about. Did you:
1.Enter your address manually, or
2.Drop a pin at your location

END_____

January 13, 2017 - Email from s.15 to Kristin

I did both.

Thanks

END_____

January 13, 2017 - Email from Kristin to s.15

Thank you. Were you using individual company apps or Zoro?

END____

January 13, 2017 - Email from s.15 to Kristin

Individual as well as zoro.

Companies accepting zoro trips have their own condition of licence that they must adhere to. s.15 accepts zoro. Bonny's is now connected to eCab but does not breech their condition of licence.

Thanks

END_____

January 13, 2017 - Email from Kulwant to Kristin

Good afternoon Kristin, Happy New Year. I have booked through the Apps and the companies that do not have their Apps geofenced are as follows:

1.Surrey Metro green Cab
2. Surdell taxi
3. Richmond taxi
4. North shore taxi
5. Sunshine taxi (west Vancouver)
I hope this helps.

END_____

January 16, 2017 -

Used Pacific Cabs app to request a taxi pickup at s.22 , Coquitlam for 12:30pm. As per screen shots the app confirmed the booking at 10:37am. At 12:00pm the booking was accepted by car #52. In the app in the track booking screen Naomi monitored the location of the taxi. The taxi arrived at the Branch at 12:30pm. Naomi, Doug, Bruce Calbick and Jim Kendall (CVSE) met the driver. Licence and documents inspected. Bruce notified the driver of pick-up infraction and said the company will be contacted regarding the incident. See photos in correspondence. (NR)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00010**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 13, 2017
Requestor	s.15	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 13, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 7, 2017
Subject	Operating outside the licensee's area of service (poaching)				

END_____

Conclusion:

Investigation reveals licensee was operating outside it's operating area. The Investigating officer's findings will be escalated to the Registrar.

Investigation is closed. (nr/mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00011**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 16, 2017
Requestor	s.15	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 16, 2017
Location	COQUITLAM	**Received via**	Email	**Completion Date**	Feb 17, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 807530
Owner NORTH SHORE TAXI (1966) LTD.
264 PEMBERTON AVE
NORTH VANCOUVER BC V7P 2R5

Licensee

PT Number 70476
License Type Special

ATTN: Moonyem Mohammad; Balvinder Singh Randhawa
NORTH SHORE TAXI (1966) LTD.
264 PEMBERTON AVE
NORTH VANCOUVER BC V7P 2R5

Phone 604 980-7011 ext 5
Fax 604 987-6735
Email gm@northshoretaxi.com; manager@northshoretaxi.com

Driver

License Num: s.22 **Class:** 4
Driver Name: **Expiry Date:** s.22
Birthdate: **Jurisdiction** BC

Comments:

Jan 16, 2017 - See complaint 2017-000010 for original complaint email and related emails from s.15 (djp)

Jan 16, 2017 -Used North Shore app to request pickup at Branch, s.22 Coquitlam. Per photos app accepted booking, taxi assigned. Driver subsequently called at 1:40pm and confirmed pick up address, asked if I was going to the North Shore, I said yes. Driver arrived at Branch and was met by EO Doug and Naomi, Bruce Calbick and CVSE Jim Kendall. Licence and documents inspected. Inspector Louise wrote NOI for expired COL. Bruce notified driver of poaching infraction, said we would contact company. See photos in correspondence. (djp)

Jan 25, 2017 - NOI 101379 issued. (djp)

Feb 16, 2017 - North Shore paid NOI by cheque $500. Order letter generated only, not sent to licencee as they paid the fine and did not otherwise respond to the intent letter. (djp)

Conclusion:

Feb 17, 2017 - Complaint was substantiated. NOI 101379 $500 for poaching paid Feb 16. Signed off by A/D Bruce Feb 17 and filed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00012**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 16, 2017
Requestor	s.15	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 16, 2017
Location	COQUITLAM	**Received via**	Email	**Completion Date**	Feb 22, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70547
License Type Special

ATTN: Gurdip Sahota, Malkit (Singh) Sidhu
SUNSHINE CABS LIMITED
1465 RUPERT ST
NORTH VANCOUVER BC V7J 1G1

Phone 604 929-1221 ext 104 or 105
Fax 604-929-8644
Email gm@sunshinecabs.ca; operations@sunshinecabs.ca

Driver

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

Comments:

Jan 16, 2017 - Original complaint from s.15 . See 2017-000010 for original complaint email and related documentation. (djp)

Jan 16, 2017 - Used Sunshine's app to request pickup at Branch (outside their service area). App accepted request but an hour later and 45 mins before pick up time Sunshine called, said outside service area and gave phone nubmer for Coquitlam taxi. (djp)

Jan 30, 2017 - Notice sent to all GVRD taxi operators warning them about geofencing and poaching and including request to make sure if app refuses booking for outisde of area that message makes that clear to the user. (djp)

Feb 15, 2017 - Tested Sunshine Cabs app, still accepting bookings for pickup here in Coquitlam. I called and spoke to Paul Gill, he said they are mainly using Zorro app, said old app has problems with water boundaries and downtown. I pointed out I was booking for pickup in Coquitlam. He said he would look into it and get back to me soon. (djp)

Feb 15, 2017 - Paul called me back and left a vm saying he had sent instructions to their app manager to fix geo-fencing and he had instructed dispatchers to not accept these trips and to call clients and direct them to other providers. (djp)

Feb 22, 2017 - Tested app, for bookings outside service area says 'Error Address not in serviceable area' and does not accept booking. Added screenshot to correspondence. (djp)

Conclusion:

Feb 22, 2017 - Tested app, for bookings outside service area says 'Error Address not in serviceable area' and does not accept booking (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00013**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 17, 2017
Requestor	s.15	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 17, 2017
Location	COQUITLAM	**Received via**	Email	**Completion Date**	Mar 22, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 813041
Owner TSAWWASSEN TAXI LTD.
13425 71A AVE
SURREY BC V3W 2L2

Licensee

PT Number 70463
License Type Special

ATTN: Don Guilbault / Maheshinder Sidhu
TSAWWASSEN TAXI LTD.
13425 71A AVE
SURREY BC V3W 2L2

Phone 604-594-1718 / 604-943-1111
Fax 604-594-1785
Email manager@deltataxi.com; deltasunshinetaxi@shaw.ca

Driver

License Num: s.22 **Class:** 1
Driver Name: **Expiry Date:** s.22
Birthdate: **Jurisdiction** BC

Comments:

Jan 17, 2017 - Received initial complaint from s.22 Please see complaint 2017-000010 for original complaint email and related correspondence.

s.15

Jan 26, 2017 - NOI 101380 issued. (djp)

March 9, 2017 - Paid NOI 101380. (djp)

Conclusion:

March 9, 2017 - Complaint substantiated. NOI 101380 issued and sent by registered mail. Paid March 9. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00014**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 17, 2017
Requestor	s.15	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 17, 2017
Location	COQUITLAM	**Received via**	Email	**Completion Date**	Feb 7, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 810738
Owner SURDELL KENNEDY TAXI LTD.
103-12975 84TH AVE
SURREY BC V3W 1B3

Licensee

PT Number 70526
License Type Special

ATTN: Michael Small, General Manager
SURDELL KENNEDY TAXI LTD.
103-12975 84TH AVE
SURREY BC V3W 1B3

Phone 604-588-1330
Fax 604-581-2017
Email michael@surdelltaxi.com

Driver

License Num: s.22 **Class:** 1
Driver Name: **Expiry Date:** s.22
Birthdate: **Jurisdiction** BC

Comments:

January 17, 2017 - Received initial complaint from s.15 Please see complaint 2017-00010 for original complaint email and related correspondence.

January 17, 2017 - At 10:11am used Surdell Cab app to request a taxi pickup now at s.22 St, Coquitlam. As per screen shots the app confirmed the booking at 10:11am. At 10:12am received an app notification confirming the Taxi Driver is Enroute (Trip 2372767 Vehicle 101). Driver called at 10:15 am and confirmed pick-up location and destination, I said Guilford. The driver said it will take him longer (15-20 minutes) as he is coming from Surrey, I said not problem, I can wait.

According to the APP track booking screen, the Investigating inspector monitored the location of the taxi. Received phone call from driver confirming the taxi arrived at the Branch at 10:28 am. Naomi, Doug, Acting Deputy Director Bruce Calbick (CVSE) met the driver. Licence and documents inspected. Bruce Calbick notified the driver he cannot pick up here and said the company will be contacted regarding the incident. Licence and documents inspected. See photos in correspondence.(NR)

END_____

Conclusion:

Investigation reveals licensee was operating outside it's operating area. The Investigating officer's findings will be escalated to the Registrar.

Investigation is closed. (nr/mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00015**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 17, 2017
Requestor	s.15	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 17, 2017
Location	COQUITLAM	**Received via**	Email	**Completion Date**	Feb 7, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 802290
Owner RICHMOND CABS LTD.
2440 SHELL RD
RICHMOND BC V6X 2P1

Licensee

PT Number 70391
License Type Special

ATTN: Mohammed Ullah (GM)/Yadwinder Sandhu
RICHMOND CABS LTD.
2440 SHELL RD
RICHMOND BC V6X 2P1

Phone 604 248-3131
Fax 604 276-2705
Email gm@richmondtaxi.ca

Driver

License Num: s.22 **Class:** 4
Driver Name: **Expiry Date:** s.22
Birthdate: **Jurisdiction** BC

Comments:

January 17, 2017 - Received initial complaint from s.15 Please see complaint 2017-00010 for original complaint email and related correspondence.

January 17, 2017 - At 1:03pm used Richmond Taxi app to request a taxi pickup at s.22 Coquitlam for 2:00 pm. Booking was confirmed. At 1:15 pm received an app notification confirming the request was accepted and assigned to Car #98. In the app in the track booking screen Naomi monitored the location of the taxi. The taxi arrived at the Branch at 2:15pm. Naomi, Doug, and Bruce Calbick met the driver. Licence and documents inspected. Bruce notified the driver he cannot pick up here and said the company will be contacted regarding the incident. See photos in correspondence. (NR)

Conclusion:

Investigation reveals licensee was operating outside it's operating area. The Investigating officer's findings will be escalated to the Registrar.

Investigation is closed. (nr/mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00016**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 18, 2017
Requestor	s.15	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 18, 2017
Location	COQUITLAM	**Received via**	Email	**Completion Date**	Jan 19, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70458
License Type Special

ATTN: Paramjit Singh, Manager/Peter Stamm
KIMBER CABS LTD.
248-2633 VIKING WAY
RICHMOND BC V6V 3B6

Phone 604-278-2155
Fax 604-207-9232
Email admin@kimbercabs.com

Driver

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

Comments:

Jan 18, 2017 - Used Kimber's app to attempt to book a pick up at s.22 , Coquitlam. App refused pick up and noted 'Outside service area.' (djp)

Conclusion:

Jan 18, 2017 - Used Kimber's app to attempt to book a pick up at s.22 Coquitlam. App refused pick up and noted 'Outside service area.' (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00017**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 19, 2017
Requestor	s.15	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 19, 2017
Location	COQUITLAM	**Received via**	Email	**Completion Date**	Jan 19, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 71373
License Type Special

ATTN: Joginder S. Wahlla (President) Hafiz R. Khan (GM)
GARDEN CITY CABS OF RICHMOND LTD.
148-2633 VIKING WAY
RICHMOND BC V6V 3B6

Phone 604-238-1111 / 604 214 5618 Charles
Fax 604-247-4002
Email hrkhangcc@gmail.com; gm@gardencitycabsrichmond.co

Driver

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

Comments:

Jan 18, 2017 - Tried to book pick up on Garden City's app for s.22 , Coquitlam. Booking failed, app reported 'We could not book your trip; please try again later.' Tried a booking in their service area and that worked. (djp)

Conclusion:

Jan 18, 2017 - Tried to book pick up on Garden City's app for s.22 Coquitlam. Booking failed, app reported 'We could not book your trip; please try again later.' Tried a booking in their service area and that worked. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00018**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 19, 2017
Requestor	s.15	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 19, 2017
Location	COQUITLAM	**Received via**	Email	**Completion Date**	Jan 19, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70614
License Type Special

ATTN: Sarj Sanghera / Arvinder Singh
ALDERGROVE-LANGLEY TAXI LTD.
19687 56 AVE
LANGLEY BC V3A 3X7

Phone 604-530-4444
Fax 604-532-5555
Email info@langleytaxi.ca

Driver

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

Comments:

Jan 19, 2017 - Tried to book pick up thru their app at s.22 Coquitlam. App refused booking, said 'Outside service area.' (djp)

Conclusion:

Jan 19, 2017 - Tried to book pick up thru their app at s.22 Coquitlam. App refused booking, said 'Outside service area.' (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00019**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 19, 2017
Requestor	s.15	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 19, 2017
Location	COQUITLAM	**Received via**	Email	**Completion Date**	Jan 19, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70617
License Type Special

ATTN: Pardeep Sharma, Manager
ABBOTSFORD TAXI LTD.
502-30950 WHEEL AVE
ABBOTSFORD BC V2T 6G7

Phone 604-853-8888
Fax 604-855-9122
Email abbotsfordtaxi@hotmail.com; abbotsfordtaxi@gmail.com

Driver

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

Comments:

Jan 19, 2017 - Tried to book on their app pick up at s.22 Coquitlam. App refused booking, 'Outside service area.' (djp)

Conclusion:

Jan 19, 2017 - Tried to book on their app pick up at s.22 Coquitlam. App refused booking, 'Outside service area.' (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00020**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 19, 2017
Requestor	s.15	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 19, 2017
Location	COQUITLAM	**Received via**	Email	**Completion Date**	Jan 19, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70974
License Type Special

ATTN: Davinder Kainth (Office Manager)/JATINDER BHULLAR
NEWTON WHALLEY HI WAY TAXI LTD.
107-13119 84TH AVE
SURREY BC V3W 1B3

Phone 604-597-3811 EXT 2
Fax 604-597-8002/604-597-3811
Email manager@whalleytaxi.ca

Driver

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

Comments:

Jan 19, 2017 - Tried to book thru their app pick up at s.22 Coquitlam. Refused, 'Booking failed. Address is not within the taxi company's service area. Please choose a different address.' (djp)

Conclusion:

Jan 19, 2017 - Tried to book thru their app pick up at s.22 Coquitlam. Refused, 'Booking failed. Address is not within the taxi company's service area. Please choose a different address.' (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00021**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Jan 19, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 26, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Jan. 19/17 4:13 PM.
Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 92783

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Yellow Cab
Taxi number: Y155
Date of incident: 2017-01-16
Time of incident: Approx 6:30-7:00 PM
Pick up location: s.22 , Vancouver
Proposed drop off location: s.22
Issue: The cab driver pulled over and asked him where he was going, told him the address and the cab driver told him that he didn't have time and just drove off. Consumer claims that he has been trying calling Yellow Cab since Monday and has been leaving voicemails with the supervisor and they will not return his calls.

Thank you,

JULIE McNAMARA | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2805
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

Jan.20/17 7:29 AM.
Good morning Carolyn,

The Passenger Transportation Branch received the following information from Consumer Protection BC yesterday afternoon. The information provided reads in part as follows:

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00021**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Jan 19, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 26, 2017
Subject	Trip refusal				

Taxi company: Yellow Cab
Taxi number: Y155
Date of incident: 2017-01-16
Time of incident: Approx 6:30-7:00 PM
Pick up location: s.22 , Vancouver
Proposed drop off location: s.22

Issue:
The cab driver pulled over and asked him where he was going, told him the address and the cab driver told him that he didn't have time and just drove off. Consumer claims that he has been trying calling Yellow Cab since Monday and has been leaving voicemails with the supervisor and they will not return his calls.

Carolyn please follow up on the above allegations and provide your findings by Monday, January 30, 2017.

_____
Jan.20/17 9:30 AM
Good morning s.15,s.22

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

_____

Conclusion:

From: Carolyn Bauer
Sent: January 20, 2017 8:09 AM
To: Gurmeet Sidhu <gurmeet@yellow-cab.ca>
Subject: FW: Consumer Protection BC Taxi Complaint

Please send me info on this complaint.

_____
From: Carolyn Bauer
Sent: January 23, 2017 2:05 PM
To: Gurmeet Sidhu <gurmeet@yellow-cab.ca>
Subject: RE: Consumer Protection BC Taxi Complaint

I need an update on this please.

_____
From: Gurmeet Sidhu
Sent: January 23, 2017 5:24 PM
To: Carolyn Bauer <carolyn@yellow-cab.ca>
Cc: bali.yc@telus.net
Subject: RE: Consumer Protection BC Taxi Complaint

Ran GPS from 6:25Pm to 7:05Pm. Cab Y155 never been to s.22 between this time span. Possibly it is different Cab # or different time.
GPS VMR is attached
Gurmeet Sidhu
Operations Manager
Yellow Cab Vancouver, BC
Tel:-604-258-4711

_____
Jan. 26/17 1:31 PM. (GPS printout imported to the correspondence tab)
Good afternoon Louise, please find attached GPS for taxi Y155.

Thanks

Carolyn

_____
Jan. 26/17 4:02 PM.
Thanks Carolyn for providing your findings based on the information received from the complainant via Consumer Protection BC.

_____

Last Updated By: lmswan | Last Updated Date: Jan 26, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00021**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Jan 19, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 26, 2017
Subject	Trip refusal				

Y 155 not in the area at the time provided by the complainant.
File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00022**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 23, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Jan 24, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70404
License Type Special

ATTN: Tim Land
WHITE ROCK SOUTH SURREY TAXI LTD.
3-17921 55 AVE
SURREY BC V3S 6C4

Phone 604-574-0966 / 604-533-3333
Fax 604-576-2900
Email pacificcabs@telus.net

Driver

License Num: s.22
Driver Name:
Birthdate:
Class:
Expiry Date: s.22
Jurisdiction BC

Comments:

Jan 12, 2017 - The following complaint was received by Consumer Protection BC and forwarded to the branch for investigation:

Brief summary of incident: took a cab from YVR airport to my place at 919 Broadway E. According to the fare map, consumer should have be charged $31 dollars - instead she was charged $35. Consumer informed the driver that she thought the price was high, the driver responded that by saying "prices had gone up recently."

Inquiry #: 92575
Name: s.15,s.22
Taxi number or license: Pacific Cabs car 32
Operator: 514
Trace # 6886
Date of incident:01-07-2017
Time of incident: 12:09:57
Location pick up: s.22
Location drop off: YVR
Email or mailing address: s.22

ROBERT WILLIAMS | LICENSING & INFORMATION OFFICER

End… (djp)

Jan 23, 2017 - Per YVR rate map fare should have been $31. (djp)

Jan 23, 2017 - Sent email to Pacific Cabs (White Rock South Surrey Taxi):

Hello,

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Taxi number or license: Pacific Cabs car 32
Date of incident:01-07-2017
Time of incident: 12:09:57

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00022**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 23, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Jan 24, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Location pick up: s.22
Location drop off: YVR

Brief summary of incident: took a cab from YVR airport to my place at s.22 . According to the fare map, consumer should have be charged $31 dollars - instead she was charged $35. Consumer informed the driver that she thought the price was high, the driver responded that by saying "prices had gone up recently."

Per established rates this trip should have been charged at $31. Please investigate and respond with a driver's statement by Feb 3, 2017.

Thank you for your attention,

Douglas Pickering

End… (djp)

Jan 23, 2017 - Reply from Tim Land at Pacific:

ATTENTION DOUGLAS: I CHECKED WITH THE DRIVER AND HE SAID IT IS $31.00. I DON'T KNOW WHY HE CHARGED $35.00. WE ARE WILLING TO REFUND THE DIFFERENCE. THANKS TIM

End… (djp)

Jan 24, 2017 - Sent email to s.15,s.22

Hello,

In regards to your complaint about Pacific Cabs the company has acknowledged fault in this matter. They would like to refund to you the $4 over charge. If you wish to pursue this offer we would need a name and address for forwarding to the company so they can send out a refund. If you do not wish to pursue this offer please let us know.

Regardless your complaint will remain attached to the company profile. Typically multiple complaints of this type can result in penalties including fines and/or driver suspensions. Again thank you for bring this to our attention.

Douglas Pickering

End… (djp)

Jan 24, 2017 - Reply from s.15,s.22

I don't require the $4, I just wanted to have this issue on record.

Thank you for following up on my complaint.

s.15,s.22

End… (djp)

Jan 24, 2017 - Sent email to Tim:

Hello Tim,

Thanks for the reply.

I have emailed the complainant asking if they want to pursue your offer of a refund.

Please supply the name and driver's licence of the driver in question so we can update it to our database. You have probably already done so but make sure the driver is aware of the potential negative consequences for over charging.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00022**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 23, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Jan 24, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Given your company's good history we don't think a penalty at this time is appropriate and again thanks for the quick reply.

Douglas Pickering

End… (djp)

Jan 24, 2017 - Reply from s.15,s.22

I don't require the $4, I just wanted to have this issue on record.

Thank you for following up on my complaint.

s.15,s.22

End… (djp)

Jan 24, 2017 - Reply from Tim:

CAR 32 s.22

End… (djp)

Jan 24, 2017 - My email to Tim:

Hello,

Thanks Tim.

Complainant says they do not want to pursue the offer of a refund. Barring any new communication we consider this complaint closed.

Regards,
Douglas Pickering

End… (djp)

Conclusion:

Jan 24, 2017 - Tim acknowledged that complainant was over charged by $4 and is offering refund. s.15, declined offer of refund. I emailed Tim asking for name and DL of driver. He supplied. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00023**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jun 2, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70199
License Type Special

ATTN: Ony Chowdhury
MACLURE'S CABS (1984) LTD.
1275 75TH AVE W
VANCOUVER BC V6P 3G4

Phone 604-731-4999 (Ony)
Fax 604-731-9219
Email maclurescabs@hotmail.com

Driver

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

Comments:

January 20, 2017 - This complaint was directed to the Branch from Consumer Protection BC, as follows:

Inquiry#: 92800
Consumer name: s.15,s.22
Company name: MacLure's Cabs
Taxi number or license: #79
Date of incident:01/13/2017
Time of incident: not provided
Location pick up: YVR airport
Location drop off: Residence inn 1234 hornby st vancouver bc.
Email or mailing address: s.22

Brief summary of incident:
We took Maclures taxi (#79) last night from YVR to residence inn downtown. Besides being unsafe (not wearing his seat belt, running a red light), I think we were over charged. The fare map looks like it should be $31 and he charged us $35.Also I'd really encourage you to bring uber in. Their service is pretty self-policing as riders are easily able to rate drivers in near real time. This is the first cab we've had to take in a while and a good reminder as to why.

END_____

January 23, 2017 - Acknowledgment letter was directed to s.15,s.22 (NR)

January 23, 2017 - Complaint was directed to Baldeep, Manager of MacLure's Cabs, for their investigation and response. (NR)

Jan. 27, 2017 - Emailed complainant to request more details regarding the alleged incident including the approximate time and any further details or if there was more than one drop off. No response received from complainant. (nr)

END_____

Feb. 27, 2017 - Forwarded the complaint to the new General Manager, Ony, as the Branch has not received a response as of yet.

Last Updated By: nrotgans Last Updated Date: Jun 2, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00023**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jun 2, 2017
Subject	Payment issues				

March 6 - Rebuttal and driver's statement received. The driver notes that he believes there was a misunderstanding regarding the YVR flat rate charges and that there is an additional standard $5 charge for a second drop off.

The fare was $31.00 flat rate plus an additional $5.00 for the second drop off plus a $4.oo tip was left totaling $40.00.The Manager is willing to refund the customer the full $40.00 for the misunderstanding. (nr)

END_____

No response from the complainant as of June 2nd, 2017. The allegations are not substantiated as the driver's recollection of the trip indicated there was a second drop off and that there was discussion around the $5 fee for a second drop off. The complainant never responded to the request from the Branch for further info. The investigating officer is not recommending the taxi company to issue a refund as the allegations were not substantiated and the taxi company and driver are not offering a free service and should be paid. If the complainant provides further information to substantiate the allegations we will re-open the investigation. (nr)

END_____

Conclusion:

No response from the complainant as of June 2nd, 2017. The allegations are not substantiated as the driver's recollection of the trip indicated there was no fare discrepancy as indicated in the complaint. The driver noted there was a second drop off and that there was discussion around the $5 fee. The complainant never responded to the request from the Branch for further info as of June 2, 2017. If the complainant provides further information to substantiate the allegations we will re-open the investigation.

Investigation closed. (nr)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00024**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 23, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Jun 2, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70476
License Type Special

ATTN: Moonyem Mohammad; Balvinder Singh Randhawa
NORTH SHORE TAXI (1966) LTD.
264 PEMBERTON AVE
NORTH VANCOUVER BC V7P 2R5

Phone 604 980-7011 ext 5
Fax 604 987-6735
Email gm@northshoretaxi.com; manager@northshoretaxi.com

Driver

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

Comments:

January 18, 2017 -
This complaint was directed to the Branch from Consumer Protection BC, as follows:

Complainant Info
Name: s.15,s.22 (Note: Says they was not in taxi. She is only pursuing this on behalf of a friend.)
Email or Mailing address: s.22
Phone: 604-354-7727

Taxi Info
Taxi Company: Northshore Taxi
Driver's Name: Does not have information
Taxi Number or License: Says that they have information but would prefer to not provide. Do not want to jeopardize the individual's job security.

Incident
Date of incident: January 1, 2017
Time of incident: 12:00 a.m. - approximate
Location Pick Up: Marine Drive, North Vancouver
Location Drop Off: Marine Drive & Lower Capilano Road

Summary of Incident:
Taxi driver would not take complainant to his home address which was on s.22 According to friend who sent us PTB Complaint on complainant's behalf, the conversation became heated. Driver got out of cab and slapped complainant on the face.

END_____

January 24, 2017 -
Contact was made with the complainant to acquire further information about the complaint. The complainant did not witness the incident but has filed the complaint on second hand information from her friend. The reason being her friend s.22 and in the past has been discriminated against. The complainant is s.22 and felt it was important to escalate the complaint and bring the complaint to the attention of the regulatory body.
The complainant confirmed the RCMP were not contacted about the incident however the Licensee was notified in writing through their website.

Last Updated By: nrotgans Last Updated Date: Jun 2, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00024**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 23, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Jun 2, 2017
Subject	Behaviour of the driver				

The complainant has not received a response from the Licensee at the time of the phone call. She is aware of the identity of the passenger, vehicle unit number and BC licence plate but chose to withhold this information until she can collaborate with the passenger.

When asked if there was any contributing factors that led to the alleged assault the complainant advised that there was alcohol involved, the winter weather conditions may have affected the road conditions, and the s.22 which is a sensitive issue. The driver did not want to drive s.22 and the passenger asked to be let out of the vehicle. The passenger paid for the fare but the conversation became heated. There was alleged name calling. At this point the driver allegedly struck the passenger in the face.

The conversation ended by the complainant agreeing to get back to us with the vehicle licence plate or unit number.

END_____

Conclusion:

The complainant did not make further contact with the Branch and did not provide the requested information. She is aware of the identity of the passenger, vehicle unit number and BC licence plate but it appear she and the passenger have chosen to withhold this information.

The complainant confirmed the RCMP were not informed. The investigating officer informed the complainant that this is a police matter as it appears there are allegations of assault and the authorities should be notified.

Complaint is inconclusive as the complainant was providing second hand information and the passenger did not come forward and the complainant did not provide vehicle identification. The complainant was informed that the Branch does not act on second hand infomration. (nr)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00025**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Jan 23, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Feb 21, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70242
License Type Special

ATTN: Harinder Gill, Manjurul (Emon) Bari, Harjit Bains
BONNY'S TAXI LTD.
5759 SIDLEY ST
BURNABY BC V5J 5E6

Phone 604-412-0281
Fax 604-435-6757
Email emon@bonnystaxi.com

Driver

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

Comments:

January 23, 2017 - Complaint was directed through Consumer's Protection BC to the Passenger Transportation Branch for our investigation, as follows:

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Bonny's Taxi
Driver's Name: Does not have information
Taxi Number or License: Taxi Number – B136.

Incident
Date of incident: September 18, 2016
Time of incident: 9:45 p.m.
Location Pick Up: Vancouver Airport, Vancouver BC
Location Drop Off: s.22 Vancouver BC

Summary of Incident: Picked up from airport. Complainant and s.22 were discussing cost of cab. Driver overheard their conversation and let them know that the fare was going to be $85.00, and they had to pay in cash because machines were down. Complainant stated she travels a lot and fare has only been in the $40 range. They then asked driver to let them out at s.22 They paid him with credit card and she said machine seemed to work fine.

Complainant and s.22 started to walk up the street and driver started to follow them, yelling that they were cheating him out of a larger fare. At one point complainant stated that driver parked cab and started to cross the street on foot, coming to towards them. Complainant said he was yelling at them in English and another language she could not recognize. Complainant's s.22 called police. Finally a passerby that spoke his language told him that complainant's s.22 had police on the phone and he better leave if he did not want any trouble. Police reference number is: 16187188. Complainant said she also has video of the incident. (NR/MGL)

END_____

Last Updated By: nrotgans Last Updated Date: Feb 21, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00025**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Jan 23, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Feb 21, 2017
Subject	Payment issues				

January 24, 2017 -
Acknowledgement letter directed to complainant through email. (NR)

Contact was made with Emon to varify the zone fare. He indicated the fare could have been $31 for a drop of at s.22 and $35 fare for a drop off at s.22 (NR/MGL)

END_____

January 25, 2017 - email reply received from complainant. (NR)

END_____

January 26, 2017 - Called complainant to get more information about the alleged incident. The complainant confirmed she paid the appropriate fare as listed on the YVR zone fare brochure, paid about $40 on mastercard. The complainant could not provide us with the receipt. The complainant had to end the call as she needed to get to an appointment. The complainant suggested calling the next morning if we required more info from her.

Spoke with manager Emon Bari, over the phone, who was already aware of the complaint. He had already taken action against the driver, which resulted in a 2-day suspension for getting out of his vehicle and partaking in a verbal altercation with the passengers. Investigators Lovell and Rotgans asked the manager to provide us with a copy of the suspension letter and a driver's statement. The manager sent the suspension letter, and copy of the transaction details confirming the correct fare of $36.00 was paid. (NR/MGL)

END_____

January 27, 2017 - Tried calling the complainant with some follow-up questions as our initial conversation was cut short. Left voicemail with callback number. (NR/MGL)

END_____

January 30 , 2017 - Emon provided the driver's statement. As of January 30, 2017 the complainant did not return the investigator's phone call.

Our investigative finding is that there was no overcharge of YVR flat rates. The passenger paid the correct fare outlined on the YVR Zone Fares map - $31 plus additional $5 surchare for customer requested stop along the route. The taxi company was able to provide a copy of the MasterCard transaction record confirming $36 was paid.

Allegations were substantiated in part. The driver allegedly trying to charge $85 for the fare could not be proved. The drivers actions and service issues were dealt with by the company in the form of a two day suspension. The alleged harassment is a police issue and the complainant already directed this concern to the the police (reference number 16187188). (NR/MGL)

END_____

Conclusion:

The allegation was clarified with the complainant. However, it is still unclear where and how the $85 came into the conversation, no over charge of rates was established. A copy of the fare transaction was provided by the Licensee. The driver's actions and behaviour were dealt with by the manager in the form of a two-day suspension, the suspension is representative of the driver getting out of the vehicle and engaging in the altercation with the passenger. The causal reason for the driver's agitation was never obtained from the complainant. The alleged harassment is a police matter, as the complainant had already directed her concerns to the police (reference number 16187188). If further information is provided about the $85 the file can be re-opened.

Summary:

The allegation pertaining to the excessive fare was not proven. The driver's actions and service issues were dealt with by the company in the form of a two-day suspension. The alleged harassment is a police issue and the complainant had already directed this concern to the police (reference number 16187188).

This investigation is closed. (NR/MGL)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00028**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 26, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 26, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 19, 2018
Subject	Trip refusal				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

January 26, 2017 -
This complaint was directed to the Branch from Consumer Protection BC, as follows:

Complainant Info
Name: s.15,s.22
Email or Mailing address: s.22
Phone: Information was not provided but has been requested.

Taxi Info
Taxi Company: Black Top
Driver's Name: Information was not provided but has been requested.
Taxi Number or License: Information was not provided but has been requested.

Incident
Date of incident: January 17, 2017
Time of incident: 6:30 p.m. - approximate
Location Pick Up: s.22 Vancouver BC
Location Drop Off: Information was not provided but has been requested.

Summary of Incident:
Complainant was refused service because driver said he was too wet. (NR)

END_____

Feb. 7, 2017 - The investigating officer emailed the complainant for more information, as follows:

Hello s.15,s.22

Our file: 2017-00028

Last Updated By: nrotgans Last Updated Date: Feb 19, 2018

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00028**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 26, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 26, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 19, 2018
Subject	Trip refusal				

Your complaint filed through Consumer Protection BC was directed to the Passenger Transportation Branch for our investigation. As part of our investigation we require some further information regarding the alleged incident. Could you please provide the block or the cross street location of the alleged incident on s.22 ? Did you take note of the taxi number or license plate? If so, please provide.

Your response is appreciated as this is still an active investigation.

(nr)

END_____

Feb. 7, 2017 - The complainant, s.15,s.22 responded with the following information:

Hello

It was at s.22 . The taxi number I believe was 167, definitely 16-something.

Thank you
s.15,s.22

(nr)

END_____

The complainant only provided limited information. The taxi location and number would not be verified. The complainant did not provide information including if he hailed the cab or booked over the phone. The investigator felt there was not enough information to pursue.

(nr)

END_____

Conclusion:

The complaint was not substantiated. The complainant was not fully participating as they did not provide important information to identify the cab.

(nr)

END_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00029**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 27, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 22, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 807819
Owner SURDELL KENNEDY TAXI LTD.
103-12975 84TH AVE
SURREY BC V3W 1B3

Licensee

PT Number 70526
License Type Special

ATTN: Michael Small, General Manager
SURDELL KENNEDY TAXI LTD.
103-12975 84TH AVE
SURREY BC V3W 1B3

Phone 604-588-1330
Fax 604-581-2017
Email michael@surdelltaxi.com

Driver

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

Comments:

Jan 27, 2017 - Received the following complaint via Consumer Protection BC with an attached Taxi Complaint Form:

Hello,

Consumer Protection BC has received the following taxi complaint. I have attached the passenger's original Complaint From for your reference.

Inquiry number: 92994

Consumer Name: s.15,s.22
Consumer contact
Taxi company: Surdell Taxi
Taxi number: 6451 KA
Date of incident: January 21, 2017
Time of incident: 3:30 am
Pick up location: s.22
Proposed drop off location: s.22
Issue: Passenger alleges that the driver did not begin to operate the meter upon starting the trip. The driver then allegedly advised the passengers that the trip would be at a flat rate of $40. When asked to start the meter, the driver refused and suggested that they take another taxi. The passenger then says that her co-passenger got out of the vehicle while she continued to negotiate. She says that the driver then rolled the vehicle over her friend's foot. This allegedly began a further dispute that the passenger found threatening and abusive. The passenger says that she has tried contacting the taxi company but was not successful in reaching a resolution.

Thank you,

End… (djp)

Jan 27, 2017 - Called s.15, on the phone, she said her friend's foot was swollen, no broken bones. She thought the driver had not done it intentionally but was rolling forward to encourage them to get out of and away from the vehicle as they were complaining about the meter not being turned on. She has a picture of the cab and said would send it to me. Confirmed other details and she supplied her email address. (djp)

Jan 27, 2017 - Sent acknowledgement email to s.15, and asked for picture of cab. (djp)

Last Updated By: dpickeri Last Updated Date: Mar 22, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00029**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 27, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 22, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Jan 27, 2017 - Sent email to Surdell:

Hello,

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Taxi company: Surdell Taxi
Taxi number: 6451 KA
Date of incident: January 21, 2017
Time of incident: 3:30 am
Pick up location: s.22
Proposed drop off location: s.22
Issue: Passenger alleges that the driver did not begin to operate the meter upon starting the trip. The driver then allegedly advised the passengers that the trip would be at a flat rate of $40. When asked to start the meter, the driver refused and suggested that they take another taxi. The passenger then says that their co-passenger got out of the vehicle while the passenger continued to negotiate. Passenger says that the driver then rolled the vehicle over their friend's foot. This allegedly began a further dispute that the passenger found threatening and abusive. The passenger says that they have tried contacting the taxi company but was not successful in reaching a resolution.

There are numerous issues raised in this complaint including picking up outside of service area, failure to engage the meter and failure to allow for safe disembarkation. Please investigate this incident and respond with a driver's statement by Feb 8, 2017.

Thank you for your attention,

End… (djp)

Jan 27, 2016 - Received email from s.15, with attached photo of licence plate:

Hi Douglas,

Thank you for your phone call, appreciate your efforts on this issue.
Unfortunately, I do not have any recordings of the incident that transpired past Saturday morning. However, please find attached picture of the taxi's license plate I've managed to take prior it drove off, albeit it being a bit blurry, it's still legible.

Thanks in advance,
s.15,s.22

End… (djp)

Feb 7, 2017 - Email from Surdell with driver's statement:

Hello,

I have attached the statement provided by the driver.

Thanks,

Michael Small

SURDELL TAXI # 91 STATEMENT

On January 21st at 3:30 am, I dropped my friends off at s.22 At the same time two young girls forcefully sat in my taxi. I had told them I'm not allowed to pick up customers in this area, but they didn't listen and started to shout at me very loudly. After a little while, they still continued to argue and asked me if I could drive them a few blocks ahead to find another taxi who could take them to their destination. I started to drive and reached a few blocks ahead. One girl got out of my taxi while the other refused to get out. The girl outside tried convincing her friend to come out of the taxi but she wouldn't listen. They started saying something in their language and I got confused. After they stopped talking, the girl outside told me that the tire on the passenger side of my taxi was pressing against her foot. She was standing normally and didn't seem to be in any pain what so ever. This surprised me because my taxi was parked during this time. I even showed her that my car was still

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00029**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 27, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 22, 2017
Subject	Operating outside the licensee's area of service (poaching)				

parked. I requested the girl inside my car to leave me alone. After she got out, her and her friend were walking perfectly fine. This is a brief summary of what took place that night.

Sincerely, s.22

End… (djp)

Feb 9, 2017 - My email to Michael Small:

Hello,

Thank you for your reply.

There are a couple points that we need clarification on. At the time of the incident did the driver have the top light on? In the driver's statement the driver mentions dropping off friends. Was this a paid trip? Do you have a record of this trip?

Regards,
Douglas Pickering

End… (djp)

Feb 9, 2017 - Sent email to s.15,s.22

Hello s.15,s.22

Thanks for all the information you have provided. I have one more question for you; do you remember if the cab had its top light on at the time you hailed it?

Regards,
Douglas Pickering

End… (djp)

Feb 9, 2017 - Email from s.15,s.22

Hi Doug,

To answer your question, no it did not have its top light on.
I remember clearly cause we were actually trying to hail down a cab couple blocks away (but driving towards us). And then suddenly, this 'occupied' cab pulled up in front of us, rolled down his window and asked where we're heading.
Told us to get on after we said 'Richmond'.

Hope this helps. Thanks,
s.15,s.22

End… (djp)

Feb 14, 2017 - Email from Surdell:

Hello,

The driver contacted me today and gave me the following answers to your questions: The top light was off driver says he is %100 sure of this, the trip was not a paid trip according to the driver as such he would not have requested our dispatchers to give him a job ID from the system.

Thanks,

Michael Small

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00029**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 27, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 22, 2017
Subject	Operating outside the licensee's area of service (poaching)				

End… (djp)

Feb 21, 2017 - APF 101 386 NOI sent (djp)

March 9, 2017 - APF 101386 paid March 9. (djp)

Conclusion:

Mar 9, 2017 - Complaint substantiated. Received email from Surdell with driver's statement. Per Bruce's recommendation I emailed Michael Small asking if top light was on and for record of previous trip. Emailed s.15, asking about top light, she replied saying it was off and confirmed the cab responded to their hail on the street. Michael replied saying top light was off, previous trip not recorded as it was not a paid trip.

APF 101 386 NOI sent Feb 21. Paid March 9. Complaint closed.
(djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00030**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Jan 27, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Feb 22, 2017
Subject	Driving ability				

Requestor

s.15,s.22

Phone **Fax**
Cell s.22
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70242
License Type Special

ATTN: Harinder Gill, Manjurul (Emon) Bari, Harjit Bains
BONNY'S TAXI LTD.
5759 SIDLEY ST
BURNABY BC V5J 5E6

Phone 604-412-0281
Fax 604-435-6757
Email emon@bonnystaxi.com

Driver

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

Comments:

Jan. 27.17 10:38 AM.
Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Bonny's Taxi
Driver's Name: N/A – see summary.
Taxi Number or License: Cab B109

Incident
Date of incident: January 26, 2017
Time of incident: 4:10 p.m. - approximate
Location Pick Up: Gilmore & Douglas, Burnaby BC
Location Drop Off: N/A – see summary.

Summary of Incident: Complainant was traveling east along Douglas road on his bicycle waiting for his turn before proceeding into intersection and onto Gilmore Road. Taxi did not yield to him although complainant had the 'right of way'. Complainant and taxi both slammed on their breaks. Driver yelled at complainant and then proceeded to follow him down the road, yelling and swearing the entire time. When they reached Carlton and Gilmore, driver stopped cab, got out of car and yelled at complainant some more but did not follow him.

Kind regards,
Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER

Last Updated By: lmswan Last Updated Date: Feb 22, 2017

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00030**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Jan 27, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Feb 22, 2017
Subject	Driving ability				

TF 1.888.564.9963 Ext. 2808
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z

_____
January 27, 2017 11:00 am.
Hi Emon,

The Passenger Transportation Branch received the following complaint through Consumer Protection BC this morning.

We have recently undertaken a review of our complaint and investigation process, in particular customer service issues.

As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed.

We have also referred the complainant to contact Bonny's at 604-451-1111, and ask them to speak with yourself as the General Manager.

The following information was provided by the complainant:

Taxi number or license: B 109
Company name: Bonny's
Date of incident: January 26, 2017
Time of incident: 4:10 pm.
Location: Gilmore & Douglas

Details of incident:
Complainant was traveling east along Douglas road on his bicycle waiting for his turn before proceeding into intersection and onto Gilmore Road. Taxi did not yield to him although complainant had the 'right of way'. Complainant and taxi both slammed on their breaks. Driver yelled at complainant and then proceeded to follow him down the road, yelling and swearing the entire time. When they reached Carlton and Gilmore, driver stopped cab, got out of car and yelled at complainant some more but did not follow him.

We may request the outcome of your investigation with the driver, as we record complaints received and report them to the Passenger Transportation Board upon request, this is normally done as part of the application process.

If you have any questions, please do not hesitate to contact us.

_____
January 27, 2017 11:08 AM.
Good morning s.15,s.22

The Passenger Transportation Branch received your taxi complaint from Consumer Protection BC this morning. Thank you for bringing this matter forward.

We recommend that you contact the company directly at 604-451-1111 and ask to speak with the General Manager, Emon Bari as they would be interested in receiving this information.

Date: January 26, 2017
Time: 4:10 pm approx.
Company name: Bonny's Taxi
Taxi number: B 109
Approximate location of incident: Gilmore & Douglas, Burnaby

Incident details.
Complainant was traveling east along Douglas road on his bicycle waiting for his turn before proceeding into intersection and onto Gilmore Road. Taxi did not yield to him although complainant had the 'right of way'. Complainant and taxi both slammed on their breaks. Driver yelled at complainant and then proceeded to follow him down the road, yelling and swearing the entire time. When they reached Carlton and Gilmore, driver stopped cab, got out of car and yelled at complainant some more but did not follow him.

The more information you can provide to Emon Bari will assist in identifying who the driver is.

I hope the above information will be of assistance to you.

_____
an. 29/17 9:08 PM.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00030**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Jan 27, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Feb 22, 2017
Subject	Driving ability				

Thank for your response Louise.

The general manager of Bonny Taxi, Emon Bari, returned my phone message and called me Friday. He apologized and informed me he would be speaking to the driver. I appreciate his and BC's Passenger Transportaion Branch's quick response to my incident.

Doug Froess

_____
Jan. 27/17 11:28 AM.
Hi Louise good to have you back. I have talk to the complainant this morning and will follow up with him tomorrow after (Interviewing the driver) taking action against the driver. Do you want me to send you the copy of the resolution?

Regards,
Emon Bari
General Manager
Bonny's & Queencity Taxi Ltd.

_____
Jan. 27/17 11:29 AM.
Yes Emon.

Thank you.

_____
Feb.22/17 9:20 AM.
Hi Emon,

Do you happen to have an update on this file?

Conclusion:

Feb. 22/17 11:15 AM. (suspension letter imported to the correspondence tab)
Sorry Louise,
It skipped my mind, please see attachment.

Emon Bari
General Manager
Bonny's & Queen City Taxi Ltd

_____
Feb.22/17 11:19 AM.
Hi Emon,

No problem. Thank you for providing your findings.

I will close the file now.

_____
File: 2017-00030
Complainant was on his bike and the taxi driver acted in anppropriately to the complainant. Driver was suspended for 1 day.
Allegations substantiated. File closed.

_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00031**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 27, 2017
Requestor	Douglas Pickering	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 27, 2017
Location	SQUAMISH	**Received via**		**Completion Date**	Feb 14, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

Douglas Pickering

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 72137
License Type Special

ATTN: Otis Perrick, Gagan (Ricky) Goraya
RIPE HOLDINGS INC.
215-1080 MAINLAND ST
VANCOUVER BC V6B 2T4

Phone 604-971-6200
Fax
Email otis@perrick.ca; info@riperides.ca; ricky@riperides.ca

Driver

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

Comments:

Jan 27, 2017 - Tested geofencing on Ripe app, booked for pick up outside of their area in Squamish. Booking accepted and vehicle dispatched per screenshots. Canceled booking. Called Otis, explained situation and he said would look into it. He called me back 10 minutes later and said 'radius' had been set incorrectly and they would have it fixed immediately. I sent him screenshots. Told him this was not a targeted test and that we were testing the apps of a number of operators. (djp)

Jan 27, 2017 - Otis replied via email and included two screenshots of their app:

Good morning Doug,

Following up to our call, please see the screens attached and note we have ensured the geo-fencing is accurate. Implementation has been corrected, thank you for bringing this to my attention and we apologize for the mistake and take full responsibility for it.

Best Regards,
Otis Perrick

End… (djp)

Jan 30, 2017 - Tried booking for pick up in Squamish. Got message 'Unfortunately all of our drivers are on rides. Please try booking again soon.' (djp)

Feb 14, 2017 - When trying to book outside of service area app still says 'No cars available.' Called, talked to Otis, he said is going to take several months to change that. He expects that if they get approved for adding taxis their new version will have that message changed.

Conclusion:

Feb 14, 2017 - Complaint substantiated (per their app their cars were moving in response to the booking for pick up outside of their service area). Otis said via email they have corrected their geofencing. Tried booking outside of service area today and got message 'Unfortunately all of our drivers are on rides. Please try booking again soon.'I talked to Otis about changing message and he said change will take some months; more complicated than just changing text. I encouraged him to see what they can do. He expects that if app for adding taxis is approved new app will have better message. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00032**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Jan 27, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 7, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

Jan.27/17 1:40 PM.
Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 93021

Consumer Name: s.15,s.22
Consumer contact
Taxi company: Black Top
Taxi number: BT59
Date of incident: 2017-01-20
Time of incident: Approx. 22:25
Pick up location: s.22
Proposed drop off location: s.22
Issue: Trip refusal, please see below.

Thank you,

JULIE McNAMARA | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2805
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

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Tell us how we are doing by taking our survey

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BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

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Subject	Payment issues				

copies thereof.

From: s.15,s.22
Sent: Friday, January 20, 2017 11:07 PM
To: info@consumerprotectionbc.ca
Subject: Black Top Cab

Hello,

I flagged down a cab outside of s.22 Vancouver B.C. on January 20th, 2017 at approximately 2225hrs heading north. It was a Black Top Cab . Information gathered: BT59 driver: s.22

I got into the taxi and s.22 asked where I was going. I stated 's.22 which is approximately (according to google maps) 2.3km away, s.22 starts driving in the correct direction and THEN asks how I will be paying. I stated Visa card. s.22 then abruptly pulls over and says his visa/debit card machine isn't "working". I can see that it is lit up and appears to be working. I do not believe this, and tell him he is obliged to drive me home (at this point I do NOT believe he is telling the truth as I know this is a normal tactic used by taxi drivers). He states he cannot use the machine. I asked for his information and he said he his name is s.22 . I got his number (BT59) from the inside of his cab.

After much deliberation I figured it was in my best interest to find a safe way home. I found ended up flagging down a Yellow Cab taxi and was provided much insight in how the taxi industry works. The Yellow Cab taxi driver was very helpful and stated he got many complaints about other taxi providers regarding taxi refusal and claiming their "debit/credit machine doesn't work".

I believe we need more options for Vancouverites to get home safely and taxi cabs are not the ONLY answer.

Thank you for your time,

s.15,s.22

_____
Jan.27/17 1:55 PM.
Good afternoon Saif and Alex,

The Passenger Transportation Branch received the follow information from Consumer Protection BC today. The information provided reads in part as follows:

Taxi company: Black Top
Taxi number: BT59
Date of incident: 2017-01-20
Time of incident: Approx. 22:25
Pick up location: s.22
Proposed drop off location: s.22
Issue: please see below.

I flagged down a cab outside of s.22 Vancouver B.C. on January 20th, 2017 at approximately 2225hrs heading north. It was a Black Top Cab . Information gathered: BT59 driver: 's.22

I got into the taxi and s.22 ' asked where I was going. I stated "s.22 which is approximately (according to google maps) 2.3km away, s.22 starts driving in the correct direction and THEN asks how I will be paying. I stated Visa card. s.22 ' then abruptly pulls over and says his visa/debit card machine isn't "working". I can see that it is lit up and appears to be working. I do not believe this, and tell him he is obliged to drive me home (at this point I do NOT believe he is telling the truth as I know this is a normal tactic used by taxi drivers). He states he cannot use the machine. I asked for his information and he said he his name is 's.22 . I got his number (BT59) from the inside of his cab.

After much deliberation I figured it was in my best interest to find a safe way home. I found ended up flagging down a Yellow Cab taxi and was provided much insight in how the taxi industry works. The Yellow Cab taxi driver was very helpful and stated he got many complaints about other taxi providers regarding taxi refusal and claiming their "debit/credit machine doesn't work".

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Subject	Payment issues				

I believe we need more options for Vancouverites to get home safely and taxi cabs are not the ONLY answer.

Thank you for your time,

Please interview the driver in question and provide your findings to the above allegations by Tuesday, February 07, 2017.

_____
Jan.27/17 2:06 PM.
Good afternoon s.15,s.22

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

Conclusion:

Feb.07/17 2:23 PM. (suspension letter imported to the correspondence tab)
Hello Louise,

We have called s.22 car registration number s.15 into the office to discuss the PTB complaint that was brought against him. He will be suspended for five days starting February 8,2017.

Aleksandar Acimovic
Operations Manager
Black Top and Checker Cabs

_____
Feb.07/17 2:39 PM.
Thanks Alex for providing your findings as requested.

I will now close this file.

_____

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Incident Detail

File Number	**2017-00033**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 30, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 30, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 20, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70431
License Type Special

ATTN: Shobby Vinayak and Jaswinder Chandi
GUILDFORD CAB (1993) LTD.
101-8299 129 ST
SURREY BC V3W 0A6

Phone 604-635-2051
Fax 604-585-8870
Email gm@surreymetrotaxi.com

Driver

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

Comments:

Jan 30, 2017 - The following complaint was received by email:

To Whom it may concern,

My name is s.15,s.22

I write this as a formal complaint regarding a number of problems/concerns following a cab ride I took from Vancouver International Airport (arrivals) to Vancouver South Terminal Airport.

I have taken cabs from this location in the past.

On this occasion I hailed a cab called Surrey Metro. The car was driven by a male Sihk driver, approximately in his s.22

The cab i.d. was G10 and picked me up at approximately 15:15 in the afternoon.

I informed the cab driver I was only going to south terminal. I noted that the driver did not turn on his meter, blocked my vision of the meter by deliberately stretching his arm in front of the device.

Upon arrival the driver informed me that it was a “flat rate” of $20 dollars. I asked him why he did not inform me of this and disputed the charge. At this point the driver aggressively leaned into the back seat placing his face roughly 12 inches from mine and began with “now you listen here, you will pay me my fucking money”.

At this point I informed him that I had previously been employed in s.22 was from Vancouver, knew my rights and the laws governing taxi cabs and informed him that he needed to immediately remove his face from mine, get my suitcase and demanded he tell me his name and provide his licence.
He refused to do so. The driver was visibly agitated, aggressive and presented as eager to physically fight me.
I gave him the $20 to avoid such an altercation and informed him that I would be filing a complaint and/or lawsuit/and or call the police.

He told me to Fuck off and drove away.

At this I called the cab company directly. The woman who answered the phone informed me that they did not have a flat rate and attempted to transfer me to the manager without success. I left a phone message.

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Incident Detail

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Subject	Behaviour of the driver				

After failing to hear from the manager I called again. This time a male into-Canadian answered and identified himself as the manager. I asked for his name and he refused to provide it.
After telling him the situation he informed me that they did, in fact, have a flat rate and hung up on me.

At 4:02 my cell phone rang s.22 and a male indo-Canadian stated “I am waiting for you in the alley”. I asked who this person was. He stated “you complain I kick your ass”. I firmly informed him of the error he was making and hung the phone up. Again, no name or information was provided despite my demands for such disclosure.

I will be following this complaint procedure on many levels and would appreciate an investigation with this. I do not wish any of my personal information (name, address, phone number, residence etc) provided to this company at any time during this process.

This information I consider privileged in accordance with PIPA etc.

Sincerely,

s.15,s.22

End… (djp)

Jan 30, 2017 - Sent acknowldgement email to s.15 with some questions for him (djp)

Jan 30, 2017 - Received email reply from s.15,s.2

Thank you for your response. The taxi’s were in line at YVR and I went to the one next in line. I did not call the cab company.
As for them having my phone number it can only be the result of my calling to speak to their manager. I did not call anyone else but clearly they were in communication with the driver prior to my calling (the driver saw me taking a photo of his car and cab number).

My phone number is s.22

Thank you.

End… (djp)

Jan 30, 2017 - I called s.15, told him I had misread his email and called s.22 asking for s.15,s.22 said he had not decided yet if he was going to call police. He agreed to send me a photo of the cab and that he would send us a police report # if he does file a police report. s.15,s.2 guessed they got his phone number from call display when he phoned them to complain. (djp)

Jan 30, 2017 - Sent email to General Manager:

Hello,

The following complaint was received at the Branch (note this complaint has been edited for privacy and clarity):

“… cab ride I took from Vancouver International Airport (arrivals) to Vancouver South Terminal Airport (on Saturday Jan 28, 2017).

I hailed a cab called Surrey Metro. The car was driven by a male Sihk driver, approximately in his s.22

The cab i.d. was G10 and picked me up at approximately 15:15 in the afternoon.

I informed the cab driver I was only going to south terminal. I noted that the driver did not turn on his meter, blocked my vision of the meter by deliberately stretching his arm in front of the device.

Upon arrival the driver informed me that it was a “flat rate” of $20 dollars. I asked him why he did not inform me of this and disputed the charge. At this point the driver aggressively leaned into the back seat placing his face roughly 12 inches from mine and began with “now you listen here, you will pay me my fucking money”.

At this point I informed him that I had previously been employed in s.22 was from Vancouver, knew my rights and the laws governing taxi cabs and informed him that he needed to immediately remove his face from mine, get my suitcase and demanded he tell me his name and

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Incident Detail

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Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 20, 2017
Subject	Behaviour of the driver				

provide his licence.
He refused to do so. The driver was visibly agitated, aggressive and presented as eager to physically fight me.
I gave him the $20 to avoid such an altercation and informed him that I would be filing a complaint and/or lawsuit/and or call the police.

He told me to Fuck off and drove away.

At this I called the cab company directly. The woman who answered the phone informed me that they did not have a flat rate and attempted to transfer me to the manager without success. I left a phone message.

After failing to hear from the manager I called again. This time a male into-Canadian answered and identified himself as the manager. I asked for his name and he refused to provide it.
After telling him the situation he informed me that they did, in fact, have a flat rate and hung up on me.

At 4:02 my cell phone rang s.22 and a male indo-Canadian stated “I am waiting for you in the alley”. I asked who this person was. He stated “you complain I kick your ass”. I firmly informed him of the error he was making and hung the phone up. Again, no name or information was provided despite my demands for such disclosure.”

The Branch has educated the complainant in regards to the YVR fare zone system. The Branch is deeply concerned about the behavior of the driver and manager in this case. Why did the driver not tell the passenger upfront about the total fare? Why did the driver cover the meter? Meters must remain visible to passengers at all times, regardless of operating under a zone fare or not. Why did the manager not identify himself to the complainant? How and why was the complainants phone number passed on to the driver? Why is your driver calling this person and threatening them? Why did the company allow this situation to escalate?

We have recommended to the complainant that they report this matter to the police. Please investigate and respond with answers to the above questions and a drivers statement by Feb 9, 2017.

Regards,

Douglas Pickering

End… (djp)

Jan 30, 2017 - Talked to Shobby, told him to make sure driver does not contact s.22 again. Went over all my questions from my email. He said driver showed s.22 zone map, did not know how driver got s.22 phone number, said he talked to s.22 was very abusive. Shobby said would get reply to us. (djp)

Feb 1, 2017 - Shobby replied with email:

Hello! Douglas,
Sorry for the delay in response. I was able to speak to the driver today as he was not driving.
Please find the answers below
The Branch has educated the complainant in regards to the YVR fare zone
system. The Branch is deeply concerned about the behavior of the driver
and manager in this case. The Customer was educated by the driver. This customer called the dispatch office
and she also explained the standard fares to him. He was not satisfied and called me. I also explained him about
The fixed rates. This customer was really agitated and was continuously swearing and abusive.

Why did the driver not tell the passenger upfront about the total fare? As soon as the customer sat in the cab and cab started moving he asked
The driver to switch on the meter. To this the driver told him that it was a flat fare of $20 and the trip will not be on meter.

Why did the driver cover the meter? Meters must remain visible to passengers at all times, regardless of operating under a zone fare or
not. The driver did not cover the meter. He had no reason to cover the meter when it was not running at all.

Why did the manager not identify himself to the complainant? I did introduce myself. He asked me my name and the designation and I told him.
There was no reason for me to hide my identidy.

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Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 20, 2017
Subject	Behaviour of the driver				

How and why was the complainants phone number passed on to the driver? Why is your driver calling this person and threatening them? Why did the company allow this situation to escalate? I spoke to the driver on this matter today as he was not driving. He does not have the number of the customer and never called him. This number is not in our system so we are not aware who called him.

Warm Regards,

Shobby Vinayak

End… (djp)

Feb 1, 2017 - Called Shobby (Show-be) and left msg on vm asking if driver never called then how did complainant get driver's cel phone number. (djp)

Feb 1, 2017 - Received email from s.22 in response to my question as to what date this happened on:

This was on Thursday, Jan 26th.

End… (djp)

Feb 4, 2017 - Email from Shobby:

Hi! Doug,
As been replied earlier too. This phone number does not belong to the driver.
Warm Regards,
Shobby Vinayak

End… (djp)

Feb 8, 2017 - callername.com gives the name for s.22 (djp)

Feb 8, 2017 - Sent Shobby an email:

Hello Shobby,

Ok. Can you please give me the name of the driver involved in this incident?

Douglas Pickering

End… (djp)

Feb 9, 2017 - Email from Shobby:

Good Afternoon, Douglas,
The name of the driver is s.22
Warm Regards,
Shobby Vinayak

End… (djp)

Feb 9, 2017 - Called s.22 got vm giving name s.22 (sp?), I left message identifying myself and asking for call back. (djp)

Feb 20, 2017 - Email to s.15,s.22

Hello s.15,s.22

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Subject	Behaviour of the driver				

Just wanted to follow up by asking if you had decided on reporting this incident to the police and if you had what were the results? Also it would help if we had the police file number.

Thank you and hope you are doing well,

End… (djp)

Feb 20, 2017 - Email from s.15,s.22

Hello Doug,

I decided against involving the police. Hence, no file number.

Thanks,

End… (djp)

Conclusion:

Feb 20, 2017 - Complaint unsubstantiated. Shobby insists phone number s.15 alleges source of threatening call does not belong to their driver. I have not been able to link phone number to the driver's name Shobby provided. I emailed s.15, asking if he did ever report this to the police and he said no. (djp)

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Incident Detail

File Number	**2017-00034**	**Request Type**	Record Taxi Complaint	**Received Date**	Jan 30, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jan 30, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Jan 30, 2017
Subject	Driving ability				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70974
License Type Special

ATTN: Davinder Kainth (Office Manager)/JATINDER BHULLAR
NEWTON WHALLEY HI WAY TAXI LTD.
107-13119 84TH AVE
SURREY BC V3W 1B3

Phone 604-597-3811 EXT 2
Fax 604-597-8002/604-597-3811
Email manager@whalleytaxi.ca

Driver

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

Comments:

Jan 30, 2017 - The following complaint was received at the Branch via email:

Good morning
Incident: JAN 24 2017 - 7:59AM
I was driving my car on West on Old Yale Road I was going to drop my s.22 off at school which is a left turn and s.22
There was a taxi behind me that turned out to be Newton Wally taxi number 87 (Van). I entered the intersection to make left (from left turning lane) after the light turned green I was yielding the incoming single in traffic (most of it turning right into the school) and I was waiting for lane to be clear so I can make my left turn. As soon as the light turned Orange and this nonsense agressive taxi driver honked long and came to my my left (incoming lane) and cut me off and squezzed in between another right turning vehicle (white caravan). Thus he cut off 2 vehicles and used x-ed from wrong side and used incoming traffic lane. Multiple unlawful acts within few seconds. I called Newton Whalley dispather at 8:01AM and asked her to record call. She confirmed and I complaied her in detailed explaination. To date I did not hear from him and I intend to pursue this matter with PTB, ICBC and RCMP.
Note: I found him dropping 3 Kids off at School s.22 .
Such aggressive drivers are lethal weapons and threat to not just other drivers but to own kids as well.

Regards
s.15,s.22

End… (djp)

Jan 30, 2017 - Sent acknowledgement email (djp)

Jan 30, 2017 - Sent email to Newto Whalley:

Hello,

The Branch has received the following complaint:

"I was driving my car on West on Old Yale Road I was going to drop my child off at school which is a left turn and s.22
There was a taxi behind me that turned out to be Newton Wally taxi number 87 (Van). I entered the intersection to make left (from left turning lane) after the light turned green I was yielding the incoming single in traffic (most of it turning right into the school) and I was waiting for lane to be clear so I can make my left turn. As soon as the light turned Orange and this nonsense agressive taxi driver honked long and came to my my left

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Location	SURREY	**Received via**	Email	**Completion Date**	Jan 30, 2017
Subject	Driving ability				

(incoming lane) and cut me off and squezzed in between another right turning vehicle (white caravan). Thus he cut off 2 vehicles and used x-ed from wrong side and used incoming traffic lane. Multiple unlawful acts within few seconds. I called Newton Whalley dispather at 8:01AM and asked her to record call. She confirmed and I complaied her in detailed explaination. To date I did not hear from him and I intend to pursue this matter with PTB, ICBC and RCMP.
Note: I found him dropping 3 Kids off at School (s.22 .
Such aggressive drivers are lethal weapons and threat to not just other drivers but to own kids as well."

The Branch is concerned with the safety issues raised in this complaint. Please address these issues with the driver in question. The Branch may request the results of your investigation.

Regards,

End… (djp)

Conclusion:

Jan 30, 2017 - Asked Newton Whalley to address with driver. Complainant reports already contacting police. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00036**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Feb 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 25, 2017
Subject	Driving ability				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70476
License Type Special

ATTN: Moonyem Mohammad; Balvinder Singh Randhawa
NORTH SHORE TAXI (1966) LTD.
264 PEMBERTON AVE
NORTH VANCOUVER BC V7P 2R5

Phone 604 980-7011 ext 5
Fax 604 987-6735
Email gm@northshoretaxi.com; manager@northshoretaxi.com

Driver

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

Comments:

January 31, 2017 -
This complaint was directed to the Branch from Consumer Protection BC, as follows:

Consumer Name: s.15,s.22
Consumer contact
Taxi company: North Shore Taxi
Taxi number: N154
Date of incident: 2017-01-22
Time of incident: 10:45 am
Pick up location: N/A
Proposed drop off location: N/A

Issue:
Please see attached complaint. Consumer claims that taxi was observed travelling northbound on Capilano Rd, North Van and entered the intersection with Ridgewood Dr and the light turned red and proceeded through the intersection.

(nr)

END_____

Oct. 25, 2017 - Sent complaint to General Manager as follows:

Hello Moonyem,

File No: 2017-00036

The Passenger Transportation Branch received the following complaint through Consumer Protection BC. As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed. Please note that the allegations made by the complainant does not violate the Passenger Transportation Act and Regulations, or the Terms and Conditions of Licence.

The Branch does retain a copy of the complaint attached to your Passenger Transportation Licence profile. Such complaints are subject to review

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00036**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Feb 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 25, 2017
Subject	Driving ability				

by the Board at their discretion, typically when reviewing new applications. A response is not required from North Shore Taxi (1966) Ltd. but if you wish to submit a response to these allegations it will be included with the complaint record.

We have referred the complainant to contact North Shore Taxi, and ask them to speak with yourself as the General Manager if they choose.

The following information was provided by the complainant:

Taxi company: North Shore Taxi
Taxi number: N154
Date of incident: 2017-01-22
Time of incident: 10:45 am
Pick up location: N/A
Proposed drop off location: N/A

Brief summary of incident:
Complainant alleges that taxi was observed travelling northbound on Capilano Rd, North Van and entered the intersection with Ridgewood Dr and the light turned red and the taxi proceeded through the intersection.END

END_____

Oct. 25, 2017 - Sent Acknowledgment letter as follows:

Hello s.15,s.22
Please be advised that the Passenger Transportation Branch received your complaint from Consumer Protection BC. Our Acknowledgement letter is as follows:

File No: 2017-00036

October 25, 2017

s.15,s.22

Dear s.15,s.22

Re: North Shore Taxi (1966) Ltd.

Thank you for providing important information to the Passenger Transportation Branch regarding a potential violation(s) of the Passenger Transportation Act and/or Regulations.

We value your submission and may contact you for further details. Based on all of the information received, an investigation will be initiated to substantiate the allegations. If a violation has indeed occurred, the Branch will apply whatever penalty is deemed appropriate. However, due to privacy concerns, we are not able to divulge what level or type of penalty was administered.

As an aside; the allegations described do not violate the Passenger Transportation Act or Regulations. Therefore, the complaint will be forwarded to the manager of the company for their own internal investigation. The complaint and any responses from the company remains a part of their Passenger Transportation Licence profile. You may wish to contact the company directly at 604-980-7011 and ask to speak with the General Manager, Moonyem Mohammad. In addition, issues pertaining to road safety are under the jurisdiction of the local Police Department. In the future you may wish to contact the local police.

If you have any questions or concerns please contact us by phone at 604-527-2198 or email at passengertransportationbr@gov.bc.ca.

Yours truly,

(nr)

END_____

File closed. (nr)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00036**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Feb 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 25, 2017
Subject	Driving ability				

Conclusion:

The complaint was unsubstantiated as it was a driver behaviour issue that does not violate the Passenger Transportation Act or Regulations. The complaint was forwarded to the Moonyem, General Manager for their own internal investigation. If the company provides a response we will re-open the file.

(nr)

File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00037**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 3, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Feb 3, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 20, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70538
License Type Special

ATTN: John Palis; Sukhi Sandhu
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604 664-0430
Fax 604 669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

February 3, 2017 - Complaint was directed through Consumer's Protection BC to the Passenger Transportation Branch for our investigation, as follows:

Inquiry #:92789
Consumer Name s.15,s.22
Consumer Ph#: s.22
Taxi company name: Vancouver Taxi
Taxi number or license: Not provided
Date of incident:Jan18/17
Time of incident: About Midnight
Location pick up: Waterfront
Location drop off: Consumer home did not provide address
Email or mailing address: s.22

Brief summary of incident:

s.15, arrived in Vancouver airport on Jan18/17 could not afford a taxi so took a skytrain to downtown and got off at the Waterfront. Then tried to get a taxi. Several taxi's in a row watching her struggle with her baggage in the pouring rain. She asked a taxi driver for assistance and he asked her if she had any money while carrying several baggage's. She is s.22 The taxi driver said he wasn't helping her until she showed him money and that no one here will help her either. Walking towards another taxi driver who was incredibly rude but was willing to serve her. Once in his taxi, he asked her to show him the money due to a new law that taxi drivers can demand to show money before serving consumers. So she showed him the money. She was very upset with the level of ignorance and rudeness of this taxi company.

END_____

Feb 7, 2017 - Acknowledgement letter directed to complainant. (nr)

_____

Feb 7, 2017 - Complaint direct to John Palis for his investigation. (nr)

END_____

Last Updated By: nrotgans Last Updated Date: Feb 20, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00037**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 3, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Feb 3, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 20, 2017
Subject	Trip refusal				

Feb. 10, 2017 - John Palis, General Manager, requested more time. (nr)

Feb 16, 2017 - Emailed complainant to see if she could provide the destination and taxi fare amount. Complainant responded and provided the destination address s.22 The fare amount and tip amount was unclear. The complainant paid with a $50 bill and requested $10 change. This information passed onto John Palis. (nr)

Feb. 17, 2017 - John Palis, General Manager, responded with rebuttal and identified the driver of the first cab. After a GPS review of the fleet he indicated that only one Vancouver Taxi Ltd. car was involved in the alleged incident. The first cab driver recalled the incident and reported that the complainant felt insulted that a deposit would be required and that she became indignant and proceeded to the second cab which was a different cab company. (nr)

END_____

Conclusion:

The complaint was unsubstantiated as the driver of the first cab requested a deposit and complainant allegedly refused to leave a deposit, causal Taxi Bill of Rights. The second driver, unit number, and taxi company could not be identified and the alleged customer services issues could not be substantiated. (nr)

Investigation is closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00039**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 7, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Feb 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 1, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Feb 7, 2017 - Email from Consumer Protection BC:

Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry #: 93318

Consumer Name: s.15,s.22
Consumer contact
Taxi company: Yellow Cab
Taxi number: 133
Date of incident: February 7, 2017
Time of incident: approx 10:20 am
Pick up location: s.22
Proposed drop off location: Cambie and Kingsward (Canada Line Station)
Issue: He was picked up in a taxi that did not appear to have a meter running. He was informed that the meter was running on his ipad which was out of sight to the passenger. Road conditions were fine but the passenger alleges that the fare seemed higher than previous. He has taken other taxis that continue to run the traditional meter and is concerned that using an ipad allows for the driver to conceal when the meter begins running etc.

Thank you,

EMMA NAISMITH | LICENSING & INFORMATION OFFICER

End… (djp)

Feb 7, 2017 - I called s.15,s and left a vm message asking for him to call me; I want his email address and want to know if the meter was ever shown to him and how much he paid. (djp)

Feb 14, 2017 - s.15,s called me, left vm message. I called him back, left msg for him. (djp)

Last Updated By: dpickeri Last Updated Date: Mar 1, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00039**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 7, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Feb 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 1, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Conclusion:

March 1, 2017 - Complaint unsubstantiated. I called s.15,s Feb 14 and left a vm message asking for him to call me; I want his email address and want to know if the meter was ever shown to him and how much he paid. No reply from s.15, , complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00040**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 7, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Feb 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 14, 2017
Subject	Passenger property issues				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 71373
License Type Special

ATTN: Joginder S. Wahlla (President) Hafiz R. Khan (GM)
GARDEN CITY CABS OF RICHMOND LTD.
148-2633 VIKING WAY
RICHMOND BC V6V 3B6

Phone 604-238-1111 / 604 214 5618 Charles
Fax 604-247-4002
Email hrkhangcc@gmail.com; gm@gardencitycabsrichmond.co

Driver

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

Comments:

Feb 7, 2017 - Consumer Protection BC received the following complaint and forwarded it to the Branch for investigation:

Inquiry #:93320
Consumer name: s.15,s.22
Consumer phone number: s.22
Taxi company name: Garden City Cabs
Taxi number or license: gc85
Date of incident: feb 04 2017
Time of incident: approx. 3am
Location pick up: thunder bird ave
Location drop off: place s.22
Email or mailing address: s.22
Brief summary of incident:
s.15,s ended up in a cab while intoxicated was unable to pay by debit. s.15, agreed to pay by cash and the driver agreed to wait. Drive asked to hold s.15.s. wallet as collateral while s.15, when inside to get cash. When s.15, returned with cash the cab was gone. He has attempted to contact the cab company more than once but has been able to. s.15, has also reported this to the police.

While I was speaking to s.15, recording this complaint he told me another call was coming in so he disconnected the call.

Thank you,

FRASER CRICHTON

End… (djp)

Feb 7, 2017 - Spoke to s.15,s he said University RCMP case # is 17-356. He got time and unit # (cross referenced on the Garden City web site) from the transaction record when driver tried to run his credit card. Says transaction time to when he returned and took a video where cab was gone wait time was 12 minutes. Manager originally denied they go to UBC, hung up on him, he told them unit number, manager hung up. Manager cooperated with police, said driver in at 7pm today. s.15,s expecting to get wallet tomorrow. Said he would email me either way. I sent acknowledgement email but advised him this was a police matter. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00040**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 7, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Feb 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 14, 2017
Subject	Passenger property issues				

Feb 8, 2017 - Email from s.15,s.22

Hello Douglas,

We spoke on the phone yesterday regarding my stolen wallet. I have gone in and collected my wallet. It was missing my student ID as well as my compass card. Whatever small amount of change was also taken but that's negligible. I spoke with the assistant manager as the general manager was not in and he was not aware of the situation nor had any way to help solve it. Also as suspected they didn't seem to have the ride record and he even asked if I was a law student.

I have a midterm this afternoon so I won't be avaliable until around 3:30, however if you'd like to touch bases afterwards I'd appreciate it.

Thank you,
s.15,s.22

End… (djp)

Feb 14, 2017 - Talked to s.15,s on the phone. He said he has resolved matter with RCMP and the company. He is still short his Compass card but is not going to pursue it. (djp)

Conclusion:

Feb 14, 2017 - Complaint was unsubstantiated. Not a PT matter. s.15, pursued this matter with RCMP. He got his wallet back minus compass card. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00041**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Feb 8, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Feb 9, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 71373
License Type Special

ATTN: Joginder S. Wahlla (President) Hafiz R. Khan (GM)
GARDEN CITY CABS OF RICHMOND LTD.
148-2633 VIKING WAY
RICHMOND BC V6V 3B6

Phone 604-238-1111 / 604 214 5618 Charles
Fax 604-247-4002
Email hrkhangcc@gmail.com; gm@gardencitycabsrichmond.co

Driver

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

Comments:

Feb 8, 2017 - The following complaint was received by Consumer protection BC and forwarded to the branch for investigation:

Inquiry #:93349
Consumer name: s.15,s.22
Consumer phone number(if collected):s.22
Taxi company name: Garden city cabs
Taxi number or license: gc18
Date of incident: Feb 07, 2017
Time of incident: 2:30pm
Location pick up: Richmond Center 3
Location drop off: s.22
Email or mailing address: not provided.
Brief summary of incident:
Here to file a complaint. s.15,s.22 caught a cab from Richmond center 3 rd entrance to Oakridge s.22 which is a residence. s.15,s.22 thinks that the driver taking a longer route than they needed to. s.15,s.22 states that the driver went past gilbert but could have taken gilbert. Thinks there isn't a lot of discrepancy. Cab gc18 2:30pm. I called the consumer and left a message.

Thank you,

FRASER CRICHTON

End… (djp)

Feb 8, 2017 - Fraser at Consumer Protection has called the complainant and left a vm message asking for more information and contact details. (djp)

Feb 8, 2017 - Sent email to Garden City:

Hello,

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigating (complaint has been edited for clarity and privacy):

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00041**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Feb 8, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Feb 9, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Taxi company name: Garden city cabs
Taxi number or license: gc18
Date of incident: Feb 07, 2017
Time of incident: 2:30pm
Location pick up: Richmond Center 3
Location drop off: s.22
Email or mailing address: not provided.
Brief summary of incident:
Complainant caught a cab from Richmond center 3 rd entrance to Oakridge s.22 which is a residence. Complainant thinks that the driver taking a longer route than they needed to. Complainant states that the driver went past gilbert but could have taken gilbert. Thinks there isn't a lot of discrepancy. Cab gc18 2:30pm.

Please investigate this complaint and provide us with your results including GPS information by Feb 22.

Thank you and regards,

Douglas Pickering

End… (djp)

Feb 8, 2017 - Hafiz called, said they have no unit 18 as their units start at 73 (I confirmed) and that there is construction along Gilbert and congestion so that is why driver may have avoided it. I have driven down Gilbert recently and there is ongoing construction along there that does impact traffic. I checked the route in Google maps and Gilbert gave best result at 18 minutes, Alderbridge route and No 3-Sea Island route were 21 to 22 mins. (djp)

Feb 8, 2017 - Called and talked to s.15,s.22 she gave last name as s.15 reported fare as $27 (based on my calculations not an unreasonable fare for that trip) and change before tip, email s.22 She checked her notes on her phone and found the unit # GC81. (djp)

Feb 8, 2017 - Received email from Hafiz:

Hello Mr. Douglas,
It was my pleasure to spoke with you and informed that there is no such a number exist of GC 18 and the only possible for not taking Gilbert for heavy traffics line up due to the Construction. Any way it will be appreciated if you please come up with further information's.
Thanks you.
Warmest regards,
Hafiz Khan

End… (djp)

Feb 8, 2017 - My email to Hafiz:

Hello Hafiz,

Thank you for the reply. I spoke to the complainant and they clarified that it was unit GC81. If you could please supply me with the GPS information for this trip.

Regards,
Douglas Pickering

End… (djp)

Feb 9, 2017 - Email from Hafiz:

Hello Mr. Douglas,
I have investigated the whole matters carefully and also talked with the driver personally, face to face .The driver clearly said that he has been driving with us for last 8 years and had no such complaints, he agreed that he was taken the detour route due to the heavy congestion of Gilbert road due to the construction of the road just before the Dunsmuir Bridge. He also said it was not his any intention to take Number 2 road bridge and the differences may be $0.60 to $0.70 and he personally apologized.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00041**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Feb 8, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Feb 9, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Hope you understand the situation and I am ensuring you for not repeating such incidents in the future.
Thank you.

Kind regards,
Hafiz Khan
General Manager

End… (djp)

Feb 9, 2017 - I called Hafiz, asked him why no gps data was provided like I requested, he said they were having technical difficulties. I cautioned him that in the future this would not be acceptable. He said he understood. I told him my tests did not show a huge variation in fare. He said he would give s.15,s.22 a free trip if she called him direct next time. I provided Hafiz with her first name. (djp)

Feb 8, 2017 - Sent email to s.15,s.22

Hello s.15,s.22

I have talked to Hafiz Khan, the General Manager at Garden City Cabs, and he's spoken to the driver. The driver claims he was trying to avoid the construction on Gilbert. My testing shows there would not have been a huge variation in fare but regardless I've reminded them of the following condition in the Taxi Bill of Rights:

As a Taxi Passenger you have the right to:
Direct the route, or expect the most economical route

Your complaint has been added to their file. Subsequent complaints involving this company and/or this driver may result in penalties including fines or suspension.

Hafiz has offered to give you a free trip with Garden City Cabs. If you wish to take him up on this offer you can call his direct line at 604-238-1111 and mention this incident and your first name.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Feb 9, 2017 - Driver said he was trying to avoid construction on Gilbert. I tested the different routes and did not find much variation. Hafiz offered a free ride to the complainant. I emailed s.15,s.22 Barring further communications complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00042**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 22, 2017
Subject	Driving ability				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Feb.09/17 2:46 PM. (Taxi Comments/Concerns Form imported to the correspondence tab)
Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 93434

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Yellow Cab
Taxi number: Y217
Date of incident: 2017-01-26
Time of incident: 6:05 am
Pick up location: N/A
Proposed drop off location: N/A
Issue: Consumer Witnessed a taxi run a red light while coming from the Cambie St bridge off ramp onto W 2nd Ave, Vancouver. Please see attached.

Thank you,

JULIE McNAMARA | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2805
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

Feb.10/17 11:36 AM.
Good morning Chris,

The Passenger Transportation Branch received your taxi complaint from Consumer Protection BC yesterday. Thank you for bringing this matter forward.

We recommend that you contact the company directly at 604-258-4700 and ask to speak with the General Manager, Carolyn Bauer, as they would

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00042**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 22, 2017
Subject	Driving ability				

be interested in receiving this information.

Taxi company: Yellow Cab
Taxi number: Y217
Date of incident: 2017-01-26
Time of incident: 6:05 am
Pick up location: N/A
Proposed drop off location: N/A
Issue:
Consumer witnessed a taxi run a red light while coming from the Cambie St bridge off ramp onto W 2nd Ave, Vancouver.

The more information you can provide to Carolyn Bauer will assist in identifying the driver of Y 217 at the time of the incident. Please note Carolyn Bauer received a copy of the 2nd page of the Taxi Comments/Concerns Form and the google map with the area circled.

I hope the above information will be of assistance to you.

_____
Feb.10/17 11:30 AM.
Hi Carolyn,

The Passenger Transportation Branch received the following complaint through Consumer Protection BC yesterday.

We have recently undertaken a review of our complaint and investigation process, in particular customer service issues.

As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed.

We have also referred the complainant to contact Yellow Cab at 604-258-4700, and ask them to speak with yourself as the General Manager.

The following information was provided by the complainant:

Taxi company: Yellow Cab
Taxi number: Y217
Date of incident: 2017-01-26
Time of incident: 6:05 am
Pick up location: N/A
Proposed drop off location: N/A
Issue:
Consumer Witnessed a taxi run a red light while coming from the Cambie St bridge off ramp onto W 2nd Ave, Vancouver. (Please see attachment above)

We may request the outcome of your investigation with the driver, as we record complaints received and report them to the Passenger Transportation Board upon request, this is normally done as part of the application process.

If you have any questions, please do not hesitate to contact us.

_____

Conclusion:

Feb.10/17 1:47 PM.
Thank you Louise I just spoke with s.15,s.22 I will be dealing with this driver.

Happy long weekend, well hopefully for you but not for me, I will be working. This new dispatch system is taking its toll on me that's for sure.

Thank you

Carolyn

_____
File: 2017-00042
Subject: Driver Behavior/Ability
Allegations: Driver ran a red light.

Last Updated By: lmswan Last Updated Date: Feb 22, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00042**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 22, 2017
Subject	Driving ability				

Carolyn Bauer spoke with the complainant and will be dealing with the driver. This matter is not regulated under the PTA/R.
File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00044**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 2, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70547
License Type Special

ATTN: Gurdip Sahota, Malkit (Singh) Sidhu
SUNSHINE CABS LIMITED
1465 RUPERT ST
NORTH VANCOUVER BC V7J 1G1

Phone 604 929-1221 ext 104 or 105
Fax 604-929-8644
Email gm@sunshinecabs.ca; operations@sunshinecabs.ca

Driver

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

Comments:

Feb. 15/17 8:40 AM.
Inquiry # 93532
Consumer name: s.15,s.22
Taxi number or license: not provided
Date of incident: Feb. 04 2017
Time of incident: 11:15pm
Location pick up: not applicable
Location drop off: not applicable
Email or mailing address: s.22 Brief summary of incident:
I was refused a taxi by Sunshine Cabs at Burrard Station at approximately 11:15 pm tonight. The driver said he would only take me if I was going to the North Shore. I was going to Kitsilano and thus was not able to get in the cab. I believe this action on the part of the driver was illegal. The cab in question was a yellow van with the logo "Sunshine Cabs" on it.

Thank you,

LICENSING AND INFORMATION OFFICER
Consumer Protection BC

P 250.920.7112 TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9 W www.consumerprotectionbc.ca CONNECT WITH US:

TELL US HOW WE DID TODAY: Please fill out our quick customer satisfaction survey CLICK HERE.

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-----Original Message-----
From: s.15,s.22
Sent: Saturday, February 04, 2017 11:26 PM
To: info@consumerprotectionbc.ca

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00044**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 2, 2017
Subject	Trip refusal				

Subject: Taxi Refusal By Sunshine Cabs

Hi,

I was refused a taxi by Sunshine Cabs at Burrard Station at approximately 11:15pm tonight. The driver said he would only take me if I was going to the North Shore. I was going to Kitsilano and thus was not able to get in the cab. I believe this action on the part of the driver was illegal. The cab in question was a yellow van with the logo "Sunshine Cabs" on it.

Thanks,
s.15,s.22

_____
Feb.15/17 2:27 PM.
Hi Charanjit and or Malkit,

The Passenger Transportation Branch received the following complaint from Consumer Protection BC today. The complaint reads in part as follows:

Taxi number or license: not provided
Date of incident: Feb. 04 2017
Time of incident: 11:15pm
Location pick up: not applicable
Location drop off: not applicable
Brief summary of incident:
I was refused a taxi by Sunshine Cabs at Burrard Station at approximately 11:15 pm tonight. The driver said he would only take me if I was going to the North Shore. I was going to Kitsilano and thus was not able to get in the cab. I believe this action on the part of the driver was illegal. The cab in question was a yellow van with the logo "Sunshine Cabs" on it.

You should be able to identify the vehicle and driver through your GPS. The driver is operating in an area not authorized under PT licence 70547 Sunshine Cabs Limited.
The complainant will be advised that only Vancouver Cabs can accept hails and/or flags in the City of Vancouver.

Please interview your driver in question and report back your findings to the allegations by Thursday, February 23, 2017.

_____
Feb.16/17 12:39 PM. E-mail sent to the complainant in the place of an acknowledgement letter.
Good afternoon s.15,s.22

The Passenger Transportation Branch received the information you provided to Consumer Protection BC yesterday. Thank you for bringing this matter forward.

Please be advised only the 4 Vancouver taxi cab companies in Vancouver can pick up in Vancouver. (accept hails and/or flags from the street) If you were going to the North Shore and the driver did accept the trip he would be in non-compliance of Passenger Transportation licence PT70547 for Sunshine Cabs Limited.

The licensee will be addressing this matter with the driver.

_____
Feb.23, 2017 12:52 PM.
Hello Louise,

We are still investigating into following incident and require more time to complete. We request that you allow us till next Thursday March 2, 2017 to finalize our investigation.

Taxi number or license: not provided
Date of incident: Feb. 04 2017
Time of incident: 11:15pm
Location pick up: not applicable
Location drop off: not applicable

If you have any questions or concerns, please feel free to contact me at T:604 929-1221x105 and E: operations@sunshinecabs.ca.

Last Updated By: lmswan | Last Updated Date: Mar 3, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00044**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 2, 2017
Subject	Trip refusal				

_____
Feb.23/17 1:00 PM.
Thank you for getting back to me.

Extension request granted.

_____
Extension to March 02, 2017 to report findings.

Conclusion:

Mar.02/17 1:23 PM. (letter imported to the correspondence tab)
Hello Louise,

Please find attached copy of our investigation report for following complaint.

Taxi company: Sunshine Cabs
Taxi number:
Date of incident: February 4th, 2017
Time of incident: 11:15 pm
Pick up location: Burrard Station, Vancouver
Proposed drop off location: Kitsilano

If you have any questions or concerns, please feel free to contact me at T:604 929-1221x105 and E: operations@sunshinecabs.ca.

Kind Regards,

Malkit Sidhu | Operations Manager
Sunshine Cabs Limited
1465 Rupert Street | North Vancouver, BC V7J 1G1
Tel: (604) 929-1221 x 105 | Fax: (604) 929-8644

_____
Mar.02/17 2:48 PM.
Good afternoon Malkit. Thank you for your findings.

_____
2017-00044
Allegations of a trip refusal in the City of Vancouver. Driver stoppped to engage conversation with the passenger. Driver not allowed to accept flags/hails in the City of Vancouver.
Allegations were unsubstantiated.
File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00045**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 15, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Feb 20, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Feb. 15/17 9:24 AM.
Taxi number or license: not provided
Inquiry #93536
Company name: Yellow Cab
Consumer name: s.15,s.22
Date of incident: Feb 07, 2017
Time of incident: 12:05 pm
Location pick up: s.22
Location drop off: Safeway at Kingsway and Royal oak, Burnaby
Email or mailing address: s.22
Brief summary of incident:
s.15 is a friend of a person with a disability that took a cab. When he was in the cab he disputed the cost because he felt that the meter was not being used. The cab driver called his dispatcher who in turn contacted the police. The police called the rcmp. It was determined that the cab company was using a new fare system on a phone and this is why it was not visible. Rcmp told the passenger to "pay or go to jail do not pass go" the passenger agreed to pay the fare. s.15 thinks there should be a way for the passenger to see the fare.

Thank you,

LICENSING AND INFORMATION OFFICER
Consumer Protection BC

P 250.920.7112 TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca
CONNECT WITH US:

TELL US HOW WE DID TODAY: Please fill out our quick customer satisfaction survey CLICK HERE.

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Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00045**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 15, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Feb 20, 2017
Subject	Payment issues				

From: s.15,s.22
Sent: Tuesday, February 07, 2017 7:48 PM
To: info@consumerprotectionbc.ca
Subject: taxi

Dear Sir/Madam

I am going to describe what happen to my dear friend. On Feb 7th he took a yellow cab to the Safeway at Kingsway and Royal Oak in Burnaby time approximately 12.05 from s.22 in Vancouver. Arriving at the Safeway the cab driver told him to pay I think that the fare was something like twenty-five dollars ($25) He notice that there was no fare showing on the meter. He informed the cab driver since there was no fare showing he did not have to pay. The cab driver told him that he could go. He did not think that it was fair that he get nothing so he offered to pay a part of the fare. Cab driver then called his dispatcher they in turn called the Vancouver police which in turn called the RCMP. As it turns yellow cab is implementing a new fare system through a smart phone and a tablet so the original fare box was disconnected . The passenger sitting in the back set cannot see the meter as it is at the level of the front seat. So how does a person tell if the driver is not trying rip off the company and keeping the money for himself. The RCMP politely told him that he had to pay or go to jail do not pass go.As my friend is disabled but honest he paid the fare with his taxi savers. There were no signs saying that the system was under going a change.
There has to be away for the customer to see the fare. Like he told me, he just thought that it was something that the driver was keeping track of like his mileage.

Your truly

s.15,s.22

_____
Feb.15/17 2:58 PM.
Hi Carolyn,

The Passenger Transportation Branch received the following information from Consumer Protection today. The information reads in part as follows:

Company name: Yellow Cab
Date of incident: Feb 07, 2017
Time of incident: 12:05 pm
Location pick up: s.22
Location drop off: Safeway at Kingsway and Royal oak, Burnaby

Brief summary of incident:

I am going to describe what happen to my dear friend. On Feb 7th he took a yellow cab to the Safeway at Kingsway and Royal Oak in Burnaby time approximately 12.05 from s.22 in Vancouver. Arriving at the Safeway the cab driver told him to pay I think that the fare was something like twenty-five dollars ($25) He notice that there was no fare showing on the meter. He informed the cab driver since there was no fare showing he did not have to pay. The cab driver told him that he could go. He did not think that it was fair that he get nothing so he offered to pay a part of the fare. Cab driver then called his dispatcher they in turn called the Vancouver police which in turn called the RCMP. As it turns yellow cab is implementing a new fare system through a smart phone and a tablet so the original fare box was disconnected . The passenger sitting in the back seat cannot see the meter as it is at the level of the front seat. So how does a person tell if the driver is not trying rip off the company and keeping the money for himself. The RCMP politely told him that he had to pay or go to jail do not pass go. As my friend is disabled but honest he paid the fare with his taxi savers. There were no signs saying that the system was under going a change.
There has to be away for the customer to see the fare. Like he told me, he just thought that it was something that the driver was keeping track of like his mileage.

Carolyn the Standard Rules for Taxicab Rates effective November 16, 2016 reads in part as follows:

Use of Taxi Meters
2.A taximeter in a taxicab must:

(a)be capable of calculating and displaying a fare based on time and distance; and
(b)have a fare display that a passenger with normal eyesight seated in the
rear of the taxicab is able to read at all times.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00045**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 15, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Feb 20, 2017
Subject	Payment issues				

No taxi cab information was provided. Based on the above information are you able to identify the vehicle in question and confirm whether the "soft meter" can be seen by a passenger with normal eyesight seated in the rear of the taxi cab at all times?

Please provide your findings by Thursday, February 23, 2017.

_____
Feb.16/17 9:45 AM.
Good morning s.15,s.22

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

_____

Conclusion:

On Feb 17, 2017, at 4:00 PM, Derminder Bali <derminder@yellow-cab.ca> wrote:
Hi Carolyn,

I did checked into our system including running GPS on Destination couldn't find anything relevant to this complaint.

Regards

Bali

_____
Feb.17/17 4:05 PM.
Good afternoon Louise, please see attached response from Bali's investigation.

Kind regards

Carolyn Bauer
General Manager
Yellow Cab

_____
Feb.17/17 4:20 PM.
Hi Carolyn,

Thank you for your response.

Is Bali saying there were no taxi cabs from Yellow Cab in the area for the time, date and location given?

_____
Feb.20/17 4:31 PM.
Sorry, yes he is saying that. We had no Yellow Cabs in either area.

Have a great weekend.

Carolyn

_____
File: 2017-00045
The complaint was unsubstantiated. The company ran their GPS and there were no Yellow Cabs in the pick up or drop off locations given in the the complaint.
File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00046**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Feb 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 23, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70547
License Type Special

ATTN: Gurdip Sahota, Malkit (Singh) Sidhu
SUNSHINE CABS LIMITED
1465 RUPERT ST
NORTH VANCOUVER BC V7J 1G1

Phone 604 929-1221 ext 104 or 105
Fax 604-929-8644
Email gm@sunshinecabs.ca; operations@sunshinecabs.ca

Driver

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

Comments:

February 14, 2017 - the following complaint was filed with the Passenger Transportation Branch through Consumer Protection BC:

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 93524

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Sunshine Cabs
Taxi number: S107
Date of incident: February 4th, 2017
Time of incident: 11:10pm
Pick up location: Gastown
Proposed drop off location: Lynn Valley

Issue: The consumer alleges that when he flagged down a taxi van with it's lights on, the driver would not unlock the doors and allow them to enter until they told him where they were heading. He allegedly asked whether they would be paying in cash and when they informed him that it would be credit card payment, the taxi drove away. They were unable to find another taxi and were required to bus home.

END_____

February 15, 2017 - Acknowledgement letter directed to the complainant (mgl).

_____

February 15, 2017 - the complaint was directed to the General Manager of Sunshine Cabs Limited for their investigation and response. The response must be accompanied by GPS, a Driver's statement, and Manager's rebuttal. (mgl)

_____

February 23, 2017 - a response was received from Malkit Sidhu, Operations Manager of Sunshine Cabs Limited. His response was accompanied by a Driver's Statement and Rebutal letter and Warning letter to the driver. (mgl)

Last Updated By: mglovell Last Updated Date: Feb 23, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00046**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Feb 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 23, 2017
Subject	Operating outside the licensee's area of service (poaching)				

February 23, 2017 - as a result of the driver's rebuttal, the complainant was contacted to ascertain if the driver's account of the complaint was reported out correctly by the complainant. The complainant was asked if the driver explained to him why he was not able to originate the fare in Vancouver. The complainant said it was not clear to him why the driver refused to transport him to North Vancouver. He indicated that it was snowing and he though the driver refused him because he wanted cash only. He offered to pay the driver cash in order to get to North Shore - because in the past he had experienced drivers refusing him transportation because they only wanted cash payment. (mgl)

Conclusion:

The complaint was directed to the Operations Manager of Sunshine Cabs Limited for their investigation. The Op Manager advised that the driver refuted the allegation by stating that he was flagged down. He stopped the vehicle, the doors were locked, but he lowered the window and advised the consumer that he could not pick him up because he is only authorized to pick up in North Vancouver. The driver alleges that the passenger offered him a cash payment.

The consumer did admit that he offered the driver a cash payment thinking that was the issue, because in the past he was refused for not paying by cash. He indicated the driver did not make clear the reasons for not taking him to the North Shore.

Summary

The consumer alleged trip refusal. The driver allegedly told the consumer that he was not authorized to originate service in Vancouver. It was confirmed that a cash payment was offered the driver; however, only as a means to ensure the ride to North Vancouver. There is discrepancy as to whether the driver advised the consumer that he was not able to originate services in Vancouver. For this reason, this aspect of the complaint was not substantiated - and no further action was taken by the Investigator.

The complaint is closed. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00047**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 15, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Feb 24, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70476
License Type Special

ATTN: Moonyem Mohammad; Balvinder Singh Randhawa
NORTH SHORE TAXI (1966) LTD.
264 PEMBERTON AVE
NORTH VANCOUVER BC V7P 2R5

Phone 604 980-7011 ext 5
Fax 604 987-6735
Email gm@northshoretaxi.com; manager@northshoretaxi.com

Driver

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

Comments:

Feb.15/17 10:29 AM.
Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: North Shore Taxi
Driver's Name: N/A – see summary.
Taxi Number or License: N/A – see summary.

Incident
Date of incident: February 14, 2017
Time of incident: 3:30 p.m. - approximate
Location Pick Up: Canoe Pub – Wharf Street, Victoria BC
Location Drop Off: s.22

Summary of Incident: Complainant called North Shore Taxi to book wheel chair access cab for her s.22 She was told by dispatch that they cannot guarantee pickup time, or that they would have enough drivers/cabs to pick up her s.22 at all. Complainant has had similar issues with other taxi companies -- wants to know if this is true and/or does her s.22 have any rights.

Kind regards,
Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2808

Last Updated By: lmswan Last Updated Date: Feb 24, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00047**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 15, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Feb 24, 2017
Subject	Trip refusal				

A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
Feb.15/17 11:36 AM.
Good morning s.15,s.22

The Passenger Transportation Branch (Branch) received your complaint from Consumer Protection BC today. Thank you for bringing this matter forward. The following details were provided:

Taxi Info
Taxi Company: North Shore Taxi
Driver's Name: N/A – see summary.
Taxi Number or License: N/A – see summary.

Incident
Date of incident: February 14, 2017
Time of incident: 3:30 p.m. - approximate
Location Pick Up: Canoe Pub – Wharf Street, Victoria BC
Location Drop Off: s.22

Summary of Incident: Complainant called North Shore Taxi to book wheel chair access cab for her s.22 She was told by dispatch that they cannot guarantee pickup time, or that they would have enough drivers/cabs to pick up her s.22 at all. Complainant has had similar issues with other taxi companies -- wants to know if this is true and/or does her s.22 have any rights.

Please review the above information. (amend or please add more details)
The Branch is not aware a taxi cab company called North Shore Taxi in the Victoria area. Could you please check with your s.22 on the name of the taxi company. Please provide the telephone number of the taxi cab company too.

Please provide the above requested information as soon as possible.

_____
Feb.15/17 12:04 PM.
Hello

Thanks for the quick response. I don't know where the pickup / drop off information came from, but it is not correct.

Pickup was requested at s.22

The telephone number for North Shore Taxi is 604.922.2222 and I called them February 14th at approximately 3:30 to book a wheelchair taxi for pickup on February 16th at 1230.

Thank you again.

s.15,s.22

_____
From: Passenger Transportation Br, TRAN:EX [mailto:PassengerTransportationBr@gov.bc.ca]
Sent: Wednesday, February 15, 2017 1:03 PM
To: Lottie Boettcher <Lottie.Boettcher@consumerprotectionbc.ca>
Subject: RE: Taxi Complaint from Consumer Protection BC - Inquiry #: 93541

HI Lottie,

For your information.

I contacted the complainant because I could not locate a taxi cab company named North Shore Taxi in Victoria. Perhaps the pickup and drop off locations belong to another complaint. The complainant provided the following information:

Pickup was requested at s.22

The telephone number for North Shore Taxi is 604.922.2222 and I called them February 14th at approximately 3:30 to book a wheelchair taxi for

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00047**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 15, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Feb 24, 2017
Subject	Trip refusal				

pickup on February 16th at 1230.

Thank you again.

s.15,s.22

_____
Feb.15/17 1:10 PM.
Hello,

Very sorry about the confusion. I will adjust the inquiry number accordingly.

Kind regards,
Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2808
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
Feb.15/17 1:30 PM.
Hi Moonyem,

The Passenger Transportation Branch received the following complaint from Consumer Protection BC today. The complaint reads in part as follows:

Taxi Info
Taxi Company: North Shore Taxi
Driver's Name: N/A – see summary.
Taxi Number or License: N/A – see summary.

Incident
Date of incident: February 14, 2017
Time of incident: 3:30 p.m. - approximate
Location Pick Up: s.22
Location Drop Off:

Summary of Incident: Complainant called North Shore Taxi to book wheel chair access cab for her s.22 She was told by dispatch that they cannot guarantee pickup time, or that they would have enough drivers/cabs to pick up her s.22 at all. Complainant has had similar issues with other taxi companies -- wants to know if this is true and/or does her s.22 have any rights.

The telephone number for North Shore Taxi is 604.922.2222 and I called them February 14th at approximately 3:30 to book a wheelchair taxi for pickup on February 16th at 1230.

The conditions of licence for PT70476 North Shore Taxi (1966) Ltd. reads in part as follows:
Service Priority Requirement: Persons with mobility aids who require an accessible taxi for transportation purposes are priority clients for the dispatch of accessible taxis. The licensee must at all times use a dispatch and reservation system that dispatches accessible taxis on a priority basis to clients who have a need for accessible vehicles.
Minimum Operating Requirement: Licensees must ensure that accessible taxi service is available to passengers throughout a 24 hour day in a reasonable manner and that accessible taxi availability is, at a minimum, proportionate to conventional taxi availability.

You are requested to follow up on this matter and report back your findings by Thursday, February 23, 2017.

_____
Feb.15/17 1:31 PM.
Hello, I am away from the office starting Monday, Jan. 30, 2017 and will reply to your message on Tuesday, Feb. 28th, 2017, upon my return. For administrative matters, please contact Goldie Kang operation manager at manager@northshoretaxi.com, if it is urgent matter please call 604 980 7011 Extension- 1 and ask for Bob Perri. Thank you Thank you, General Manager North Shore Taxi (1966) Ltd 264 Pemberton Ave North Vancouver, BC V7P 2R5 Ph: (604)980-7011; Fax: (604)987-6735 Book Online at: www.northshoretaxi.com

_____
Feb.15/17 1:50 PM.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00047**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 15, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Feb 24, 2017
Subject	Trip refusal				

I left a voice mail message for Goldie Kang to return my call as Moonyem s.22

_____
Feb.16/17 9:17 AM.
Good morning Susan,

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC. I also provided you with a copy of page 4 of North Shore's taxi licence that speaks to "service priority requirement" and "minimum operating requirement". You may wish to contact North Shore Taxi at 604-987-7171 and ask to be put through to Gurvir Kang, Operations Manager to discuss your concerns.

_____
Feb. 24/17 9:17 AM.
Good morning,

Please provide your findings as requested in e-mail below.

_____

Conclusion:

(Dispatch sheet provided & imported to the correspondence tab)
From: Goldie Kang [mailto:manager@northshoretaxi.com]
Sent: Friday, February 24, 2017 11:04 AM
To: 'LOUISE.SWAN@GOV.BC.CA'
Subject: Emailing: PTB COMPLAINT ACTIVITY REPORT FOR THE TRIP 23 FEB 2017

Hello Louise,
Good Afternoon,

As per this incident it seems like dispatcher at the time told about the ETA of WC taxi for that day 16th February at 12:30 pm was just on the safe side in case of any accidents or any bridge congestions, otherwise the cab was booked for the desired time same day when called. On 16th February The trip was dispatched 15 min. prior to the pickup time and picked up by cab N-41 just right on scheduled time and dropped off safely around 13:17. This trip was handled with due diligence and we promise that in future with an addition of two new wheelchair cabs this kind of incidents will be reduced. Sorry for all the inconvenience occurred. Thanks.

Best Regards

Best regards
Goldie Kang
(Operations Manager)
North Shore Taxi Ltd. (1966)
Ph: 604 983 2212 Fax: 604 987 6735
Email: Manager@Northshoretaxi.com

_____
2017-00047
Activity report provided for taxi cab N 41. Trip completed on time. Allegations unsubstantiated. File closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00048**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 23, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Feb.15/17 11:34 AM.
Inquiry #: 93351
Consumer name: s.15,s.22
Consumer numbe
Taxi number or license: y240
Company name: Yellow Cab
Date of incident: Feb. 15, 2017
Time of incident: 10:20 am
Location pick up: s.22
Location drop off:
Email or mailing address: s.22
Brief summary of incident:
s.15,s.22 hired a cab this morning. She told the driver they need a seat belt for her s.22 because he is in a wheel chair. Trip was from downtown to north Vancouver. When they arrived at their destination she asked for a receipt. The driver he provided a bank piece of paper with nothing written on it. Driver didn't have a name tag. s.15,s. said that the driver tried to use excuses but the point is he was rude about not having a seat belt.

Thank you,

LICENSING AND INFORMATION OFFICER
Consumer Protection BC

P 250.920.7112 TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

Feb.15/17 4:03 PM.
Hi Carolyn,

The Passenger Transportation Branch received the following information from Consumer Protection BC today. The information provided is as follows:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00048**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 23, 2017
Subject	Trip refusal				

Taxi number or license: y240
Company name: Yellow Cab
Date of incident: Feb. 15, 2017
Time of incident: 10:20 am
Location pick up: s.22
Location drop off:
Brief summary of incident:
The complainant and her s.22 hired a cab this morning. She told the driver they need a seat belt for her s.22 because he is in a wheel chair. Trip was from downtown to north Vancouver. when they arrived at their destination she asked for a receipt. The driver provided a blank piece of paper with nothing written on it. Driver didn't have a name tag. Complainant said that the driver tried to use excuses but the point is he was rude about not having a seat belt.

Carolyn, please follow up on the above allegations and report back your findings by Friday, February 24, 2017.

_____
Feb. 16/17 11:49 AM.
Good morning Tamara,

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

_____
Feb.16/17 11:32 PM.
Hi,

Thank you so much for the reply.

I read the letter and understand, but if I decide to contact you its because the Customer Service at yellow cab:
1. Never replies
2. They don't fix the problem

At this point I consider this as a liability problem. I used the wheelchair vans quite often, and from every 10 rides , 8 times I HAVE TO explain to drivers how to use the seatbelts and most of the time they are quite rude. So yes, I'm frustrated and even fear to take cabs cause I don't know how good or bad will be.

Last driver was extremely rude, he had no clue about the seatbelt (and if s.22 is in a wheelchair is cause a CAR accident). I checked and he didn't even have the belts. I may sue them cause this is just liability and I'm not the first person complaining about the lack of training when its comes to wheelchair cabs. If this drivers don't know how to operate that type of cars, they should just ride regular cabs.

Thanks,

s.15,s.22

_____
Feb.17/17 8:30 am.
Good morning and thank you for providing your responses.

s.15,s. do you use other Vancouver taxi cabs or just Yellow?

Based on the information you provided there is definitely a safety training issue and customer service matters that must be addressed by the company.

_____
Feb. 21/17 11:16 AM.
Hi Carolyn,

Thank you for the response.

Please provide responses to the following:

•Did Bali interview the driver in person?

•Do all drivers for wheelchair accessible vehicles receive training on sight at Yellow?

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00048**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 23, 2017
Subject	Trip refusal				

•Are drivers put through a refresher course after a period of time?

•Do the drivers keep a copy of receipts issued?

As this is a safety concern I would recommend the driver in question demonstrate to Bali that he does in fact know how to secure the occupant and wheelchair.

_____

Conclusion:

Feb. 21/17 11:39 AM.
Good morning,

1.Yes Bali did interview the driver.
2.We have our in house training “ask, listen and act”
3.All drivers go through a refresher course upon any complaint that we feel was caused by undue care and attention from the driver to the passenger.
4.We have no copies of receipts issued.
5.Were you able to get a copy of the receipt this person was given?

Thanks

Carolyn

_____
Feb. 21/17 12:59 PM.
Hi Carolyn,

Thank you for your responses.

I had sent the complainant an acknowledgement letter for the information received from Consumer Protection BC. In the letter I said you may wish to contact Yellow Cab at 604-258-4700 and ask to speak with Carolyn Bauer, General Manager to discuss your concerns.

The following response was received so I think asking for a copy of the receipt might not be received positively.

I read the letter and understand, but if I decide to contact you its because the Customer Service at yellow cab:
1. Never replies
2. They don’t fix the problem

At this point I consider this as a liability problem. I used the wheelchair vans quite often, and from every 10 rides , 8 times I HAVE TO explain to drivers how to use the seatbelts and most of the time they are quite rude. So yes, I’m frustrated and even fear to take cabs cause I don’t know how good or bad will be.

Last driver was extremely rude, he had no clue about the seatbelt (and if s.22 is in a wheelchair is cause a CAR accident). I checked and he didn’t even have the belts. I may sue them cause this is just liability and I’m not the first person complaining about the lack of training when its comes to wheelchair cabs. If this drivers don’t know how to operate that type of cars, they should just ride regular cabs.

I also asked the complainant do you use the other Vancouver taxi cab companies or just Yellow and I haven’t received a response back.

_____
Feb.23/17 7:06 AM.
Good morning Carolyn,

Just to let you know I’m going to close this file.

_____
2017-00048
Bali interviewed the driver and said he did secure the passenger in the wheelchair. Shoulder and lapbelt are connected together.
Complainant did not want to speak with Carolyn Bauer, Gen. Mgr.
Allegations unsubstantiated. File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00049**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 15, 2017
Location	ABBOTSFORD	**Received via**	Email	**Completion Date**	Feb 21, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70617
License Type Special

ATTN: Pardeep Sharma, Manager
ABBOTSFORD TAXI LTD.
502-30950 WHEEL AVE
ABBOTSFORD BC V2T 6G7

Phone 604-853-8888
Fax 604-855-9122
Email abbotsfordtaxi@hotmail.com; abbotsfordtaxi@gmail.com

Driver

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

Comments:

Feb.15/17 1:51 PM.
Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Abbotsford Taxi
Driver's Name: N/A – see summary.
Taxi Number or License: 80-C.

Incident
Date of incident: February 9, 2017
Time of incident: 10:35-45 p.m. - approximate
Location Pick Up: s.22
Location Drop Off: Abbotsford Hospital – see notes.

Summary of Incident: Complainant called cab to take s.22 to hospital to be checked out after he was in car accident. However, driver would not let complainant hook up car seat in the cab because though it would damage battery under the seat. Complainant tried to explain that it would not harm battery but driver did not believe him, and refused him service.

Kind regards,
Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2808

Last Updated By: lmswan Last Updated Date: Feb 21, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00049**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 15, 2017
Location	ABBOTSFORD	**Received via**	Email	**Completion Date**	Feb 21, 2017
Subject	Trip refusal				

A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
Feb.15/17 2:17 PM.
Hi Pardeep,

The Passenger Transportation Branch received the following complaint from Consumer Protection BC. The complaint reads in part as follows:

Taxi Info
Taxi Company: Abbotsford Taxi
Driver's Name: N/A – see summary.
Taxi Number or License: 80-C. (not sure if this is correct)

Incident
Date of incident: February 9, 2017
Time of incident: 10:35-45 p.m. - approximate
Location Pick Up: s.22
Location Drop Off: Abbotsford Hospital – see notes.

Summary of Incident: Complainant called cab to take s.22 to hospital to be checked out after he was in car accident. However, driver would not let complainant hook up car seat in the cab because though it would damage battery under the seat. Complainant tried to explain that it would not harm battery but driver did not believe him, and refused him service.

With the above information provided you should be able to identify who the driver is.

Pardeep you are required to follow up with the driver on this subject matter and report back your findings by Thursday, February 23, 2017.

_____
Feb.16/17 I left a voice mail message for Pardeep to call me.

_____

From: Pardeep [mailto:abbotsfordtaxi@hotmail.com]
Sent: Thursday, February 16, 2017 1:02 PM
To: Swan, Louise M TRAN:EX
Subject: Re: Taxi Complaint

Hi louise

I got your message let me find out the trip and who done that and after talk to driver I will be give you call back.

Thanks

Pardeep Sharma
Office Manager
Abbotsford Taxi Ltd
Mission Taxi Ltd.
Matsqui Taxi Ltd.
Call 604 853 8888
Cell 604 825 7791

_____
Feb.16/17 1:06 PM.
Thanks Pardeep.

These are serious allegations as it's the responsibility of the passengers to provide car seats for their children.

_____
Feb.16/17 1:36 PM.
Good afternoon s.15,s.22

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00049**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 15, 2017
Location	ABBOTSFORD	**Received via**	Email	**Completion Date**	Feb 21, 2017
Subject	Trip refusal				

Conclusion:

From: Pardeep [mailto:abbotsfordtaxi@hotmail.com]
Sent: Tuesday, February 21, 2017 10:55 AM
To: Swan, Louise M TRAN:EX
Subject: Re: Taxi Complaint

HI Louise

I find out the trip and it was cab # 8 he is very responsible and working in the company from long time I had never received any complain regarding him, I think this is just misunderstanding of both of them. So I talk to him and told that I need write statement. Here is the statement of driver

"
Hi,
I went to s.22 Abbotsford, BC. A customer came with only a child seat and there's no child around. The customer tried to put the seat in the car and he started pulling the bench seat hard. I asked him “what are you doing”. In return, he said he wanted to put the straps under the bench seat. I have never seen people do this before and I've have had customers who use the child seat before. Please note that I said nothing about the battery getting damaged. After, the customer swore and said "I do not want to go with you." And walked away with the seat. Again, please note I did not refuse him a ride, I said not to damage the seat.
Thank-you,
s.22
Please suggest

Pardeep Sharma
Office Manager
Abbotsford Taxi Ltd
Mission Taxi Ltd.
Matsqui Taxi Ltd.
Call 604 853 8888
Cell 604 825 7791

_____
Feb.21/17 11:28 AM.
Hi Pardeep and thank you for your response.

When I strap car seats in my vehicle I must reach behind the seat to clip the hooks to the anchors otherwise the car seat would move. Booster seats do not need to be anchored. The s.2 was described as an s.22 so I can understand why the s.2 wasn’t present at the time. He probably wanted to secure the child seat and then go get the s.2 for safety reasons.

I will close this file.

_____
2017-00049
Allegations driver denied passenger from securing car seat for s.22 Drivers statement tells a different recollection of the incident.
Unsubstantiated.
File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00051**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Feb 17, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jun 2, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Feb. 14, 2017 - This complaint was directed to the Branch from Consumer Protection BC, as follows:

Issue: Zone fare from YVR not charged correctly, was also told they could only pay cash. Please see email below…

Hi, my s.22 arrived at the Vancouver airport and took a yellow cab tax around 8:15 pm on February 4th. Her destination was UBC campus. Upon arrived, I asked the driver how much the fare was, and he said total was $47...to my surprise. It was higher than I expected. He said he had to take a longer route because some roads were closed. I proceed to pay with credit card but he said the machine was not working due to poor weather effecting the internet connection. So I had to pay in cash. Upon further investigation, I now know that a UBC trip should had been $35 because of the zone flat rate. Unfortunately, I did not get the taxi information.

I am deeply disappointed at the dishonest practice of this driver. He clearly violated the zone flat rate agreement. Visitors to the city should not be taken advantaged of in this manner. Perhaps a better enforcement program concerning the zone rate is necessary in order to prevent future abuse.

s.15,s.22

END_____

Feb. 23, 2017 -
Complaint forwarded by email to General Manager Carolyn Bauer.

Feb. 23, 2017 -
Received reply from General Manager Carolyn Bauer. The manager reviewed the GPS for trips from YVR to UBC from 8:15 pm - 8:45 pm on Feb. 4, 2017. Through the GPS review the company concluded that there was no Yellow Cab pick up from YVR to UBC at the specified date and time. (nr)

March 10, 2017 -
received an email from the complainant. The complainant was not able to provide any other information to identify the company or vehicle. The complainant noted that they appreciated the Branch investigating the incident but as he was not able to provide specifics on the vehicle and because the effect of the situation is rather minimal, the complainant will not be pursing any further actions. The difference in the fare appears to be $12 dollars. (nr)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00051**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Feb 17, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jun 2, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

END_____

Conclusion:

Received for response from General Manager by March 3, 2017.
The complaint was investigated. The allegation was unsubstantiated due to Yellow Cab General Manager not able to locate or identify the vehicle and the complainant not able to provide vehicle identification information.

The complaint was unsubstantiated. The investigation was inconclusive as the vehicle and driver involved were not able to be identified. (nr)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00053**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 20, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Feb 22, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70526
License Type Special

ATTN: Michael Small, General Manager
SURDELL KENNEDY TAXI LTD.
103-12975 84TH AVE
SURREY BC V3W 1B3

Phone 604-588-1330
Fax 604-581-2017
Email michael@surdelltaxi.com

Driver

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

Comments:

Feb.20/17 9:37 AM.
Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Surdell Kennedy Taxi
Driver's Name: Unknown
Taxi Number or License: #035

Incident
Date of incident: February 19, 2017
Time of incident: 14:25
Location Pick Up: King George Sky train Station, Surrey, BC
Location Drop Off: s.22

Summary of Incident: Meter said ride was a $5.00 charge. Driver was upset with smaller fare and that complainant did not have cash. Driver told complainant that next time he needed to let the drivers know where he was going and to have cash so they have the option to refuse him service. Has placed a call to Surdell but has not heard back yet.

Kind regards,
Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2808

Last Updated By: lmswan Last Updated Date: Feb 22, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00053**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 20, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Feb 22, 2017
Subject	Payment issues				

A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9

_____
Feb. 20/17 10:55 AM.
Good morning Lottie,

Could I please have your inquiry # for this file.

_____
Feb.20/17 11:14 AM.
Sorry Louise #93680.

Kind regards,
Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2808
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9

_____
Feb.20/17 11:24 AM.
Good morning Michael,

The Passenger Transportation Branch received the following information from Consumer Protection BC today. The complainant said he also placed a call to Surdell. The complaint reads in part as follows:

Taxi Info
Taxi Company: Surdell Kennedy Taxi
Driver's Name: Unknown
Taxi Number or License: #035

Incident
Date of incident: February 19, 2017
Time of incident: 14:25
Location Pick Up: King George Sky train Station, Surrey, BC
Location Drop Off: s.22

Summary of Incident: Meter said ride was a $5.00 charge. Driver was upset with smaller fare and that complainant did not have cash. Driver told complainant that next time he needed to let the drivers know where he was going and to have cash so they have the option to refuse him service. Has placed a call to Surdell but has not heard back yet.

The Taxi Bill of Rights reads in part as follows:
As a Taxi Passenger you have the right to:
Pay the posted rate by cash, or accepted credit card or TaxiSaver voucher

Please interview the driver in question and report back your findings to the allegations by Monday, February 27, 2017.

_____
Feb. 20/17 11:55 AM.
Good morning s.15,s.22

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

_____
Feb.20/17 3:58 PM.
Hello Louise,

I did receive a voicemail from the customer regarding this incident and I have spoken with the dispatcher who spoke to the customer when he called our office to complain; and the driver of car 35 s.22 The driver recalls the incident a little differently:

He says the passenger got into his vehicle and told him that he wanted to go to s.22 the driver said to me that if he had been concerned about the small fare or short trip that he would have refused the customer at that time rather than accepting the fare as he did. He then said the fare came to $5.10 so he asked the customer if he had 5 dollars cash, the customer handed him a visa card and said no. When asked

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00053**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 20, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Feb 22, 2017
Subject	Payment issues				

why the customer would go to such lengths to complain about his service the drivers response was “The customer must have overheard me talking on my blue tooth and assumed I was speaking to him”. The driver added that he and the passenger barely spoke during the trip as he was on his blue tooth device speaking to his friend.

My dispatcher called the driver after speaking with the customer and explained to him what he did was wrong and how his actions have a negative effect on our business. During the course of the conversation the driver did not admit to behaving in this manner nor did he deny it. If you wish to speak to the driver directly he can be reached at s.22 should you need anything else please let me know.

Thanks,

Michael Small
General Manager
Surdell Kennedy Taxi Ltd
103-12975 84 Avenue
Surrey BC V3W1B3
PH: 604-588-1330
FAX: 604-507-6420

_____
Feb.21/17 7:46 AM.
Good morning Michael,

Thank you for your response.

There seems to be conflicting responses as to what took place.

Complainant says “driver told complainant the next time he needed to let the drivers know where he was going and to have cash …”
Driver says “passenger got into his vehicle and told him that he wanted to go to s.22 .”

Driver admits the following:
“if he had been concerned about the small fare or short trip that he would have refused the customer at the time …”

The driver does not have the right to refuse a customer under these circumstances as this would be a violation of the Taxi Bill of Rights. I suggest you have the driver read the Taxi Bill of Rights. PT licence 70526 Surdell Kennedy Taxi Ltd.

Taxi Bill of Rights:
a. A Taxi Bill of Rights issued by the Ministry of Transportation (“Taxi Bill of Rights”) must be affixed to an interior rear-seat, side window of each taxicab operated under the licence.
b. The Taxi Bill of Rights must at all times be displayed in an upright position with the complete text intact and visible to passengers.
c. Licensees may only display a current Taxi Bill of Rights.

In the response you stated “the driver did not admit to behaving in this manner nor did he deny it”. Please be advised we do not speak with the drivers. It’s the responsibility of the licensee to have care and control of commercial passenger vehicles and their driver. Passenger Transportation Regulation Part 2 6(1)(a)(b).

Please re-interview the driver and provide your findings by Monday, February 27, 2017.

_____

Conclusion:

Feb.21/17 11:04 AM.
Hello Louise,

It is refreshing to see your optimism and unwavering trust in the public has not diminished. Since you have taken the time to dissect my drivers statement in such length I feel obligated to point out relevant information that seems to have been overlooked:

Complainant says “driver told complainant the next time he needed to let the drivers know where he was going and to have cash …”

It does not make sense for the driver to have said that, as “where are you going?” is always the first thing a driver would ask a customer getting into his vehicle. If the passenger refused to give him his destination, this would likely give rise to a heated discussion at best and give the driver

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00053**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 20, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Feb 22, 2017
Subject	Payment issues				

two reasons to refuse the trip under the Taxi Bill of Rights:

-To protect your, or any passenger's, health or safety
-If the passenger is acting in an offensive manner

You may not be aware of this but in Surrey our taxi drivers are constantly under threat of being robbed by their passengers, so they must be overly sensitive to suspicious behavior. Clearly when the driver said "if he had been concerned about the small fare or short trip that he would have refused the customer" it had nothing to do with him refusing customers with short trips, rather it simply reinforced his position that he had prior knowledge of the customers destination and was not "upset with smaller fare" as he is being accused.

I don't see any mention in the customers complaint that the driver refused to accept his debit card as payment which is the real issue. Given there are no prior complaints against this driver for anything, and the complaint against the driver does not stand up to the most basic scrutiny; I am having a hard time believing my driver was doing anything other than trying to save the customer a bit of time and his intentions were misunderstood.

Regards,

Michael Small
General Manager
Surdell Kennedy Taxi Ltd
103-12975 84 Avenue
Surrey BC V3W1B3
PH: 604-588-1330
FAX: 604-507-6420

_____
Feb.21/17 11:10 AM.
Thanks Michael for your responses.

_____
2017-00053
Allegations driver wanted cash for the small fare but driver only had a credit card.
Unsubstantiated so file is closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00054**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Feb 20, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 19, 2018
Subject	Trip refusal				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

Feb. 17, 2017 - This complaint was directed to the Branch from Consumer Protection BC, as follows:

Inquiry: 93667
Consumer Name: s.15,s.22
Taxi number or license: not provided
Company name: Black top Cabs
Date of incident: Feb 10, 2017
Time of incident: approx. 2:45pm
Location pick up: St. Paul's hospital
Location drop off: s.22 North Vancouver
Email or mailing address: s.22

Brief summary of incident:
My s.2 needed a taxi to transport her from St. Paul's hospital to s.22 North Vancouver. She called Black Top Cabs from the hospital at about 2:45pm and she them went out to Burrard to meet the cab. The driver had her name and asked her where she wanted to go, which she replied North Vancouver. The driver said he couldn't as it was too close to the end of his shift. She asked three more drivers from the same company and was refused again, again and again. She called Black Top Cabs to find out what was going on and the person said that the problem could be a shift change at 5:00 pm. She had originally called and met the first cab before 3:00pm, two hours before what was described as the shift change. I feel these drivers are just lying to avoid what they perceive as a less profitable trip versus a short trip downtown. My s.22 motioned there was another lady at St/. Paul's who was facing the same. She was not successful in getting a taxi and ended up calling me to come downtown to pick her up.

(nr)

END_____

Feb. 20, 2017 - The investigating officer contacted the general manager regarding the complaint. The manager could not located the specific trip booking in their system and quested if the booking was with one of the other companies located in Vancouver.

(nr)

END_____

Last Updated By: nrotgans Last Updated Date: Feb 19, 2018

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00054**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Feb 20, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 19, 2018
Subject	Trip refusal				

Conclusion:

The complaint was not substantiated. The general manager could not verify that the booking was with their company and that the incident occurred with their driver and dispatcher. The investigation was not satisfied with information provided to pursue the complaint further.

(nr)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00055**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Feb 20, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Oct 11, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70391
License Type Special

ATTN: Mohammed Ullah (GM)/Yadwinder Sandhu
RICHMOND CABS LTD.
2440 SHELL RD
RICHMOND BC V6X 2P1

Phone 604 248-3131
Fax 604 276-2705
Email gm@richmondtaxi.ca

Driver

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

Comments:

Feb. 17, 2017 - The complaint was directed to the Branch from Consumer Protection BC, as follows:

Complainant Info
Name: s.15,s.22
Email or Mailing address:

Phone:

Taxi Info
Taxi Company: Richmond Taxi
Driver's Name: Unknown – s.22
Taxi Number or License: R-27/DX 0927

Incident
Date of incident: February 11, 2017
Time of incident: 2:00 a.m.
Location Pick Up: s.22
Location Drop Off:

Summary of Incident: In Complainants own words:

"Upon arrival of the destination, I had my s.2 come down to pay for the ride. I asked the driver to stop the timer as we have reached the destination. He said he refuses to stop the timer until the payment was in his hand. Which is understandable. I proceeded to ask why, and he replied with "I don't trust guys like you" while raising his voice with a rude tone. At that point I complained about the unprofessional-ism in his customer service. He proceeded to yell at me in the car at this time. Making my experience very unconformable. The most concerning thing, which raised a big red flag was after I had gotten out of his cab, he threatened to kill me. My s.2 at this point was extremely taken back by his behavior and had us both feeling uneasy. His uncontrollable temper was offensive beyond doubt. I am aware of the camera in the car, hopefully it also records audio as you would hear him distinctly threaten my life."

END_____

Last Updated By: nrotgans Last Updated Date: Oct 11, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00055**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Feb 20, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Oct 11, 2017
Subject	Behaviour of the driver				

May 23, 2017 - Complaint forwarded to Mohammed Anwar Ullah, General Manager, Richmond Taxi.

Acknowledgement email received from Manager.

May 24, 2017 - Email received from Manager identifying the driver as s.22 Manager has an interview with the driver on May 26, 2017. (nr)

End_____

May 30, 2017 - Mohammed Anwar Ullah, General Manager Richmond Taxi provided a response and drivers statement as follows:

Good afternoon Naomi

Here I investigate the matter and attached the driver's statement.

In addition, we show ZERO tolerance to unprofessional drivers behavior. s.15
s.15

Feel free to contact me if you have any concern.

Thank you and have a nice day.

The drivers statement is attached and reads in part as follows:

Dated: May 29, 2017
When I arrived at pick-up address, I called the phone number provided by our dispatch. A woman told me that, she booked a taxi for an Asian gentleman. I told her that his taxi is at pick-up address. After couple minutes the gentleman came out. And I asked him where he would like to go. He replied me that he doesn't have any idea. After coupe minutes, he called her back and gave me the address. When the gentleman, came into my cab I can smell his alcohol from the front seat.

On the way to Surrey, at Nordel Way, police put a road block to check driver's alcohol levels. This type of situation, our practice is to role down the window and let police check our alcohol's level. While I was rolling down the window, the gentleman suggests me not to open the window.

After we cross the Nordel Way police block, the gentle man was using very bad words regarding the police. Then I realized that, he was totally intoxicated. After few minutes, we faced another road block at close to 88th Ave and 128th St. I start rolling my window and the gentle starts yelling at me. I just ignored him and opened my window to check my alcohol level to the police officer.

When we arrived at destination, the gentleman suggests e to park at visitors parking and stay far from the main door. I followed his suggestion and stopped my car a bit far from the main door. After stopping my car, I asked for the fare. He refused to pay the fare and mentioned that it should be pre-paid. And he was suggesting me to stop rry meter. I mentioned that until he pays the fare I am not stopping my meter. A few minutes later, he called somebody and two ladies came out and pay my fare. Moreover, they were very thankful to me that we brought him home in such intoxicated state.

In our conversation, I never threat him or use loud voice. As a professional driver, I am well aware how to handle intoxicate customer. I never mentioned about anything about trusting or not. I was very calm and quiet, but follows the procedure to get my fare after giving him a ride from Richmond to Surrey in a busy weekend night.

Finally, I appreciate a lot that his family members were very understandable and helped me to receive my fare after a long ride.
Thank you and have a nice day.

Sincerely

s.22
DL: s.22
Richmond Taxi ID:s.22

(nr)

END_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00055**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Feb 20, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Oct 11, 2017
Subject	Behaviour of the driver				

June 1, 2017 - It appears the allegations were not substantiated as the driver and the complainant have two different perspectives and recollection of the events. It appears the person who booked and later paid for the taxi was not the passenger but the passenger's s.2 The driver did note that the s.2 appeard to be very appreciate that he gave s.22 a ride home. As this was primarily a customer service and driver behaviour issue the Branch has left the issue with the Manager to take action if they chose. The General Manager Mohammed Anwar Ullah at Richmond Taxi did note that the company has zero tolerance towards unprofessional driver behavior.

Complaint closed. (nr)

END_____

Conclusion:

The allegations were not substantiated as the driver and the complainant have two different perspectives and recollection of the events. It appears the person who booked and later paid for the taxi was not the passenger but the passenger's s.2 The driver did note that the s.2 appeard to be very appreciate that he gave s.22 a ride home. As this was primarily a customer service and driver behaviour issue the Branch has left the issue with the Manager to take action if they choose. The General Manager Mohammed Anwar Ullah at Richmond Taxi did note that the company has zero tolerance towards unprofessional driver behavior.

It appears no contraventions of the Passenger Transportation Act or Regulations were made.

Complaint closed. (nr)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00056**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 20, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Mar 24, 2017
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

Feb. 20/17 2:50 PM.
Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Royal City Taxi
Driver's Name: Complainant did not provide – information has been requested.
Taxi Number or License: #061

Incident
Date of incident: Complainant did not provide – information has been requested.
Time of incident: Complainant did not provide – information has been requested.
Location Pick Up: s.22
Location Drop Off:

Summary of Incident: Called taxi to transport herself, s.22 who is in wheelchair. Claims meter was running while driver was loading s.22 into cab. Complainant asked driver to reset meter when they started moving but driver refused. Complainant had to call dispatch while on route to resolve issue and get meter reset. (Complainant also had to request that driver use all proper restraints to secure wheelchair in taxi and claims that driver was taking a longer route to destination.)

When they arrived at destination complainant took mental note that fare was $42.30. Driver did not stop meter when they arrived at destination and fare came to $47.00 while driver unloaded complainant's s.22 Complainant stated that driver became angry when she stated she would not pay $47.00 fare listed on meter. Driver also tried to refuse complainant's 'fare savers' stating complainant had to pay cash or credit card. After some back and forth driver agreed to take 'fare savers'.

Kind regards,

Last Updated By: lmswan Last Updated Date: Mar 24, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00056**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 20, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Mar 24, 2017
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2808
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9

_____
Feb.20/17 3:45 pm.
I left a voice mail message for s.15,s.22 ; requesting the time and date of the incident.

_____
Feb. 21/17 12:08 PM.
s.15,s.22 ; left me a voice mail message advising the incident took place sometime in August between 1:00 - 1:30 pm. She said Royal City had documented the incident and the driver was operating #61.

_____
Feb.21/17 1:49 PM.
Good afternoon Gerhard,

The Passenger Transportation Branch received the following information from Consumer Protection BC yesterday. The information reads in part as follows:

Taxi Info
Taxi Company: Royal City Taxi
Driver's Name: Complainant did not provide – information has been requested.
Taxi Number or License: #061

Incident
Date of incident: Sometime in August
Time of incident: 1:00 – 1:30 pm
Location Pick Up: s.22
Location Drop Off:

Summary of Incident:
Called taxi to transport herself, s.22 who is in wheelchair. Claims meter was running while driver was loading s.22 into cab. Complainant asked driver to reset meter when they started moving but driver refused. Complainant had to call dispatch while on route to resolve issue and get meter reset. (Complainant also had to request that driver use all proper restraints to secure wheelchair in taxi and claims that driver was taking a longer route to destination.)

When they arrived at destination complainant took mental note that fare was $42.30. Driver did not stop meter when they arrived at destination and fare came to $47.00 while driver unloaded complainant's s.22 Complainant stated that driver became angry when she stated she would not pay $47.00 fare listed on meter. Driver also tried to refuse complainant's 'fare savers' stating complainant had to pay cash or credit card. After some back and forth driver agreed to take 'fare savers'.

Gerhard I spoke to the complainant today. She said Royal City was aware of this incident and it was documented. She could not provide the day in August.

Please advise where the driver received his training to operate a wheelchair accessible vehicle to ensure securement of the wheelchair and occupant as per the Motor Vehicle Act Regulations below.

Mobility aid securement and occupant restraint
44.8 (1) Every accessible taxi must be equipped with mobility aid securement devices that conform with CSA standard Z605-95 at the time of manufacture or conversion and before the vehicle is first put into commercial service.
(2) An operator of an accessible taxi must, before the vehicle is put in motion, secure every occupant of a mobility aid in a forward or rearward facing orientation by a securement system and procedure that meets the requirements of CSA standard Z605-95.
[en. B.C. Reg. 236/2000, s. 3.]
I have provided you with the link to the Standard Rules for Taxicab Rates effective November 16, 2016. Please refer to Trip Start 9. (a) (b) and Trip End 10.

http://www.ptboard.bc.ca/documents/rule_Standard_Rates.pdf

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00056**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 20, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Mar 24, 2017
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

Please follow up on the above allegations and provide your findings by February 28, 2017.

_____
Feb. 21/17 2:08 PM.
Good afternoon s.15,s.22

Please find attached an acknowledgement for the information you provided to Consumer Protection BC.

_____
Feb. 21/17 2:56 PM.
Thank you very much for acknowledging my concerns.

s.15,s.22

_____
Mar.02/17 8:59 AM.
Good morning Gerhard,

Please provide your findings on this subject matter.

_____
Mar.02/17 9:25 AM.
Hi Louise,

s.22 Just getting back to work and have a lot of things to clean up including this matter. I should get to this by mid next week, thanks.

Best Regards,
Gerhard H. Stiglitz, SBA
General Manager
Royal City Taxi Ltd.
Tel: 604 525 5616
Fax: 604 525 9622

_____
Response should be received by mid next week per e-mail above from Gerhard.

_____
Mar.14/17 8:02 AM.
Good morning Gerhard,

Please provide your findings.

_____
Mar.14/17 9:12 AM.
Will get to this today, thanks.

Best Regards,
Gerhard H. Stiglitz, SBA
General Manager
Royal City Taxi Ltd.
Tel: 604 525 5616
Fax: 604 525 9622
Email: manager@royalcitytaxi.com

Conclusion:

Mar.15/17 5:44 PM. Please see the attached file, thanks.

Best Regards,
Gerhard H. Stiglitz, SBA
General Manager
Royal City Taxi Ltd.
Tel: 604 525 5616
Fax: 604 525 9622

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00056**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 20, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Mar 24, 2017
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

Email: manager@royalcitytaxi.com

_____
Mar.17/17 10:40 AM.
Good morning Gerhard and thank you for your findings.

Gerhard what about the allegations about having to request the driver to use all proper restraints to secure the wheelchair in the taxi.

Please provide your response by Monday, March 20, 2017.

_____
Mar.17/17 12:01 PM.
Hi Louise,

I am still working on this, please give me till Monday to conclude. As you are probably aware, in context of the recent Government announcement on significant regulatory changes, we are scrambling to restructure our business model.

Best Regards,
Gerhard H. Stiglitz, SBA
General Manager
Royal City Taxi Ltd.
Tel: 604 525 5616
Fax: 604 525 9622
Email: manager@royalcitytaxi.com

_____
Mar.17/17 12:39 PM.
No problem.

Thanks Gerhard.

_____
Mar.22/17 3:46 PM.
Hi Gerhard,

Please see e-mail's below.

Do you have an update.

_____
Mar.24/17 10:24 AM. (documents imported to the correspondence tab)
Good morning Louise,

I have resent the document from last time and expanded on the explanation. The driver was interviewed over the phone and his statement about securing the wheelchair attached. So is his TaxiHost Certificate where he received his training.

Best Regards,
Gerhard H. Stiglitz, SBA
General Manager
Royal City Taxi Ltd.
Tel: 604 525 5616
Fax: 604 525 9622

_____
Mar.24/17 Complainant complained about the amount the fare was on the meter and that the driver allegedly didn't properly secure the wheelchair.
Different findings from the taxi driver and complainants s.22
Allegations are unsubstantiated. File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00057**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 27, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 28, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Feb.27/17 3:07 PM.
Consumer name: s.15,s.22
Consumer Phone number: s.22
Company name: Yellow cab
Email or mailing address: s.22
Taxi number or license: y064
Date of incident: feb 27
Time of incident: 6am
Location pick up: s.22
Location drop off:
Email or mailing address: s.22
Brief summary of incident:
called cab for a that friend doesn't have cell phones coverage so they were messaging via wifi messenger app. He called yellow cab to pick her a up, she can't drive. Gave the dispatch his number He got a text notification that the driver was outside. Sent her a message via the wifi app. The driver picked her up. He was watching gps of the cab via the tracking app. Got another text. Stating that the order was deleted. Checked app at this time. She was dropped off a few blocks from where she was picked up. Call was cancelled. No way to get in contact and she had been drinking and ordered this so she could be safe. Contacted dispatch was told by dispatch that said they would check. Was told the driver had another fare but when done that driver would go back and pick her up, after waiting about 15 minutes called the dispatch back. Dispatch told him that the driver dropped her off because she had yelled at the driver so he dropped her off in the middle of nowhere. After an hour later he was still worried. Called yellow cab againa nd was told that they don't know where she is. Called back 2 more times but they hung up because they have his number on caller id. Friend called from a different number. After getting in touch he found out that she walked back to the pickup location. She said that driver tried to touch her so she yelled at him. Called police and they said to bring her to the station and to file a report. Sent to ptb and advised to follow up with police as well.

Thank you,

FRASER CRICHTON | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

P 250.920.7112 TF 1.888.564.9963

Last Updated By: lmswan Last Updated Date: Feb 28, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00057**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 27, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 28, 2017
Subject	Behaviour of the driver				

A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9

_____

Feb.27/17 3:51 PM.
Hi Carolyn,

The Passenger Transportation Branch received the following information from Consumer Protection BC this afternoon. The information provided reads in part as follows:

Company name: Yellow cab
Taxi number or license: y064
Date of incident: feb 27
Time of incident: 6am
Location pick up: s.22
Location drop off:
Brief summary of incident:
called cab for a that friend doesn't have cell phones coverage so they were messaging via wifi messenger app. He called yellow cab to pick her a up, she can't drive. Gave the dispatch his number He got a text notification that the driver was outside. Sent her a message via the wifi app. The driver picked her up. He was watching gps of the cab via the tracking app. Got another text. Stating that the order was deleted. Checked app at this time. She was dropped off a few blocks from where she was picked up. Call was cancelled. No way to get in contact and she had been drinking and ordered this so she could be safe. Contacted dispatch was told by dispatch that said they would check. Was told the driver had another fare but when done that driver would go back and pick her up, after waiting about 15 minutes called the dispatch back. Dispatch told him that the driver dropped her off because she had yelled at the driver so he dropped her off in the middle of nowhere. After an hour later he was still worried. Called yellow cab again and was told that they don't know where she is. Called back 2 more times but they hung up because they have his number on caller id. Friend called from a different number. After getting in touch he found out that she walked back to the pickup location. She said that driver tried to touch her so she yelled at him. Called police and they said to bring her to the station and to file a report. Sent to ptb and advised to follow up with police as well.

The above information was submitted by a friend of the passenger. Do not know if a police report was filed.

Carolyn, please follow up on the above allegations and report back the findings by Tuesday, March 07, 2017.

_____

Feb.27/17 4:21 PM.
Hi Carolyn,

Did the Police attend your office because the complainant filed a report or did Yellow call the Police because of what the driver reported to dispatch? Did the Police remove the flashcard as part of the investigation?

_____

Feb.28/17 9:45 AM.
Good morning s.15,s.22

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

Conclusion:

Feb.27/17 4:06 PM.
Good afternoon Louise, we are aware of this. Police were in our office this morning to get the drivers information. Driver came in immediately and spoke with police officer file number is 17-36520. Driver told the officer that none of the story was true. Woman was extremely drunk when she got in the taxi did not know the address she was going to. She gave the driver a phone number that he could call to get that information, driver tried twice got no answer, woman said drop me off here, on the meter was $6. and some odd cents she opened the taxi door and ran away. Driver notified dispatch immediately. Driver told police to take the video footage to clear his name police informed driver that this woman has a few false allegation already made to police in the past. That he just had to write an email stating what had happened and he went back to work. I know this driver quite well. He did nothing wrong.

Have a great day.

Carolyn

_____

From: Carolyn Bauer [mailto:carolyn@yellow-cab.ca]
Sent: Monday, February 27, 2017 4:48 PM

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00057**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 27, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Feb 28, 2017
Subject	Behaviour of the driver				

To: Swan, Louise M TRAN:EX
Subject: RE: Taxi Complaint from Consumer Protection BC

The police came on their own accord after they received the complaint. They did not want the flash card. Apparently they have had false accusations from the woman in the past.

Carolyn

_____
File: 2017-00057
Allegations driver dropped off passenger in the middle of no where and that the driver tried to touch her. The complainant filed a complaint with the Vancouver Police Department. File 17-36520. This file is closed. VPD was the lead in this investigation.
Allegations unsubstantiated. File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00058**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 28, 2017
Requestor	Ministry of Justice Criminal Justic	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 28, 2017
Location	DELTA	**Received via**	Mail	**Completion Date**	Aug 24, 2017
Subject	Driving ability				

Requestor

Ministry of Justice Criminal Justice Branch Office of the ADAG

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 804026
Owner BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

License Num: s.22 **Class:** 4
Driver Name: **Expiry Date:** s.22
Birthdate: **Jurisdiction** BC

Comments:

Nov.30/16 Letter received from Ministry of Justice Criminal Justice Branch Office of the ADAG. Driver s.22 driving while prohibited. (letter and documents imported to the correspondence tab)

Feb. 28/17 8:18 AM.
Good morning Saif,

It has come to the attention of the Passenger Transportation Branch driver s.22 was driving taxi cab BT 173 when stopped at roadside on January 03, 2016. Driver s.22 was prohibited from driving at the time. Please advise why driver s.22 was driving a taxi cab for Black Top while prohibited. Did Black Top have current driver abstracts on file for driver s.22 as required by Division 37 Motor Vehicle Act Regulations – National Safety Code. Maintenance of Records 37.29

Registrar Kristin Vanderkuip is requesting Black Top provide what action has been taken against driver s.22 by Friday, March 03, 2017.

Mar.03/17 4:02 PM.
Hi Louise,

Sorry for the late reply, s.22 was suspended by the board for 4 weeks after getting his license back and has been given a strict warning and have been monitoring him closely.
Please let me know if you require any more information or details.

Regards,

Saif Ullah
General Manager
Black Top & Checker Cabs
777 Pacific Street
Vancouver, BC V6Z 2R7
Office : 604-681-3201
Direct : 604-891-8500
Cell : 778-384-3241
Fax : 604-681-9894

Last Updated By: lmswan Last Updated Date: Aug 24, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00058**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 28, 2017
Requestor	Ministry of Justice Criminal Justic	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 28, 2017
Location	DELTA	**Received via**	Mail	**Completion Date**	Aug 24, 2017
Subject	Driving ability				

Email : saif@btccabs.ca

_____

Mar.03/17 4:13 PM.
Thanks Saif for your response.

How long has driver s.22 been driving for Black Top Cabs? (all driving dates of employment with Black Top Cabs)

Please provide copies of all driver abstracts for driver s.22 since the time of hire. (current and past)

Who is in charge of reviewing driver abstracts?

What types of violations does Black Top consider serious?

Please provide this information by Wednesday, March 08, 2017.

You may wish to give me a telephone call to discuss this matter. s.22

_____

Aug.24/17 Documentation not provided. Lms

Conclusion:

Mar.17/17 11:11 AM.
Driver s.2 Incident date: 3rd of January 2016 Delta - driving a taxi cab whiel prohibited
Hi Amrik,

Further to our telephone conversation on the above subject matter please provide an update.

_____

Apr.07/17 9:35 AM.
Asmahil.btc@gmail.com
Good morning Amrik,

Please advise when Black Top will provide a response to this file. I believe the fellow who was supposed to respond was away.

_____

Apr. 07/17 8:20 PM.
Sorry; Louse:
You will get the response next week.
The manager is back.
Amrik

_____

Apr. 25/17 10:56 AM.
Good morning Amrik,

As an inspector I feel I have given Black Top Cabs sufficient time to respond as requested. This file has been open since February 28, 2017. To date no response has been received. If a response isn't received the Registrar will be issuing an Administrative Penalty for "obstructing an inspector or interferes with production of information to an inspector" Part 2 Item 10.

I hope this avenue isn't necessary.

_____

From: Swan, Louise M TRAN:EX
Sent: Tuesday, May 2, 2017 12:04 PM
To: Coverett, Karen TRAN:EX
Subject: Black Top Cabs Ltd. - Driver s.22

Hi Karen,

Could please you please advise whether or not a CSI attended Black Top Cabs Ltd. To discuss why driver s.22 was driving a taxi on the 3rd day of January, 2016 at or near Delta while being prohibited. You had sent a drivers licence printout to Perry Dennis on Thursday, December 1, 2016. Kristin Vanderkuip received information from the Criminal Justice Branch that driver s.22 was scheduled for s.22 on March 9, 2017.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00058**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 28, 2017
Requestor	Ministry of Justice Criminal Justic	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 28, 2017
Location	DELTA	**Received via**	Mail	**Completion Date**	Aug 24, 2017
Subject	Driving ability				

_____
From: Coverett, Karen TRAN:EX
Sent: Tuesday, May 2, 2017 12:27 PM
To: Swan, Louise M TRAN:EX
Subject: RE: Black Top Cabs Ltd. - Driver s.22

Hi Louise,

I'm not finding any records on this, but can you confirm the dates involved?

It does sound familiar, but they do all start to blur together.

Thanks,

Karen Coverett
250-953-4045

_____
May 02, 2017 1:48 PM.
Hi Karen,
s.15

Thanks,

Karen Coverett
250-953-4045

_____
May 02, 2017.
Hi Sandra,

I have provided you with my incident detail report and the e-mail thread with Karen Coverett.

Driver s.22 was driving a taxi while prohibited.

I haven't been successful in getting Black Top to provide the following documentation or responses as requested.

(as per attached incident details in report)

Thanks Saif for your response.

How long has driver s.22 been driving for Black Top Cabs? (all driving dates of employment with Black Top Cabs)

Please provide copies of all driver abstracts for driver s.22 since the time of hire. (current and past)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00058**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 28, 2017
Requestor	Ministry of Justice Criminal Justic	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Feb 28, 2017
Location	DELTA	**Received via**	Mail	**Completion Date**	Aug 24, 2017
Subject	Driving ability				

Who is in charge of reviewing driver abstracts?

What types of violations does Black Top consider serious?

Sandra is it possible Black Top Cabs doesn't have a safety plan in place?

Sandra has a CSI attended the office records location recently?

_____

Aug.24/17 Never received a reply from CVSE Sandra goes. The subject matter driving a taxi while prohibited was dealt with by the Police and courts. This matter is also an NSC issue.
Substantiated by the courts. File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00059**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Feb 28, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	May 26, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

Feb 28, 2017 - The following email was received by Consumer Protection BC and forwarded to the branch for investigation:

Hello,

Consumer Protection BC has received the following taxi complaint:

Inquiry number: 93922

Consumer Name: s.15,s.22
Consumer contact
Taxi company: New West/Royal City Taxi
Taxi number: #61
Date of incident: February 11,2017
Time of incident: 12:45 pm
Pick up location: s.22
Proposed drop off location: Surrey, BC
Issue: The passenger telephoned New West Taxi to request a wheelchair accessible vehicle to help transport her s.22 to a funeral in Surrey. When the taxi arrived, the driver allegedly drove away after seeing that the passenger would have accessibility requirements. The passenger telephoned the taxi company you reportedly told her that the driver had a right to refuse to take the passengers on any grounds. They were then placed in the cue for another wheelchair accessible vehicle with significant wait times. Eventually, they arranged for another taxi company to make the trip.

Thank you,

Emma | LICENSING & INFORMATION OFFICER

End… (djp)

Feb 28, 2017 - Emailed acknowledgement letter. (djp)

Feb 28, 2017 - Sent email to Gerhard:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00059**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Feb 28, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	May 26, 2017
Subject	Trip refusal				

Hello,

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Taxi company: Royal City Taxi
Taxi number: #61
Date of incident: February 11,2017
Time of incident: 12:45 pm
Pick up location: s.22
Proposed drop off location: Surrey, BC
Issue: The passenger telephoned New West Taxi to request a wheelchair accessible vehicle to help transport her s.22 to a funeral in Surrey. When the taxi arrived, the driver allegedly drove away after seeing that the passenger would have accessibility requirements. The passenger telephoned the taxi company you reportedly told her that the driver had a right to refuse to take the passengers on any grounds. They were then placed in the cue for another wheelchair accessible vehicle with significant wait times. Eventually, they arranged for another taxi company to make the trip.

Please investigate and respond to us with your results by March 14, 2017.

Regards,

Douglas Pickering

End… (djp)

March 22, 2017 - Resent complaint to Royal City with the following added:

Hello,

Just following up on the below complaint previously forwarded to you on Feb 28, 2017 with a requested response time by March 14. Unless I've missed something have not seen a response yet.

Regards,

Douglas Pickering

End… (djp)

April 4, 2017 - Called Gerhard, left msg asking him to call me and referenced this complaint number. He called back, apologized, said he thought this complaint had been addressed in a separate inquiry from Inspector MGL. I told him I'd look into it and would get abck to him. (djp)

April 5, 2017 - I checked with MGL, she has no complaint under the name s.15,s.22 or with similar subject. I think Gerhard confused this with a complaint about Royal City that MGL handled from a s.15,s.22 2017-00067. I sent Gerhard the following email:

Hello Gerhard,

Thanks for taking the time to talk to me the other day. s.22

I did some checking and it looks like the complaint you referenced is a separate incident from the one I've cited below. There are some details that are duplicated between them but the 2 complaints address different situations and different dates. If I've made a mistake or am looking at the wrong material please let me know but otherwise we do require a response to this specific complaint.

Regards,

Douglas Pickering

End… (djp)

April 6, 2017 - Email from Gerhard:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00059**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Feb 28, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	May 26, 2017
Subject	Trip refusal				

Now reading through the incident, yes it is a different complaint. Will need to track this down.

Best Regards,
Gerhard H. Stiglitz, SBA

End… (djp)

April 7, 2017 - Email from Gerhard:

Hi Doug,

This is the same customer, complaining on both incidents, the one that was looked after by Louise Swan and the one you are dealing with. This customer may have launched several complaints. Please look at the chronology of both events, you will be able to connect the dots.

Best Regards,
Gerhard H. Stiglitz, SBA

End… (djp)

April 19, 2017 - My reply to Gerhard:

Hello Gerhard,

After review we still need some information addressing this specific incident. The fact that the complainant may have submitted other complaints does not change that. If we don't get any details from you addressing the points raised in this complaint then we have only the complainants statement upon which to base our conclusions. We always consider any relevant broader context such as potential previous interactions between the parties involved but at the same time we need to address the specifics of the individual complaint.

In this case a driver's statement or other information explaining why the pickup was not made and recordings of the calls in question could all be useful and relevant.

Regards,

Douglas Pickering

End… (djp)

May 4, 2017 - Sent email to Gerhard:
Hello Gerhard,

Just following up on this outstanding complaint. If we don't get a response immediately the next step will be going by the available evidence we'd have to issue an Administrative Penalty for trip refusal. Again I understand the context you described previously but we still need something from you addressing this specific incident.

Regards,

Douglas Pickering

End… (djp)

May 4, 2017 - Email from Gerhard:

Sorry Doug, slipped my mind, you will have what you need latest by tomorrow morning.

Best Regards,
Gerhard H. Stiglitz, SBA
General Manager
Royal City Taxi Ltd.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00059**	**Request Type**	Record Taxi Complaint	**Received Date**	Feb 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Feb 28, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	May 26, 2017
Subject	Trip refusal				

End… (djp)

May 5, 2017 - Received reply from Gerhard with driver's statement:

Driver's Statement
Based on my previous experience with this customer short-changing me and being abusive I refused the fare.
Follow-up & Outcome
I believe our driver had cause to refuse this fare based on the Taxi Bill of Rights.

End… (djp)

May 5, 2017 - I called s.22 , left a msg on vm. I want to ask her to clarify the time line and was she aware of the previous complaint from s.15,s.22 when she made this complaint and have they had any other interactions with this company and driver? (djp)

Conclusion:

April 19, 2017 - Complaint unsubstantiated. Complainant alleges driver arrived, saw them and left. Driver says he refused trip based on previous experience with customer where customer was abusive and short changed him.
I called s.22 May 5, left msg on her vm, I want to ask her to clarify the time line and was she aware of the previous complaint from s.15,s.22 when she made this complaint and have they had any other interactions with this company and driver?
May 26, 2017 - No reply from s.22 Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00061**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 6, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Mar 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 13, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

March 6, 2017 - Consumer BC directed the following complaint to the Branch:

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Black Top Cabs
Driver's Name: Complainant did not provide – information has been requested.
Taxi Number or License: #218

Incident
Date of incident: Complainant did not provide – information has been requested.
Time of incident: Complainant did not provide – information has been requested.
Location Pick Up: Complainant did not provide – information has been requested.
Location Drop Off: N/A – Please see summary.

Summary of Incident: Complainant was in busy area of downtown Vancouver trying to park. Noticed cab driver taking up 2 parking spots with meter running. Complainant tried to indicate that he was trying to park by using turn signal and then flashing his headlights. Driver did not respond. Complainant pulled up closer to window and asked drive to make room. Driver cursed at him. Complainant noticed that person getting in to cab was able-bodied and did not need more room for wheelchair access etc.

END_____

March 10, 2017 - contact was made with s.15, who advised that his email address is s.22 He was informed that Consumer Protection advised him to provide additional information. The Investigator inquired whether he can provide any more information about the allegations; other than that provided to Consumer Protection BC. The complainant responded "No"; that he had already provided that information.

As a result, the following Acknowledgement letter was directed to s.15,s.22

Further to our telephone conversation this morning, your complaint is acknowledged as follows:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00061**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 6, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Mar 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 13, 2017
Subject	Behaviour of the driver				

File No: 2017-00061

March 10, 2017

s.15,s.22

Dear s.15,

Re: Complaint filed against Black Top Cabs Ltd., Unit 218

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/.

As an aside: - You were contacted to ascertain whether you were able to provide additional information about the allegations. You indicated "No", as you have provided that information. Without the time of day, date upon which the offense was committed, pick up location or where exactly the taxi was located when the incident occurred, the manager of the licensed company is unable to place the taxi at a specific location through their vehicle movement equipment (GPS).

Please note that parking matters are regulated through City of Vancouver Bylaws or by the City of Vancouver Police. If you feel that the behavior of the driver of Unit 218 was a safety concern to you or the public, you may wish to contact the Manager/General Manager of Black Top Cabs, Saif or Aleks at: 604-891-8505 and reiterate your concerns. In any event, your complaint will be forwarded to Black for their information, as it does not violate the terms of their Conditions of License or the Passenger Transportation Act and Regulations.

Yours truly,

_____

March 10, 2017 - the complaint was directed to Saif and Alek, both managers with Black Top Cabs for their information, as the complaint does not violate Passenger Transportation Act and its regulations or license terms and conditions. (mgl)

_____

March 13, 2017 - s.15 provided a rebuttal to our Acknowledgement letter, as follows:

Hi,

This email contains almost no relevant information to my complaint. The phone call and email are not in any way a sincere attempt to gather information from me for an "investigation". The vast majority of the email does not even apply to me, except for a few places someone has pasted in a detail or two.

When I was called back, I was busy at work (not that they asked) and indicated I had nothing further to provide. However, this form letter of an email states that without time/date location nothing can be done. I'm under the impression I already provided that information in my initial complaint? I believed that my initial complaint was very detailed and contained all that information. If this is not the case, an attempt to inform me what "additional information" you were looking for when I said I had nothing more.

Or you do have all the information, which is why you know it doesn't violate the terms of the passenger transportation act. Yet even with that information, you couldn't be bothered to respond in a personalized and appropriate manner instead of this email full of irrelevant and misleading

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00061**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 6, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Mar 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 13, 2017
Subject	Behaviour of the driver				

information.

When people contact your office, which I never had despite seeing cabbies do illegal and dangerous things every day, they're obviously upset. I hope in the future you will take the time to answer someone in a polite and courteous manner because I in no way feel that my complaint was taken seriously.

Have a good day,

s.15,s.22

Conclusion:

The complaint as directed to the Branch by Consumer Protection lacked details. The Investigator make contact with the complainant to ascertain if there was additional information. The complainant advised that he had provided all of it. Acknowledgement letter was generated and a note was added to let the complainant know that the complaint did not violate Passenger Transportation Act or its Regulations; however, the complaint will be directed to the licensee for their information. Generally, parking matters are By-law issues and are dealt with by the City of Vancouver Bylaw Enforcers or Police.

Summary

The complaint lacked details. The complainant was advised that parking matters do not violate Passenger Transportation Act or its Regulations. The complainant was advised to pursue the matter further with the Manager of Black Top.

The complaint is closed. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00062**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 8, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 14, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number
License Type

ATTN: No names or details given
Vancouver Taxi Cab Companies

Phone
Fax
Email

Driver

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

Comments:

Mar.08/17 10:49 AM.
Twice now I have been refused a taxi from s.22 going to horse shoe bay.
Both times, I am coming from the airport, without my phone, as I have been travelling outside the country. I had One small carry on suitcase.
So I couldn't phone the refused a ride number, nor could I snap a photo of the cab in question.
One time, 3 taxis refused, saying it was too far, didn't want to cross the bridge, or too busy downtown.
I look forward to UBER instead of standing in the rain with my suitcase.

s.15,s.22

Conclusion:

Mar.08/17 11:50 AM.
Good morning s.15,s.22

Thank you for bringing your concerns forward to the Passenger Transportation Branch (Branch).

Please be advised the Branch cannot follow up with the taxi companies unless details are provided. The details are required in order to identify who was driving the taxi cab at the time of the alleged incident.

I have provided you with the following link for your assistance.

Http://www.ptboard.bc.ca/taxi_rights.htm

If one is able to take the details down at the time of the incident then the findings can be provided to the Branch at a later date.

For your information I have provided you with the two links on Modernizing B.C.'s Taxi Industry.

Https://news.gov.bc.ca/releases/2017TRAN0053-000498

http://www2.gov.bc.ca/gov/content/home/featured-services/services/modernizing-taxi-industry

Last Updated By: lmswan Last Updated Date: Mar 14, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00062**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 8, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 14, 2017
Subject	Trip refusal				

I hope the above information will be of assistance to you.

_____

Mar.14/17 Not enough details provided in order to identify the taxi cab and driver to proceed.
Unsubstantiated. File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00063**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 8, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 23, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Mar.08/17 11:35 AM.
Brief summary of incident: Consumer was picked up at the Airport by a cab driver that seemed very rushed. The cab driver drove over 100km/hour on the King Edward in stormy conditions, ran a red light and took payment while driving. The cab driver stopped at a random area and told the passenger to get out. The passenger was new to Vancouver and felt unsafe as it was 1:30 am. Consumer has made several attempts to contact the company with no success.

Inquiry #: 94099
Name: s.15,s.22
Taxi number or license: Yellow Cabs car 22
Operator: Unknown
Trace # Unknown
Date of incident:03-05-2017
Time of incident: 13:30
Location pick up: YVR
Location drop off: Undisclosed
Email or mailing address: s.22

ROBERT WILLIAMS | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2810
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
Mar.08/17 1:51 PM.
Good afternoon s.15,s.22

Thank you for bringing the information forward to Consumer Protection BC. The Passenger Transportation Branch (Branch) received the information today. Could you please review the following details for accuracy.

Brief summary of incident:

Consumer was picked up at the Airport by a cab driver that seemed very rushed. The cab driver drove over 100km/hour on the King Edward in stormy conditions, ran a red light and took payment while driving. The cab driver stopped at a random area and told the passenger to get out. The

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00063**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 8, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 23, 2017
Subject	Behaviour of the driver				

passenger was new to Vancouver and felt unsafe as it was 1:30 am. Consumer has made several attempts to contact the company with no success.

Name: s.15,s.22
Taxi number or license: Yellow Cabs car 22
Operator: Unknown
Date of incident:03-05-2017
Time of incident: 13:30
Location pick up: YVR
Location drop off: Undisclosed
Email or mailing address: s.22

It was mentioned that you had made several attempts to contact the taxi company with no success. Please provide the name of the company and telephone number that you called. If you have any more details to provide to assist the Branch in following up with the licensee to identify the driver in question would be much appreciated. If you have a copy of a receipt for payment please provide it too. (visa, mastercard or?)

_____
Mar.08/17 3:26 PM.(mastercard receipt imported to the correspondence tab)
Dear Louise,

Thank you for getting back to me so promptly. I've attached a scan of my receipt, method of payment was Mastercard. Please note that the date was March 6, 2017, at 1:21 am.

In reference to the summary of the incident, I would not say the location where the cab driver stopped was "random", but rather the wrong address, despite the fact he asked me for the address at least six times, which I repeated over and over. It should be noted that he was preoccupied with how busy the airport was and how long the line up was for cabs. It turned out that he took me to s.22 but dropped me at the wrong house, and since I am not that familiar with the city, I didn't know where I was until it occurred to me to use my phone's GPS. I've composed a more complete account of the evening, which you can glean whatever information you need:

Summary of the incident:

After standing in a line up for twenty minutes for a taxi at YVR on March 6, 2017, approximately 1 am, I was directed to Yellow Cab #22. My cab driver, a s.22 who looked to be in his s.22 stood by the open trunk of his car motioning for me to hurry up, quickly put my case in the back and then immediately got into the driver's seat. I got in the back, gave him the address — s.22 s.22 - and then he asked, "Are there a lot more people inside the airport?" I said yes, there looked to be four big flights in, and he said, "I got to hurry up and get back here!" He stepped on the gas, doing about eighty kms away from the airport, and although he slowed for the red light, he ran it. Then he asked me for the address again. I gave it to him again. Two minutes later, he asked, s.22 I corrected him, giving him the address again. At this point he's doing about 100 kms/hr while he zips past a 50 km/hr sign, straddling the centre line. It was storming, a mix of snow and rain, and there was slush on road. Several times he had to step on his brakes because the cars ahead of him were doing the speed limit. He asked for my credit card so he could do the transaction right away, which I took to mean once we were stopped, so I gave it to him and he made the transaction right away, while he was driving 100 km/hr!! At that point I said, "You're doing that while driving?!" and he said, "Yes ma'am, I'm making the transaction." While I'm keying in my PIN, he asked me if I'm from Toronto, I said no, and then he asked me for the address again. I gave it to him again. He said it back to me wrong, and I corrected him and then I suggested he just go down s.22 and I'll show him the house. Well, he turned onto a street, went about 4 houses in, stopped the car, jumped out of the vehicle. I'm calling after him, saying that it wasn't the right house. He ignored me and put my suitcase in the middle of the street. I'm still in the back seat insisting it's not the right address he said, "Yes it ma'am. Get out of the car." I told him very firmly it was not the correct address, and he looked right at me and said, "Get out of the car, please." He made it clear I didn't have a choice, and now I'm thinking I already paid and he's in a hurry to get back to the airport and could be dropping me off anywhere. So there I was 1:30 in the morning on a dark street in the middle of an ice storm wearing a sweater and a pair of Toms, shouldering my backpack and dragging my heavy suitcase off the road and up on to the curb, panic stricken because I didn't even know if I was on the right street. Then I remembered I had my phone, thank God, and used the GPS to help me find my way. It turned out I was on s.22 but was a block and a half away from my destination. Gotta say, it was challenging to drag my suitcase down a slushy icy hill in a pair of Toms, which I ended up aggravating an old ankle injury, and got soaked in the process.

As soon as I got to my relative's house, I googled Yellow Cab and called the number 604-681-1111 to report the incident. Six phone calls to the company resulted in being transferred to lines that didn't exist, rang without ever being answered, and once to an answering machine that was full and I couldn't leave a message. In my last call of the night, I reported the incident to the Yellow Cab operator who answered my call, but she said she couldn't do anything and I would have to call the complaint department when they opened in the morning (although she did mention that they would call in the driver and have a word with him). So I called the complaint department the next day, and four phone calls later I was finally able to leave a message, however no one has ever responded.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00063**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 8, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 23, 2017
Subject	Behaviour of the driver				

Hopefully the above account gives you the necessary information you need, however don't hesitate to contact me if you require anything else. Thank you again for your prompt attention to this matter.

Sincerely,
s.15,s.22

_____
Mar.08/17 3:50 PM.
Hi Carolyn,

The Passenger Transportation Branch received the following information from Consumer Protection BC today. The information provided reads in part as follows:

Taxi number or license: Yellow Cabs car 22
Operator: Unknown
Date of incident:03-06-2017
Time of incident: 1:21 am.
Location pick up: YVR
Location drop off: Undisclosed

Carolyn I contacted the complainant and asked for more details.

In reference to the summary of the incident, I would not say the location where the cab driver stopped was "random", but rather the wrong address, despite the fact he asked me for the address at least six times, which I repeated over and over. It should be noted that he was preoccupied with how busy the airport was and how long the line up was for cabs. It turned out that he took me to s.22 , but dropped me at the wrong house, and since I am not that familiar with the city, I didn't know where I was until it occurred to me to use my phone's GPS. I've composed a more complete account of the evening, which you can glean whatever information you need:

After standing in a line up for twenty minutes for a taxi at YVR on March 6, 2017, approximately 1 am, I was directed to Yellow Cab #22. My cab driver, a s.22 who looked to be in his s.22 stood by the open trunk of his car motioning for me to hurry up, quickly put my case in the back and then immediately got into the driver's seat. I got in the back, gave him the address —s.22 s.22 — and then he asked, "Are there a lot more people inside the airport?" I said yes, there looked to be four big flights in, and he said, "I got to hurry up and get back here!" He stepped on the gas, doing about eighty kms away from the airport, and although he slowed for the red light, he ran it. Then he asked me for the address again. I gave it to him again. Two minutes later, he asked, s.22 I corrected him, giving him the address again. At this point he's doing about 100 kms/hr while he zips past a 50 km/hr sign, straddling the centre line. It was storming, a mix of snow and rain, and there was slush on road. Several times he had to step on his brakes because the cars ahead of him were doing the speed limit. He asked for my credit card so he could do the transaction right away, which I took to mean once we were stopped, so I gave it to him and he made the transaction right away, while he was driving 100 km/hr!! At that point I said, "You're doing that while driving?!" and he said, "Yes ma'am, I'm making the transaction." While I'm keying in my PIN, he asked me if I'm from Toronto, I said no, and then he asked me for the address again. I gave it to him again. He said it back to me wrong, and I corrected him and then I suggested he just go down s.22 and I'll show him the house. Well, he turned onto a street, went about 4 houses in, stopped the car, jumped out of the vehicle. I'm calling after him, saying that it wasn't the right house. He ignored me and put my suitcase in the middle of the street. I'm still in the back seat insisting it's not the right address he said, "Yes it ma'am. Get out of the car." I told him very firmly it was not the correct address, and he looked right at me and said, "Get out of the car, please." He made it clear I didn't have a choice, and now I'm thinking I already paid and he's in a hurry to get back to the airport and could be dropping me off anywhere. So there I was 1:30 in the morning on a dark street in the middle of an ice storm wearing a sweater and a pair of Toms, shouldering my backpack and dragging my heavy suitcase off the road and up on to the curb, panic stricken because I didn't even know if I was on the right street. Then I remembered I had my phone, thank God, and used the GPS to help me find my way. It turned out I was on s.22 but was a block and a half away from my destination. Gotta say, it was challenging to drag my suitcase down a slushy icy hill in a pair of Toms, which I ended up aggravating an old ankle injury, and got soaked in the process.

As soon as I got to my relative's house, I googled Yellow Cab and called the number 604-681-1111 to report the incident. Six phone calls to the company resulted in being transferred to lines that didn't exist, rang without ever being answered, and once to an answering machine that was full and I couldn't leave a message. In my last call of the night, I reported the incident to the Yellow Cab operator who answered my call, but she said she couldn't do anything and I would have to call the complaint department when they opened in the morning (although she did mention that they would call in the driver and have a word with him). So I called the complaint department the next day, and four phone calls later I was finally able to leave a message, however no one has ever responded.

Carolyn please interview the driver in question and report back your findings by Thursday, March 16, 2017.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00063**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 8, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Mar 23, 2017
Subject	Behaviour of the driver				

Mar.22/17 10:50 AM.
Good morning s.15,s.22

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC and the Passenger Transportation Branch.

Conclusion:

Mar.17/17 3:29 PM.
Good afternoon Louise, I have now had the opportunity to speak with the driver, s.22 He claims to have no recollection of any unhappy customers from the Airport. I spoke with him about speeding and he assured me that he does not do that anymore. He said that when he was younger he made several mistakes while driving but that he has not had any tickets since 2012 and does not plan on getting any. s.22 s.22 and must have a clean abstract and therefore will never speed.

I do not know what else to say about this fellow. I did speak with him at length and we spoke about the complaint and the safety concerns that I had about possibly leaving this lady stranded so early in the morning. As mention he does not seem to remember having any problems with anyone.

Happy St. Patrick's Day, have a wonderful weekend.

Carolyn

Mar.22/17 9:51 AM.
Hi Carolyn,

Thank s for your findings.

The driver allegedly doesn't have any recollection of the discrepancy in the addresses. (house numbers) The customer states the address given to the driver was s.22 One would think he would remember as the allegations are he asked the passenger a few times about the address. I agree with you that leaving this lady stranded in the early morning is a safety concern.

Mar.22/17 10:04 AM.
Good morning Louise, I don't know what to say either. I can not get this driver to agree to the fact that this lady was left stranded.

Have a good day.

Carolyn

2017-00063
Driver denies the allegations about his driving behaviour and appears to not remember leaving a lady stranded so early in the morning at the wrong house address of s.22
Allegations are unsubstantiated.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00064**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 3, 2017
Requestor	s.15	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Mar 9, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Jul 25, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

March 3, 2017 - The complaint was filed by s.15 , as follows:

I would like to launch a formal complaint against Royal City Taxi and ZORE Taxi Booking app provided by DDS dispatch system. Royal City Taxi is violating their Condition of license by serving Burnaby through Zoro booking app. I have complained about the same issue in December 2015 and PTB responded back to me on 15th December 2015 (Email attached as PDF file). I am attaching photos of Zoro booking & Royal City Taxi dispatch which was done today for your immediate action. Thank you.

END____

March 9, 2017 - Spoke with Emon on the phone.

Sent Acknowledgement letter.

See Correspondence Tab for screen shots provided by complainant.

END_____

March 9, 2017 - Spoke to Gerhard, Manager at Royal City regarding Zoro and Royal City's conditions of licence. Gerhard explained that geofencing is up to date and Zoro can only take bookings in Royal City's operating area. He wondered if the user's app may not have been updated. The investigating officer tested the Zoro booking app and the geofencing appears to be up to date and reflects Royal City's conditions of Licence.

As per Royal City's conditions of Licence they are authorised to pick up in their originating area which includes 4 road Kilometres into Burnaby. 5759 Sidley St Burnaby appears to be within 4 road kilometers of New Westminster. 3777 Kingsway and 3720 Hastings are outside Royal City's authorized originating area. The screen shots of Zoro app appear to show a trip booked but the investigating officer cannot tell with certainty that it was in fact Royal City booked in all cases and if in fact the vehicle picked up passengers at these locations outside the authorized originating area. There is not enough concrete information to substantiate the allegations. (nr)

END_____

Conclusion:

March 20, 2017 - The complaint was unsubstantiated. The investigating Enforcement Officer attempted to book a trip at the three addresses

Last Updated By: nrotgans Last Updated Date: Jul 25, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00064**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 3, 2017
Requestor	s.15	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Mar 9, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Jul 25, 2017
Subject	Operating outside the licensee's area of service (poaching)				

through the Zoro App, but the App refused the booking stating "No vehicles available." Royal City was reminded that geofencing must reflect the terms and conditions of their licence. Royal city could not provide evidence that vehicles were dispatched to the specified address through the Zoro App.

Complaint closed. (nr)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00065**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Mar 10, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Jul 17, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70476
License Type Special

ATTN: Moonyem Mohammad; Balvinder Singh Randhawa
NORTH SHORE TAXI (1966) LTD.
264 PEMBERTON AVE
NORTH VANCOUVER BC V7P 2R5

Phone 604 980-7011 ext 5
Fax 604 987-6735
Email gm@northshoretaxi.com; manager@northshoretaxi.com

Driver

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

Comments:

March 9, 2017 - the following complaint was received through Consumer Protection BC and directed to the Passenger Transportation Branch:

Taxi number or license: not provided
Company name: North Shore Taxi
Consumer Name: s.15,s.22
Date of incident: February 15th
Time of incident: 5:34 pm
Location pick up: Vancouver airport
Location drop off: Richmond area s.22
Email or mailing address: s.22

Brief summary of incident:
Drive did not know where to go and did not use gps, when they arrived at the drop off and when providing payment the driver asked if they would be willing to pay in cash because this was a part time job. The consumer declined and paid with a credit card. feels that the driver became rude at this point .He feels that Uber should be available in Vancouver. see attached letters for full complaint.

In addition - the complaint was accompanied by the following two-page letter:

s.22

February 17 2017
[Recipient Name]
[Title]
North Shore Taxi
264 Pemberton Ave
North Vancouver, BC
Dear [Recipient Name]:
This letter is to complain about service I recently received from a North Shore Taxi driver, I didn't think of writing his name or Taxi number at the time but I am attaching the receipt with this letter. We arrived at Vancouver International Airport on Wednesday February 15th from Palm Springs,

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00065**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 9, 2017
Requestor	s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Mar 10, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Jul 17, 2017
Subject	Payment issues				

California. As you know in Vancouver you go out the airport and line up for a Taxi and you don't have any control of which company or driver you receive. We were shuffled into the next available car. After entering into the car the driver started to pull away as we gave him the address we were heading to pick up our car, which was in Richmond s.22 The driver had no idea at all where to go in Richmond, none of the major roads, malls or major intersections. He didn't even stop to turn on his GPS to find out. I could understand if he didn't know of the side street, but when we gave him several hints of the general location he had no idea at all. So we gave him step by step instructions on how to get to the address and also told him of an easier way of how to get back to the main road so he wouldn't get lost. When we arrived at the address I proceeded to take our luggage to our car and my partner stayed behind to pay the fare. My partner took out his credit card to settle the fare, the driver then asked if we had cash as this is just a part time job for him. Neither of us had Canadian cash on us as we were just arriving from a week in the USA, so just had American currency. So my partner said no and handed him the VISA card. Then his whole attitude changed to be disrespectful and downright rude. He took the VISA card and then proceeded to say " I knew I shouldn't have pick up you guys" and completed the transaction using the Visa card.

First off I would like to say, he should be very thankful that he even would have had such a right as not to pick us up, since we sure didn't have the same right because of the way the system works at the airport. And this is a very good reason to let in other competition like UBER. Second, how could he even be allowed to hold a Taxi Drivers License when he has no idea of the area he is driving in? And his unwillingness to even access the GPS, Google Map or any of the other driving aids available to him. Third, I know there is a time difference for him to get the fare amount when it's through the office when a customer uses a credit card, but that is not our issue, that is between how the different companies deal with their drivers and your internal policies. But for him to be so upset about it to make such a rude and disrespectful comment is not only unprofessional and uncalled for, it's something the driver and your company needs to be held accountable for. Forth and foremost, we live here in the Vancouver area and very proud of where we live. It's unbelievable as a local to be treated so badly. But he is picking up people that are visiting our City and Province, is this the attitude and level of service he shows with everyone that doesn't pay him in cash? It was bad enough that as a Taxi Driver he had no idea of where he was driving and made no attempt to use the necessary tools available to him for his job.

My partner was so taken back that he didn't even know what to say. So I didn't hear about this till later after supper when we were in the car leaving that location. The driver is quite lucky he didn't say that to my face, as I wouldn't be writing this letter right now. I would have immediately taken my Visa card back and demanded that he called the supervisor and had him drive down immediately and deal with the situation. Which brings me to the next issue, I called the office of North Shore Taxi the following day to speak with the manager to log an complaint and was transferred to his answering service I left a message and repeated my name and number twice, he didn't replay. So I called back on Friday afternoon thinking was ample time to reply and was transferred again to his answering machine after I was told he was around the office but not at his desk. I left a second message and then called back just over an hour later and he had left for the day. So I asked to speak with the acting supervisor, I explained to him what had happened and took my information and he told me that he would pass it on. I told him I do expect and want a call back on this matter from a manager.

I am very upset about this matter and intend to forward a copy of this letter to the Taxi Commission and also the Vancouver Airport Authority.

Sincerely,
s.15,s.22

END_____

March 13, 2017 - contact was made with the General Manager of North Shore Taxi, Goldie Kang with a view to ascertain if he received or responded to a complaint that was directed to his company in writing or received a telephone complaint. Goldie advised the Investigator that North Shore is in receipt of a two-page letter of complaint that was directed to their company from s.15,s.22 Goldie advised that the driver, s.22 s.22 and will be disciplined according to company policies, s.22 with respect to requesting a cash fare and disrespectful attitude to the customer. He also indicated that Ground Transportation at YVR was involved. Goldie said that normally someone from out-of-town would not take the time to submit a two-page letter unless they felt sufficiently dissatisfied with the taxi service provided them. He had conversation with s.22 and provided him with coupons in the amount of $100.

It was explained to Goldie that the complaint is about driver behaviour and that the driver did not violate the Passenger Transportation Act or its regulations or Conditions of Licence. As such, the complaint received through Consumer Protection BC will not be directed to him, as he is already in receipt of the two-page letter.

A request was made to Goldie for his email thread with respect to the complaint, including the letter of suspension to the driver. (mgl)

_____

March 13, 2017 - the following acknowledgement was directed to s.15,s.22

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00065**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Mar 10, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Jul 17, 2017
Subject	Payment issues				

Good Morning s.15,s.

The Passenger Transportation Branch received your complaint. Our Acknowledgement letter is as follows:

File No: 2017-00065

March 13, 2017

s.15,s.22

Dear s.15,s.22

Re: Complaint filed against North Shore Taxi (1966) Ltd., trip originated at YVR

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/.

As an aside: Contact was made with Goldie Kang, General Manager of North Shore Taxi who advised that a copy of your letter was received, and that he responded to your complaint. Goldie also indicated that the company gave you $100 in coupons. Please note that the complaint is about customer service and does not violate the Passenger Transportation Act (PTA) and its Regulations (PTR) or license terms and conditions. As such, the company is responsible for disciplining driver(s) who denies or insists that a passenger pay by cash only; also the licensee is required to address the behavior of the driver according to their in-house policies. Please note that these types of complaints are recorded by the Passenger Transportation Branch (Branch), and provided to the Registrar of the Branch and Passenger Transportation Board (Board) upon request. The Board or Registrar may request more information on statistics or incidents.

Yours truly,

_____

March 15, 2017 - Goldie Kang submitted the requested documentation that was causal in resolving the complaint filed with the PT Branch. His covering letter was an apology to the complainant wherein it was mentioned that some complimentary coupons were provided. (Goldie also submitted proof of coupons in the amount of $100.)

Goldie provided the email thread from Rosemary Macedo of YVR wherein she requested information pertaining to the complaint that was filed by the complainant.

Goldie responded that the complaint was resolved in an adequate time right after it was received from her office. He indicated that the driver:

s.22
BCDL: s.22
Cab No.: N125

The matter was also brought to the attention of their safety committee. The driver was not disciplined s.22 however, s.22 the matter will be further dealt with.

_____

Conclusion:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00065**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Mar 10, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Jul 17, 2017
Subject	Payment issues				

The driver s.22 ; however, the manager advised that s.22 will not be allowed to work until the disciplinary process is adhered to. Also, proof of disciplinary action will be directed to YVR. The Investigating Inspector has also requested that proof of any disciplinary action be directed to the Branch. (It is estimated that the driver s.22
The Investigating Inspector was notified, by the Manager of the licensee, which the driver has returned to work. The driver, s.22 was issued a written suspension for three days. In addition, North Shore has refunded $100 worth of coupons to the complainant.

Summary

The complaint was substantiated. The licensee took action in disciplining the driver according to their in-house policies. YVR had dialogue with the Manager who advised that the complaint was resolved in that the complainant was given $100 in coupons. No further action will be taken by the Branch. The investigation is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00066**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Mar 10, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Mar 23, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70974
License Type Special

ATTN: Davinder Kainth (Office Manager)/JATINDER BHULLAR
NEWTON WHALLEY HI WAY TAXI LTD.
107-13119 84TH AVE
SURREY BC V3W 1B3

Phone 604-597-3811 EXT 2
Fax 604-597-8002/604-597-3811
Email manager@whalleytaxi.ca

Driver

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

Comments:

March 9, 2017 - the following complaint was directed through Consumer Protection BC:

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Newton Whalley Taxi
Driver's Name: Does not know.
Taxi Number or License: #110

Incident
Date of incident: March 8, 2017
Time of incident: Appoximately 11:30 p.m.
Location Pick Up: YVR
Location Drop Off: N/A – Please see summary.

Summary of Incident: On way home from airport after being on vacation. Had s.22 and need a van. Van had seat covers that were covering safety harnesses for car seats. Complainant asked driver to fix covers so he could use safety restraints but driver refused and became rude and argumentative. Had to wait for another van for over 40 minutes.

END_____

March 13, 2017 - a telephone call was placed to the complainant in order to better understand the allegations. The complainant advised that the restraints were covered, and that he could not buckle-in his s.22 . He appealed to the driver for assistance in releasing the restraints and the driver allegedly became hostile and argumentative, advising the complainant to put the s.22 on his lap. Also, the driver allegedly asked the complainant who was going to put the cover back on the seats. The complainant said that he explained to the driver that the law in British Columbia requires that when s.22 are in a moving vehicle that they be restrained and not be sitting on his lap. As a result, the driver refused him transportation service. (mgl)

Last Updated By: mglovell Last Updated Date: Mar 23, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00066**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Mar 10, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Mar 23, 2017
Subject	Trip refusal				

Same date, contact was made with Davinder Kainth, Manager of Newton Whalley with a view of ascertaining if all their vehicles had seat covers, meaning that the seats had another covering that prohibits passengers for using the seat-belt assembly. Davinder said that some of their cars had additional seat covers. He was requested to call the driver in of Unit 110 and confirm if that vehicle had an additional seat cover. Davinder was requested to take a photo of the vehicle interior displaying the seat-belt assembly and submit same to the Branch. He was also requested to advise how they would amend their business practices when a driver is requested to transport young children that require engaging the seat-belt assembly. (mgl)

March 14, 2017 - Acknowledgement letter was directed to the complainant. (mgl)

March 22, 2017 - Davinder Kainth responded as follows:

I inspected Car 110. Driver installed leather seats from private shop. It has all seat beat hook properly visible. When I was inspecting cab, I found that there is one extra seat belt hook behind that seat. I think that because of argument with customer, driver confused and not able to guide properly.

I showed that seat belt hook to driver.

Driver passes this trip to different cab because he doesn't want to take risk to travel without seat beat. That took time to get another cab for customer.

I am apologising on behalf of driver behavior and warn driver for same.

March 22, 2017 - Davinder was contacted and further discussion revealed that the driver advised him that the customer tore one of seat covers that is why the driver asked the passenger who is going to put the cover back on the seat.
Davinder was also asked if all the vehicles in their fleet had leather covers added. He indicated that not all, however he would send out a message to all drivers informing them to ensure that the seat covers are not interfering with locating and applying the seat-belt assembly. (mgl)

Conclusion:

Complaint was directed to the Manager of Newton Whalley for investigation.

Manager submitted his findings in that the driver and Unit 110 were called in. He inspected the vehicle and found that the seats were covered; however were able to access the seat-belt assembly with the exception of an extra seat-belt hood that was behind the seat. The driver apparently passed the trip to a different cab driver because he did not want to risk travel with the s.22 without the seat-belt. The manager was requested to notify his fleet to ensure the seat-belt assembly is working in all their vehicles.

Summary

Complainant alleges "trip refusal" when the driver of Unit 110 did not proceed with the trip when seat-belt assembly could not be located in order to restraint s.22 that accompanied the complainant. The manager of the licensee has inspected Unit 110 and reports that the seat-belt assembly is in place and working correctly. He indicated that a reminder has been generated to all drivers about ensuring seat-belt assembly in vehicles is working properly. The investigative findings did not substantiate a trip refusal - but rather driver behaviour, knowledge on seat-belt assembly and the law in British Columbia for transporting children in a moving vehicle.

The investigation is closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00067**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Mar 10, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Mar 17, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

March 9, 2017 - the following complaint was directed to the Passenger Transportation Branch:

Inquiry number: 94150

Consumer Name: s.15,s.22
Consumer contact
Taxi company: Royal City Taxi
Taxi number: unknown
Date of incident: February 23rd, 2017
Time of incident: 3:30 pm
Pick up location: s.22

Proposed drop off location:

Issue: A bystander (the complainant) was assisting a woman and her child to arrange a taxi using the direct line to Royal City Taxi from a pharmacy. When the taxi arrived, the driver allegedly requested $30 cash prior to beginning the trip. When the passenger refused, the driver left. Because the passenger had limited english, the complainant contacted the taxi company to report the incident and she was told that the driver was permitted to request cash upfront.

END_____

March 14, 2016 - the following email was directed to the Manager of Royal City Taxi Ltd.:

Hello Gerhard:

Re Our File No. 2017-00067

The following complaint was filed through Consumer Protection BC:

Taxi company: Royal City Taxi Ltd.
Taxi number: unknown

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00067**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Mar 10, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Mar 17, 2017
Subject	Payment issues				

Date of incident: February 23rd, 2017
Time of incident: 3:30 pm
Pick up location: s.22
Proposed drop off location:
Issue: A bystander (the complainant) was assisting a woman and her child to arrange a taxi using the direct line to Royal City Taxi from a pharmacy. When the taxi arrived, the driver allegedly requested $30 cash prior to beginning the trip. When the passenger refused, the driver left. Because the passenger had limited English, the complainant contacted the taxi company to report the incident and she was told that the driver was permitted to request cash up front.

End: ----------

** It appears that this is a case of a bystander escalating a complaint to Consumer Protection BC. I was unable to make contact with the complainant. It appears that the potential passenger was limited in English, however, made a call on the direct line at a pharmacy for taxi service. The bystander alleges that the complaint was reported to the Taxi Company, but was told the driver had the right to refuse. The concern I have is whether the driver stereotyped the customer given the type of day, especially when the passenger was accompanied by a child.

The Taxi Bill of Rights states:

•As a passenger you have the right to:
Be picked up and transported to your stated destination by any available on duty taxi driver
Pay the posted rate by cash, or accepted credit card or TaxiSaver voucher

•As a Taxi Driver you must obey all laws and have the right to refuse to transport a passenger:
If the passenger refuses to provide a deposit, if requested.

Also, the Standard Rules for Taxicab Rates state:

Taxi Fare Estimates

8. If a dispatcher or driver estimates a trip fare in advance, passengers pay the actual fare that is posted on the meter.

We agree that the driver has the right to refuse, if the passenger refuses to provide a deposit. Why would the driver request a deposit or fare up front at the time of day indicated.

Please discuss this matter with the driver and provide a driver's statement concerning the incident. In your discussion with the driver, please ascertain whether the driver was seeking a cash fare only. Your response is required on or before March 20, 2017.

NOTE: A DETAILED LETTER FROM THE COMPLAINANT ACCOMPANIED THE CONSUMER PROTECTION BC COMPLAINT DIRECTED TO THE BRANCH. THE LETTER WAS DIRECTED, IN PART, TO THE MANAGER OF ROYAL CITY. (MGL)

March 14, 2017 - Acknowledgement letter was directed to the complainant (mgl).

March 14, 2017 - the requested Driver's statement and manager's rebuttal was received. The manager advised that he is not putting weight on the statement given by the "bystander", a third party that "overheard" part of the conversation. Also, that the bystander did not read the Taxi Bill of Rights carefully, where it clearly states that the driver … have the right to refuse to transport a passenger, if the passenger refuses to provide a deposit if requested.

The manager indicated that he believes the credibility of the bystander is questionable on both accounts, the right of the driver to ask for a deposit and the amount of deposit he was entitled to. To call our driver, s.22 a liar on both accounts is unfounded. No one would give credibility to a witness based on hearsay and one that does not clearly understand the rights of the respective parties involved.

The manager said s.22 is an exemplary driver and has worked for Royal City taxi for s.22 He had never received a complaint against him during my time as General Manager nor could he find any complaints against him in his file.

The manager indicated that in regards to further question points - He does not believe that their driver was seeking a cash fare; this would not be consistent with his character. It is just as unlikely that s.22 would 'Stereotype: a customer because of appearance. The facts point to a customer with insufficient language skills and area knowledge, a driver within his right, and a bystander who may be reacting on an emotional

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00067**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Mar 10, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Mar 17, 2017
Subject	Payment issues				

rather than factual basis.

Conclusion:

The allegations filed by a bystander were directed to the Manager of Royal City Taxi Ltd., for investigation. The manager conducted an investigation and provided the driver's statement, as well as his rebuttal to the allegations.

Summary

The allegations submitted by a bystander who allegedly witnessed/overheard interaction between a passenger and driver were refuted by the manager of the taxi company who called the credibility of the bystander into question. The manager defended the driver's character in that he worked for the company for s.22 and a complaint was never received against him. The manager stressed that the driver was not seeking a cash fare. The facts point to a customer with insufficient language skills and area knowledge, a driver within his rights, and a bystander who may be reacting on an emotional rather than factual basis.

Based on the manager's findings - the complaint was not substantiated and is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00069**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 14, 2017
Location	LANGLEY	**Received via**	Email	**Completion Date**	Mar 22, 2017
Subject	Driving ability				

Requestor

s.15,s.22

Phone **Fax**
Cell s.22
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70974
License Type Special

ATTN: Davinder Kainth (Office Manager)/JATINDER BHULLAR
NEWTON WHALLEY HI WAY TAXI LTD.
107-13119 84TH AVE
SURREY BC V3W 1B3

Phone 604-597-3811 EXT 2
Fax 604-597-8002/604-597-3811
Email manager@whalleytaxi.ca

Driver

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

Comments:

Mar.13/17 4:15 PM. (taxi receipt imported to the correspondence tab)
Good afternoon,

My name is s.15,s.22 and I'm here to tell you about experience I had in a Walley taxi on February 25,2017.

We took a taxi from s.22 in Langley to Abbotsford. Along the way we experience to the driver weaving in and out of his lane on the highway towards Abbotsford going from a speed down to 50 to about 70 while consistently slamming on the gas and the brakes. I could tell he was falling asleep while he was driving so I tried to talk to him to keep him awake. When we got off the highway he was falling asleep to the extent that he was definitely in a position where he could've been in a head on crash luckily it was very early in the morning and there was not much traffic. I told the taxi driver just to drop us off and it was fine just because I could not stand being in the vehicle any longer. This was my s.22 very first time in a taxi and he was definitely terrified we walked to the house and meanwhile I called the taxi company and told them to send him home. The total cost was $67.30 Canadian
That is a ridiculous amount, of course we didn't tip either. Usually it cost about $30-$40 to get from s.22 to Abbotsford. I called the company telling him to send him home and that I would like to talk to the manager they said he was not there and he would be there on Monday and they hung up on me.

I called on Monday he was not there I called him every other hour but he was not there so I left him messages and sent him a long email explaining how ridiculous this situation is becoming, he did not respond to my email. Finally when I got in contact with him I explained that he should've made me his first priority and how he is not handling it well. He apologized
He asked for the details of what happened and said he would start a case and get back to me I didn't hear back from him for about a week and he told me that his driver said he was fine and that he dropped us off at home. That is not what happened I proceeded to ask him for a full refund and he offered me a $35 refund or a $25 voucher I said no I do not want to ride in his cab again, I asked for a refund a full refund he insisted on that not happening because it gets taken out of the drivers cheque which is not fair he told me because s.22 and has to provide I replied, why is company not giving me the money to refund me he said it's not the company's fault. This is absolutely ridiculous I cannot explain how mad and angry I am at this man. I believe he is not fit to be running a company.
I talked to him last week and he ignored my calls and I emailed him telling him to please reply to my emails and he has still not replied. I am very serious about this my friend was killed in an accident because of someone sleeping while driving. My s.22 and I could've been killed in in that

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00069**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 14, 2017
Location	LANGLEY	**Received via**	Email	**Completion Date**	Mar 22, 2017
Subject	Driving ability				

cab we had about five semi trucks passing us on the highway and they could around us and killed us. My s.22 will never go in a taxi again because he is so scared. He told me it was definitely his first and last taxi ride.

This is extremely concerning for the rest of the people that take cabs no one should be driving in that state.

Included I have the email I sent him and pictures for of the cab that night and of the receipt.

Thanks
s.15,s.22

The cab company website
http://www.whalleytaxi.com/
The manger I spoke to
Davinder Kainth

The email I sent him:

Good Morning,

I've have tried to contact you since Friday. I was told on Friday you wouldn't be in until today at 9am and I have been calling since then, I was just now told you're not coming in.
So I'm emailing you.

I used your taxi service on Friday evening from s.22 to Abbotsford. While we were in the car he was going 50 -70km on the highway, that is unsafely slow, also he was falling asleep to the point he was driving into the middle of the road or on the curb, I kept trying to talk to him to keep him awake but I could see his eyes closing. Also while we were driving he was constantly slamming on the breaks and the gas so we were being jolted around. My s.22 who was also in the car was panicking and was holding me. It got to the point where I was terrified and made him drop us off on the side of the road. The total was $70 that is absolutely unacceptable. I've taken taxis before and it may cost about $40-$50 that's it including tip.
After we got out I called the taxi company and told them to send him home. He was putting his life at risk and everyone else that was on the roads. I have had a friend that have died in an accident because of people falling asleep while driving. This is a serious issue. I am honestly afraid to drive or be in a taxi after this incident.
I am livid at what I have experienced with your taxi company and how you have handled the situation so far. I have constantly tried to contact you and I can't seem too, if you own the company you should be on top of these things.
Imagine if the driver had crashed and hurt us or even worse killed us, would you be available then?! I will be contacting a lawyer about this as well.
Feel free to contact me at this email or phone.

_____
Mar.14/17 9:05 AM.
Good morning s.15,s.

Please find attached an acknowledgement letter for the information you provided in your e-mail to the Passenger Transportation Branch.

_____
Mar.14/17 10:47 AM.
E-mail sent to Davinder Kainth.
Good morning Davinder,

The Passenger Transportation Branch received the following information from the complainant yesterday afternoon. It's my understanding the complainant has spoken with you as well as e-mailed you so you are aware of the allegations detailed below.

I'm here to tell you about experience I had in a Whalley taxi on February 25,2017.

We took a taxi from s.22 in Langley to Abbotsford. Along the way we experience to the driver weaving in and out of his lane on the highway

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00069**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 14, 2017
Location	LANGLEY	**Received via**	Email	**Completion Date**	Mar 22, 2017
Subject	Driving ability				

towards Abbotsford going from a speed down to 50 to about 70 while consistently slamming on the gas and the brakes. I could tell he was falling asleep while he was driving so I tried to talk to him to keep him awake. When we got off the highway he was falling asleep to the extent that he was definitely in a position where he could've been in a head on crash luckily it was very early in the morning and there was not much traffic. I told the taxi driver just to drop us off and it was fine just because I could not stand being in the vehicle any longer. This was my s.22 very first time in a taxi and he was definitely terrified we walked to the house and meanwhile I called the taxi company and told them to send him home. The total cost was $67.30 Canadian
That is a ridiculous amount, of course we didn't tip either. Usually it cost about $30-$40 to get from s.22 to Abbotsford. I called the company telling him to send him home and that I would like to talk to the manager they said he was not there and he would be there on Monday and they hung up on me.

I called on Monday he was not there I called him every other hour but he was not there so I left him messages and sent him a long email explaining how ridiculous this situation is becoming, he did not respond to my email. Finally when I got in contact with him I explained that he should've made me his first priority and how he is not handling it well. He apologized
He asked for the details of what happened and said he would start a case and get back to me I didn't hear back from him for about a week and he told me that his driver said he was fine and that he dropped us off at home. That is not what happened I proceeded to ask him for a full refund and he offered me a $35 refund or a $25 voucher I said no I do not want to ride in his cab again, I asked for a refund a full refund he insisted on that not happening because it gets taken out of the drivers cheque which is not fair he told me because he has children and has to provide I replied, why is company not giving me the money to refund me he said it's not the company's fault. This is absolutely ridiculous I cannot explain how mad and angry I am at this man. I believe he is not fit to be running a company.
I talked to him last week and he ignored my calls and I emailed him telling him to please reply to my emails and he has still not replied. I am very serious about this my friend was killed in an accident because of someone sleeping while driving. My s.22 and I could've been killed in in that cab we had about five semi trucks passing us on the highway and they could around us and killed us. My s.22 will never go in a taxi again because he is so scared. He told me it was definitely his first and last taxi ride.

This is extremely concerning for the rest of the people that take cabs no one should be driving in that state.

Included I have the email I sent him and pictures for of the cab that night and of the receipt.

The cab company website
http://www.whalleytaxi.com/
The manager I spoke to
Davinder Kainth

The email I sent him:

Good Morning,

I've have tried to contact you since Friday. I was told on Friday you wouldn't be in until today at 9am and I have been calling since then, I was just now told you're not coming in.
So I'm emailing you.

I used your taxi service on Friday evening from s.22 to Abbotsford. While we were in the car he was going 50 -70km on the highway, that is unsafely slow, also he was falling asleep to the point he was driving into the middle of the road or on the curb, I kept trying to talk to him to keep him awake but I could see his eyes closing. Also while we were driving he was constantly slamming on the breaks and the gas so we were being jolted around. My s.22 who was also in the car was panicking and was holding me. It got to the point where I was terrified and made him drop us off on the side of the road. The total was $70 that is absolutely unacceptable. I've taken taxis before and it may cost about $40-$50 that's it including tip.
After we got out I called the taxi company and told them to send him home. He was putting his life at risk and everyone else that was on the roads. I have had a friend that have died in an accident because of people falling asleep while driving. This is a serious issue. I am honestly afraid to drive or be in a taxi after this incident.
I am livid at what I have experienced with your taxi company and how you have handled the situation so far. I have constantly tried to contact you and I can't seem too, if you own the company you should be on top of these things.
Imagine if the driver had crashed and hurt us or even worse killed us, would you be available then?! I will be contacting a lawyer about this as well. Feel free to contact me at this email or phone.

You are required to interview the driver in question and report back your findings to the allegations by Wednesday, March 22, 2017.

_____
Mar. 14/17 10:53 AM.

Last Updated By: lmswan Last Updated Date: Mar 22, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00069**	**Request Type**	Record Taxi Complaint	**Received Date**	Mar 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Mar 14, 2017
Location	LANGLEY	**Received via**	Email	**Completion Date**	Mar 22, 2017
Subject	Driving ability				

Hi Sandra,

I cc you on the e-mail I sent to Davinder Kainth because of the allegations regarding a fatigued driver.

_____

Conclusion:

Mar.22/17 12:21 PM. (driver statement imported to the correspondence tab)
Hi Swan

I took interview of driver and spoke with customer few times. Customer is looking to reverse back her fare of $67.30. Her major concern was getting back fare. I offered her that I will reverse back $35, which is not less amount. Driver was following customer direction to her at destination. As per concern of 50 km speed of cab at highway, I get picture from her which is showing driver was driving at 78 km. speed 78 km is not slow speed at highway if you are in traffic s.
Her major concern is that she wants to pay flat fare of 40-50 dollar.

Please see attachment of driver statement

I don't want to excess your valuable time. I will reverse full amount of fare to her.

Davinder Kainth

_____
Mar.22/17 1:30 PM.
I did today. I will reverse in her account in 10 business day.

_____
2017-00069
Licensee chose to credit full fare amount to the complainants creciit card. Findings unsubstaniated by licensee and driver.
File closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00087**	**Request Type**	Record Taxi Complaint	**Received Date**	Apr 6, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Apr 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 20, 2017
Subject	Operating with an expired passenger transportation plate/decal/licence				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70404
License Type Special

ATTN: Tim Land
WHITE ROCK SOUTH SURREY TAXI LTD.
3-17921 55 AVE
SURREY BC V3S 6C4

Phone 604-574-0966 / 604-533-3333
Fax 604-576-2900
Email pacificcabs@telus.net

Driver

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

Comments:

April 6, 2017 - the following complaint was received through Consumer Protection BC:

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 95043

Consumer Name: s.15,s.22
Consumer contact
Taxi company: Pacific Cabs
Taxi number: 88, Operator 449
Date of incident: 04/01/2017
Time of incident: 1:26 am
Pick up location: s.22
Proposed drop off location: s.22
Issue: Upon entering the taxi, the passenger was informed that he would accept cash only because his payment machine was broken. The driver then asked for her card to "test it" and she was charged $15. The ride was apparently only a short (~$3 ride) according to the passenger. Receipt attached.

Thank you,

END_____

April 7, 2017 - Acknowledgement letter directed to the complainant (mgl)

_____

April 7, 2017 - complaint directed to the Manager of White Rock South Surrey, Tim Land for his investigation and rebuttal (mgl

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00087**	**Request Type**	Record Taxi Complaint	**Received Date**	Apr 6, 2017
Requestor	s.15	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Apr 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 20, 2017
Subject	Operating with an expired passenger transportation plate/decal/licence				

April 10, 2017 @ 8:10 am - Tim Land provided the following rebuttal:

The driver of the vehicle was s.22 and his drivers license is s.22 and vehicle reg is s.15 and the operator is very clear on the rules and it appears he picked up out of his licensed area and why he charged 15.00 minimum I don't know but we will credit the customers credit card of the full amount given a moments notice. We do apologize for this and the driver has been warned as we.. Thanks Tim Land

April 11, 2017 @ 8:25 am - Tim Land directed the following email to the Investigator:

I AM AGAIN REPLYING TO YOU RE INCIDENT AND IT LOOKS LIKE AN OUT OF DISTRICT FLAG. THE DRIVER WAS s.22 DL#s.22 VEHICLE 88 REG#s.15 AND I WARNED HIM ABOUT THE OVERCHARGE AND OUT OF DISTRICT PICKUP. WE WILL FULLY REIMBURSE THE CUSTOMER IF THEY CONTACT ME. THANKS TIM LAND

April 11, 2017 @1:45 pm - Tim Land directed the following rebuttal to the investigator:

s.22 SAID HE DROPPED OFF CUSTOMER AT s.22 AND THEN A CUSTOMER ENTERED HIS CAB AT SAME LOCATION AND SAID TAKE ME TO s.22 AND THE TRIP WAS 15.00 NOT 3.00 LIKE THE CUSTOMER SAID. I THINK THE CUSTOMER WAS WRONG ON THE AMOUNT BECAUSE IT WOULD HAVE RAN ABOUT $15.00. s.22 SAID WHAT WAS I SUPPOSED TO DO WHEN CUSTOMER GOT IN HIS CAB KICK HER OUT NO HE DECIDED TO TAKE HER TO DESTINATION. I REMINDED HIM THAT HE SHOULD HAVE REFUSED FARED SO HE SAID I AM SORRY. THANKS TIM LAND

April 11, 2017 - contact was made with the complainant who confirmed the allegations. He explained that the driver stopped at s.22 Vancouver. When the driver stopped he first wanted to confirm how payment will be made by cash or credit card. The driver allowed the complainant into the vehicle right away. The driver declared that his payment machine was broken. The complainant alleged requested to see the payment machine. It was at that point, the driver requested his credit card in order to test the machine. The complainant said the machine was indeed working because it debited his credit card $15 and a receipt was provided by the driver even before the trip was completed. The complainant clarified that he mentioned to the person who took the complaint that the trip was short and probably only worth $3.00 (mgl).

April 13, 2017 - contact was made with Tim Land. He was advised that an interview with the customer did not substantiate his driver's rebuttal. The customer clarified that the driver stopped and inquired the method of payment alleging that the payment machine was broken. The passenger was allowed into the vehicle and while en-route, the driver allegedly requested the customer's credit card and debit the card $15. The customer felt that $15 was excessive. Tim confirmed that driver; s.22 is an Airport driver which may have contributed to him flat rating the customer. Tim made it clear that he does not wish to further participate in the conversation with the Investigating Inspector, as he felt sick when advised of the offences and Administrative Penalties. He immediately ended the conversation by hanging up the telephone. (mgl)

April 20, 2017 - the allegations were revisited with Manager Tim Land and, as a result, he advised that disciplinary action will be taken against the driver. He followed up with the following email:

I spoke with s.22 and I warned him to never pickup in Vancouver again and I gave 7 days off starting Friday morning. He was very much upset and wanted to pay fine only but I told him no way that we must discipline him with time off. He then accepted his punishment.

The Investigator requested that written proof of the suspension be provided. Same date written confirmation of the suspension letter was received. (mgl)

Conclusion:

The complaint was directed to the manager of White Rock South Surrey Taxi Ltd., for their investigation. The manager identified the driver of Unit No. 88 and provided information about the vehicle and D/L number. The manager was asked to obtain a written driver's statement for s.22 s.22 Instead the manager directed an email in which he indicated s.22 said he dropped off customer at s.22 and then a customer entered his cab at the same location and said take me to s.22 and the trip was $15 not $3 like the customer said. s.22 said what was “I supposed to do when customer got in his cab. Kick her out? No he decided to take her to destination.” “I reminded him that he should have refused fare so he said I am sorry".

Last Updated By: mglovell Last Updated Date: Apr 20, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00087**	**Request Type**	Record Taxi Complaint	**Received Date**	Apr 6, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Apr 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Apr 20, 2017
Subject	Operating with an expired passenger transportation plate/decal/licence				

The complainant was contacted in order to verify the information provided by the driver. The driver referred to the complainant as "her" when contacted the complainant is a 'male". He clarified the incident in stating that the driver stopped and inquired if he was paying by cash. He was allowed into the vehicle and the driver advised him that the payment machine was not working. When he challenged the driver to let his see the payment machine, the driver requested his credit card with the pretense to see if it would work. The customer said the driver debit his credit care for $15 and provided him a receipt even before the trip came to an end.

The driver's rebuttal did not substantiate the complaint's allegations. There are two infraction that appear to be have been committed by the driver. 1) Operating out of authorized area (poaching in Vancouver); and 2) Charging the complainant a flat rate instead of Board approved metered rates.

The manager was contacted and it was explained that it was not only a case of refunding the customer's fare, but rather the driver was in violation of the licensee's Conditions of Licence and Board approved PDV rates. The manager did not take kindly to the explanation and hung up the telephone.

Summary

The investigative findings revealed that the driver of Unit 88 had poached the fare outside of the licensee's authorized area of operation. Also, the driver had charged the customer a flat rate rather than the Board's approved rate. It was determined that the driver be given Administrative Penalties, as it appears the manager has no care and control of the driver. The driver is an Airport driver, it could be argued whether originating fares in Vancouver is habitual. The manager has taken disciplinary action against the driver who was suspended for seven days, effective April 21, 2017 to April 28, 2017. As a result of the manager's action an Administrative Penalty will be recommended for only poaching in the Vancouver area.

The investigation is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00089**	**Request Type**	Record Taxi Complaint	**Received Date**	Apr 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Apr 21, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	May 17, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

April 20, 2017 - the following complaint was received through Consumer Protection BC:

Inquiry number: 95370

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Black Top and Checker Cab
Taxi number: unknown
Date of incident: March 2, 2016 (complainant confirmed should have been 2017)
Time of incident: 2:00 pm
Pick up location: s.22
Proposed drop off location: North Vancouver
Issue: She arranged for a taxi to take her home from work downtown Vancouver. When the cab arrived, the driver refused to take the passenger to North Vancouver.

END_____

April 21, 2017 - our Acknowledgement letter was directed to the complainant (mgl)

_____

April 21, 2017 - complaint was directed to the manager of Black Top Cabs for investigation. (mgl)

Conclusion:

The complaint was directed to the manager for investigation and their rebuttal.

The date of the incident appears causal for the licensee not being able to identify the vehicle that was allegedly involved through their vehicle movement replay. The complainant was not helpful when contacted about the incident. The only thing made clear was that the trip was booked through the dispatch of the licensee. Gleaning from the conversation with the complainant, it may be that the incident could have taken place in 2016 (as initially indicated on the Consumer Protection BC's complaint form) because the complainant indicated that she came across the information when going through her belongings and decided to file a complaint. When it was brought to the attention of the complaint that the date

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00089**	**Request Type**	Record Taxi Complaint	**Received Date**	Apr 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Apr 21, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	May 17, 2017
Subject	Trip refusal				

stated on the complaint form is March 2, 2016, she confirmed that the actual date is March 2, 2017.

The manager immediately contacted the Investigator with questions, as their vehicle movement replay did not identify the unit, and that he had exhausted their resources in attempting to identify the driver. The manager advised that their GPS revealed that a van was at that location on March 2, 2016, and that the trip was booked by s.22 The complainant confirmed that it was not a van but rather a sedan, and that the trip was booked by her s.15,s.22 The manager advised that he interviewed the driver of the van, and it was clear that the driver was not the subject of the complaint.
Summary
Conversation with the complainant did not shed any light on the allegation. The manager was unable to identify the driver/unit involved, as the date of the incident may have been causal. The manager advised that they regularly pick-up from the s.22 business location and only a van picked up on the alleged incident date. Without the unit number, correct date of the incident and time, he was unable to substantiate the complaint.

The information provided by the complainant was not substantiated and, as a result, the investigation is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00090**	**Request Type**	Record Taxi Complaint	**Received Date**	Apr 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Apr 21, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Apr 21, 2017
Subject	Taximeter not being operated or inoperative				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70233
License Type Special

ATTN: Hardeep Dhaliwal (Harry); Shawn Bowden
BEL-AIR TAXI (1982) LIMITED
2121 HARTLEY AVE
COQUITLAM BC V3K 6Z3

Phone 604-524-5450 ext:3
Fax 604-521-7790
Email coqtaxi@telus.net

Driver

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

Comments:

April 21, 2017 - The following complaint was submitted to Consumer Protection and forwarded to the Branch for investigation:

Good morning,

Consumer Protection BC has received the following taxi complaint:

Inquiry number: 95004

Consumer Name: s.15,s.22
Consumer contact
Taxi company: Bel-Air Taxi
Taxi number: #21
Date of incident: March 27, 2017
Time of incident: 12:10 am
Pick up location: YVR
Proposed drop off location: Coast Coal Harbour Hotel
Issue: Taximeter not running but was charged a flat rate. The flat rate from YVR was not explained to him. Driver denied credit card payment.

Emma | LICENSING & INFORMATION OFFICER

End… (djp)

April 21, 2017 - My email to s.15,s.22

Hello,

Thank you for informing us of a situation that you feel is unlawful.

Please be advised that as of 2014 zone fares apply for taxis traveling from Vancouver International Airport (YVR) to specified zones. These are set rates and are not metered rates. The fare rules and zone map are prominently displayed in multiple locations in the taxi pick up area at YVR. For further information please see:
http://www.yvr.ca/en/passengers/transportation/taxis

Last Updated By: dpickeri Last Updated Date: Apr 21, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00090**	**Request Type**	Record Taxi Complaint	**Received Date**	Apr 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Apr 21, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Apr 21, 2017
Subject	Taximeter not being operated or inoperative				

We will contact the taxi company and remind them that drivers should verbally disclose the zone rate at the beginning of a trip. We also recommend to passengers that they confirm zone fare rates with their driver prior to departing from YVR.

If you do have any further questions or concerns please let us know.

Regards,

Douglas Pickering

End… (djp)

April 21, 2017 - My email to Bel-Air:

Hello,

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Taxi company: Bel-Air Taxi
Taxi number: #21
Date of incident: March 27, 2017
Time of incident: 12:10 am
Pick up location: YVR
Proposed drop off location: Coast Coal Harbour Hotel
Issue: Taximeter not running but was charged a flat rate. The flat rate from YVR was not explained to him. Driver denied credit card payment.

The Branch has educated the complainant about the zone rates that apply to taxis travelling from YVR. Please remind your drivers of our recommendation to all carriers delivering this service that the driver verbally disclose the zone rate at the start of the trip and have available in the vehicle a copy of the zone rate map. This complaint will be closed with no negative finding against your company.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

April 21, 2017 - Complaint unsubstantiated. Alleged driver did not use meter and charged flat rate for trip from YVR. I explained to s.15,s. this is per zone fare system. Sent email to Bel-Air suggesting they tell drivers to verbally notify passenger of rate. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00091**	**Request Type**	Record Taxi Complaint	**Received Date**	Apr 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Apr 21, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	May 16, 2017
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70546
License Type Special

ATTN: John Palis, Sukhi Sandh
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604-664-0430
Fax 604-669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

April 21, 2017 - The following complaint was received by Consumer Protection and forwarded to the Branch for investigation:

Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 95396

Consumer Name: s.15,s.22
Consumer contact
Taxi company: Vancouver Taxi
Taxi number: N/A
Date of incident: 2017-04-21
Time of incident: Phoned for service at 9:30am, 10:00, and 10:30 am
Pick up location: Safeway at commercial and Broadway, Vancouver
Proposed drop off location: s.22
Issue: Consumer phoned from the cab, was extremely upset. Has been waiting over an hour to get service after s.22 She s.22 and initially phoned for a cab around 9-9:30, and phoned at 10 and 10:30 when a cab had yet to show up. She claims that the dispatcher was extremely rude to her and when she asked if her ride could be compensated because she had waited so long, she claims she was hung up on. She asked to speak to a supervisor on several occasions. Eventually she flagged Taxi #D704T off the street, and when she got in the cab the driver confirmed that he had been sent to get her. The driver did not charge her for the ride, she wants to make a complaint against the dispatcher, or whoever arranges the pickups.

Thank you,

JULIE McNAMARA | LICENSING & INFORMATION OFFICER

End… (djp)

April 21, 2017 - Sent the following email to Vancouver Taxi:

Hello,

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00091**	**Request Type**	Record Taxi Complaint	**Received Date**	Apr 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Apr 21, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	May 16, 2017
Subject	Wait times (regular/accessible taxi)				

The following complaint was received by Consumer Protection and forwarded to the Branch for investigation:

Taxi company: Vancouver Taxi
Taxi number: N/A
Date of incident: 2017-04-21
Time of incident: Phoned for service at 9:30am, 10:00, and 10:30 am
Pick up location: Safeway at commercial and Broadway, Vancouver
Proposed drop off location: s.22
Issue: Consumer phoned from the cab, was extremely upset. Has been waiting over an hour to get service after getting her s.22 . She had s.22 and initially phoned for a cab around 9-9:30, and phoned at 10 and 10:30 when a cab had yet to show up. She claims that the dispatcher was extremely rude to her and when she asked if her ride could be compensated because she had waited so long, she claims she was hung up on. She asked to speak to a supervisor on several occasions. Eventually she flagged Taxi #D704T off the street, and when she got in the cab the driver confirmed that he had been sent to get her. The driver did not charge her for the ride, she wants to make a complaint against the dispatcher, or whoever arranges the pickups.

Wait times and availability of service are of particular interest to the Branch. Please investigate this complaint and respond to us with your findings including a statement from the dispatcher in question by May 5, 2017.

Thank you and best regards,

Douglas Pickering

End… (djp)

April 21, 2017 - Called Renee, she said was still in s.22 asked me to call her back. (djp)

May 4, 2017 - Called Renee, she said was busy at work but welcomed questions by email at s.22 (djp)

May 4, 2017 - Sent Renee an email:

File No: 2017-00091

May 4, 2017

s.15,s.22
(email: s.22

Dear s.15,s.

Re: Complaint about Vancouver Taxi received April 21, 2017

Thank you for taking the time to inform us of this situation. We have reviewed your complaint and are investigating this matter. Vancouver Taxi has responded with a booking record and dispatcher's statement that note your first call to them as being at 10:39 am, cab dispatched at 10:45 and arriving for pickup at 10:59 am. They speculate that your first two calls may have been to a different taxi company.

We hate to see anyone in a position like you were in that day and if the company is giving us false information we want to know. If you called from a mobile phone are you able to email us a screenshot of your call log from that day? Or if your cellular company provides a detailed bill a copy of the section listing these calls would be very helpful.

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,

Douglas Pickering

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00091**	**Request Type**	Record Taxi Complaint	**Received Date**	Apr 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Apr 21, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	May 16, 2017
Subject	Wait times (regular/accessible taxi)				

End… (djp)

May 16, 2017 - No reply from s.15, Complaint closed. (djp)

Conclusion:

May 4, 2017 - Complaint unsubstantiated. s.15,s complained about excessive wait time. Vancouver Taxi has responded that wait time was 20 mins and they suspect her first two calls went to a different company. Got an email address from s.15, today, sent her an email asking for ss of call log or call log from her cel bill. No reply from s.15,s Complaint clsoed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00092**	**Request Type**	Record Taxi Complaint	**Received Date**	Apr 26, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Apr 26, 2017
Location	New Westminster	**Received via**	Email	**Completion Date**	May 10, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

April 25, 2017 - the following complaint was filed with the Passenger Transportation Branch:

At approximately 21:05 tonight at New Westminster station, I got into taxi RC20 (operated by Royal City Taxi) with a guest I had invited to my house. To be fair though, we didn't properly enter before we chose to exit again, because the vehicle was disgusting--filled with tobacco smoke. Upon confrontation the driver admitted to having smoked in the taxi moments previously. I expressed my revulsion and disapproval as I exercised my right to choose another cleaner vehicle.

Before boarding another taxi though, I called Royal City Taxi's dispatch to report the incident. The dispatcher was nonchalant about it and informed me that Royal City Taxi did not hold an anti-smoking policy and therefore did not object to drivers smoking in vehicles. The vehicles were allegedly owned by Passenger Transportation and it was suggested that it was up to them to set and enforce anti-smoking policies.

The no smoking sign on the window was apparently just a decoration.

The impact of the Taxi Bill of Rights and section 231.1 of the Motor Vehicle Act seemed to hold no weight in this matter. It was someone else's problem (in vehicle smoke damage and in injury to passenger rights), so not worthy of being pursued--not even in the light thereof that--according to the dispatcher--this was not the first complaint about this driver, nor was it unusual to receive complaints about him.

My guest had an s.22 as a result of the smoke inhalation in RC20, her first in a very long time. This put a negative spin on what had otherwise been a pleasant, positive evening. Our clothes have lingering smoke stench. I am outraged as this was completely unnecessary and easily avoidable with a modest application of common courtesy and some respect for our provincial legislation.

Kind regards,
s.15,s.22
END_____

April 26, 2017 - Acknowledgement letter directed (mgl)

_____

April 26, 2017 - complaint directed to the manager of Royal City for their investigation and rebuttal. (mgl)

_____

Last Updated By: mglovell Last Updated Date: May 10, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00092**	**Request Type**	Record Taxi Complaint	**Received Date**	Apr 26, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Apr 26, 2017
Location	New Westminster	**Received via**	Email	**Completion Date**	May 10, 2017
Subject	Behaviour of the driver				

May 8, 2017 - the following response was received from the Manager of Royal City:

Driver Explanation

Further to our conversation this afternoon:

Immediately prior to the trip I had from the complainant, I was sitting on New West Station, first in the cab rank. A local trip was standing beside me, smoking in the rain. I rolled the window down and asked him if he was waiting for me. He said yes and I asked him if he wanted to load his shopping bags in the back seat while he finished his smoke. I sat in the driver's seat, leaned back, and moved the bags across the seat. He closed the rear door, opened the front door, sat sideways on the passenger seat for less than 10 seconds while he literally sucked back the last 3 drags on his cigarette, blowing the smoke out the open door, closed the door and off we went.

My next trip was again at New West Station. Two passengers got in. The gentleman said he could smell smoke in the car and I suggested he take the second car on the stand. He asked for my name and I gave him my car number. He took the second car.

The first passenger mentioned never was smoking in the cab. However, while he was loading the shopping and while the front door was open before we took off, wafts of cigarette smoke most probably came inside the cabin and that is what the second passenger most probably smelled.

Outcome

My logic tells me that this is a customer over-reacting and obviously has an axe to grind. I tend to believe my driver, fist, because he has been honest with me since I started with RC, second, what he has put down in writing he explained to me verbally as well. The story matches, so he couldn't have made this up. I had also inspected his vehicle, it was clean and did not have any odor at all. The GPS report also supports the story of my driver, as to location and time.

Driver identified as: s.22 D/L number s.22 Unit No. 20, PT Plate 802824, Registration No. s.15

Conclusion:

The complaint was directed to Gerhard Stiglitz, General Manager of Royal City for his investigation. A rebuttal was received from Gerhard wherein he provided his rebuttal to the allegations, and driver's statement. Gerhard, verbally, confirmed that the driver is a smoker, however, based on the driver's submission indicated that the driver was not smoking in the taxi. He reported that the driver was in the queue at the stand and a passenger was smoking off to the side when he asked the driver if he needed a ride. The driver allowed the passenger to load his shopping bags into the back of the vehicle while the customer finished his smoke. The passenger sat sideways on the passenger seat for less than 10 seconds while in literally sucked back the last 3 drags on his cigarette, blowing the smoke out the open door. The driver's next trip was at the New West Station where two passengers got in. The gentleman said he could smell smoke in the car, and the driver allegedly suggested that the passenger take the next taxi at the stand. The drive submits that the first passenger never was smoking in the taxi; however, while he was loading the shopping bags and while the front door was opened before he took off, wafts of cigarette smoke possibly came inside the taxi and that is what the second passenger most probably smelled.

The manager, in his rebuttal, indicated that this is a customer over-reacting and obviously has an axe to grind. The manager said he tends to believe the driver. As requested. He inspected the vehicle and found that it was clean and did not have any odour at all. Their GPS report also supports the story of the driver with respect to location and time.

The manager substantiated the driver's rebuttal in that it was second hand smoke that blew into the vehicle. The driver or a previous passenger did not smoke in the vehicle; thus, the complaint was not substantiated by the driver or the manager. The Investigator found that the driver knowingly appear to have allowed a passenger to smoke in the vehicle regardless of whether it was a few puffs. As a result, a Notice and Order will be issued to the licensee, as the Taxi Bill of Rights states "A passenger has the right to a vehicle that is smoke free". The Administrative Penalty Framework states: "vehicle driver is in compliance – licensee must ensure driver of the vehicle is in compliance to operate under the licence". The APF will be administered for only a 'Warning" instead of imposing the fine of $100 - due to the driver's denial of smoking in the taxi. (mgl)

The complaint is closed. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00093**	**Request Type**	Record Taxi Complaint	**Received Date**	Apr 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Apr 27, 2017
Location	New Westminster	**Received via**	Email	**Completion Date**	May 3, 2017
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

April 27, 2017 - The following complaint was received by Consumer Protection and forwarded to the Board for investigation:

Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number:

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Royal City Taxi
Taxi number: Not Provided
Date of incident: March 17th, 2017
Time of incident: 10:30pm
Pick up location: Hard Rock Casino New Westminister
Proposed drop off location: Surrey, BC
Issue: The passenger became ill in the vehicle following a bout of food poisoning. She assisted the driver in cleaning the vehicle to the best of her abilities and offered to do further cleaning upon arriving at the destination. She was then told that there would be a $75 cleaning fee which was not posted anywhere in the vehicle for confirmation. The driver then contacted the dispatcher who allegedly used offensive and abusive language.

Thank you,

EMMA NAISMITH | LICENSING & INFORMATION OFFICER

End… (djp)

April 27, 2017 - I called s.22 and left a message on vm for her to call me back. I explained the rate rules and that there is no requirement for this rate to be posted in the cab. (djp)

Conclusion:

May 1, 2017 - Complaint unsubstantiated. She was charged the Board approved fee of $75 for soiling a vehicle with 'bodily fluids or solids.' Not

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00093**	**Request Type**	Record Taxi Complaint	**Received Date**	Apr 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Apr 27, 2017
Location	New Westminster	**Received via**	Email	**Completion Date**	May 3, 2017
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

sure if we can do anything about the dispatcher being rude. Sounded to me like customer got pretty heated too.
s.22 called, I explained rules to her. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00094**	**Request Type**	Record Taxi Complaint	**Received Date**	May 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	May 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	May 23, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 800783
Owner MACLURE'S CABS (1984) LTD.
1275 75TH AVE W
VANCOUVER BC V6P 3G4

Licensee

PT Number 70199
License Type Special

ATTN: Ony Chowdhury
MACLURE'S CABS (1984) LTD.
1275 75TH AVE W
VANCOUVER BC V6P 3G4

Phone 604-731-4999 (Ony)
Fax 604-731-9219
Email maclurescabs@hotmail.com

Driver

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

Comments:

May 1, 2017 - The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 95585

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Maclure's Cabs
Taxi number: License Plate DD8 362
Date of incident: April 21st, 2017
Time of incident: 3:00 pm
Pick up location: corner of Pender and Abbott St, Vancouver
Proposed drop off location: PNE Forum on Hastings St.
Issue: When the passenger told the driver where he would like to travel to, the driver allegedly refused the trip and asked that the passenger exit the vehicle.

Thank you,

EMMA NAISMITH | LICENSING & INFORMATION OFFICER

End… (djp)

May 1, 2017 - Sent acknowledgement email. (djp)

May 1, 2017 - Sent email to Maclure's asking for reply by May 15, 2017. (djp)

May 2, 2017 - Reply from MacLure's:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00094**	**Request Type**	Record Taxi Complaint	**Received Date**	May 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	May 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	May 23, 2017
Subject	Trip refusal				

Hello Douglas,

Thank for your email.

I will investigate the issue and report back within the given deadline.

Thanks
--
Regards,
Ony Chowdhury
General Manager
Maclure's Cabs (1984) Ltd

End… (djp)

May 16, 2017 - Reply from MacLure's:

Hi Douglas,

Good Afternoon.

I have investigated the issue and provided the details below:

On 21st April 2017 around 3:15pm after the whole day of day driver shift, he was driving towards to company yard to finish his shift. The cab was at W Pender street and made a left turn on Abbott Street and there was lot of traffic backed up.

Approximately near Keefer St. traffic light was red that's the reason suddenly the customer open the cab door and jumped in the cab and asked to go to PNE at East E Hasting St. The Driver told the customer that he finished his shift and going home and also said that he can call another cab for him; but the customer got out of the cab.

Please accept our sincerest apology for any inconvenience caused to the customer. I highly appreciate your feedback as it will assist us in becoming better at ours service.

In addition, we will further evaluate how we can prevent this kind of incident from occurring again in the future.

Please let me know if you need anything in addition to investigate the matter further.

Thanks
--
Regards,
Ony Chowdhury
General Manager

Exit… (djp)

Conclusion:

May 23, 2017 - Complaint unsubsantiated. Alleged trip refusal. Received reply from MacLure's May 16. I am not able to verify as to why the trip was refused. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00095**	**Request Type**	Record Taxi Complaint	**Received Date**	Apr 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	May 2, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Oct 25, 2017
Subject	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70391
License Type Special

ATTN: Mohammed Ullah (GM)/Yadwinder Sandhu
RICHMOND CABS LTD.
2440 SHELL RD
RICHMOND BC V6X 2P1

Phone 604 248-3131
Fax 604 276-2705
Email gm@richmondtaxi.ca

Driver

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

Comments:

The following complaint was forwarded to the Branch by Consumer Protection BC, as follows:

Inquiry number: 95641

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Not indicated
Taxi number: R124
Date of incident: April 25th, 2017
Time of incident: 9:15 am
Location: Intersection of 2nd Ave and Richmond Street in Steveston
Issue: The consumer alleges that the driver of R124 ran through a stop sign at the intersection and did not make any efforts to slow down. The consumer, who was riding a bicycle states that he was nearly hit. He believed that the driver appeared distracted and was driving dangerously in a busy intersection.

(nr)

END_____

May1 , 2017 - No contact was successffuly made with the complainant at the phone number provided s.22

END_____

May 31, 2017 - No email address was provided. Acknowledgment letter could not be sent.

Oct. 25, 2017 - No response provided by complainant with email address. Complaint forwarded to Mohammed, General Manager of Richmond Cabs for his own internal investigation. The complaint was a driver behviour issue that does not violate the Passenger Transportation Act or Regulations.

END_____

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00095**	**Request Type**	Record Taxi Complaint	**Received Date**	Apr 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	May 2, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Oct 25, 2017
Subject	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger				

File closed. (nr)

Conclusion:

The complaint was a driver behviour issue that does not violate the Passenger Transportation Act or Regulations. The complaint was forwarded to Mohammed Ullah, General Manager for his own internal investigation. If the company provides a response we will re-open the file.

(nr)

File closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00096**	**Request Type**	Record Taxi Complaint	**Received Date**	May 7, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	May 2, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jul 27, 2017
Subject	Taximeter not being operated or inoperative				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70458
License Type Special

ATTN: Paramjit Singh, Manager/Peter Stamm
KIMBER CABS LTD.
248-2633 VIKING WAY
RICHMOND BC V6V 3B6

Phone 604-278-2155
Fax 604-207-9232
Email admin@kimbercabs.com

Driver

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

Comments:

This complaint was forwarded to the Branch by Consumer Protection BC and reads as follows:

Inquiry number: 95003

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Kimber Cabs
Taxi number: Unknown, Clerk ID (as per receipt) #119
Date of incident: April 2, 2017
Time of incident: 8:20 PM
Pick up location: YVR
Proposed drop off location: s.22
Issue: Driver did not have taximeter operating. Charged a flat rate of $35 for trip which is in excess of the $31 rate indicated on the zone map.

END_____

May 16, 2017 - Complaint forwarded to Paramjit Singh, Manager Kimber cabs for his investigation and driver's statement. (nr)

End_____

May 23, 2017 - Rebuttal letter received from Paramjit Singh, Manager, including a signed drivers statement indicating the allegations were true. A hand written letter signed by the driver s.22 indicating he overcharged the passenger by $4.00 as he did not charge the correct fare as outlined on the YVR zone fare map. The manager and driver have agreed to refund the customer in full in the amount of $38.

The vehicle involved was number K3 Registration No. s.15

A copy of a discipline letter suspending the driver for 6 days from May 22, 2017 to May 27, 2017 was provided.

A copy of a disipline letter suspending the driver for 6 days from May 22, 2017 to May 27, 2017 was provided. (nr)

May 24, 2017 - Tried to be in contact with complainant via telephone regarding refund. No response from complainant to date.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00096**	**Request Type**	Record Taxi Complaint	**Received Date**	May 7, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	May 2, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jul 27, 2017
Subject	Taximeter not being operated or inoperative				

END_____

Conclusion:

July 25, 2017 - Complaint was substantiated. The driver was suspended for 6 days. Charged a flat rate of $35 for trip which is in excess of the $31 rate indicated on the YVR zone map.Complainant was contacted about arranging a refund. No reply. Case closed.

(nr)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00097**	**Request Type**	Record Taxi Complaint	**Received Date**	May 3, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	May 3, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	May 26, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone s.22
Fax
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 801019
Owner BONNY'S TAXI LTD.
5759 SIDLEY ST
BURNABY BC V5J 5E6

Licensee

PT Number 70242
License Type Special

ATTN: Harinder Gill, Manjurul (Emon) Bari, Harjit Bains
BONNY'S TAXI LTD.
5759 SIDLEY ST
BURNABY BC V5J 5E6

Phone 604-412-0281
Fax 604-435-6757
Email emon@bonnystaxi.com

Driver

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

Comments:

May 3, 2017 - The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Bonny's Taxi
Driver's Name: N/A – Could not
Taxi Number or License: CG3397 (Licesne Plate Number of Cab)

Incident
Date of incident: May 1, 2017
Time of incident: 1:15 a.m.
Location Pick Up: Vancouver International Airport
Location Drop Off: s.22 Richmond BC

Summary of Incident: Complainant s.22 took cab from taxi line at airport. Said driver was very nice and helpful. Went to pay for taxi via credit card and driver entered in a $25 fare. Complainant said she should have been charged a flat rate of $20. Got into argument with driver over amount. Complainant and driver eventually settled on $20 cash. After complainant finished paying driver told her to collect luggage from trunk. Complainant stated that driver continued to use abusive/foul language while her and s.22 were retrieving luggage from trunk.

Kind regards,
Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER

Last Updated By: dpickeri Last Updated Date: May 26, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00097**	**Request Type**	Record Taxi Complaint	**Received Date**	May 3, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	May 3, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	May 26, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

End… (djp)

May 3, 2017 - Sent acknowledgement email. (djp)

May 3, 2017 - Sent email to Bonny's Taxi requesting reply by May 15, 2017:

Hello,

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Taxi Info
Taxi Company: Bonny's Taxi
Driver's Name: N/A – Could not
Taxi Number or License: CG3397 (Licesne Plate Number of Cab)

Incident
Date of incident: May 1, 2017
Time of incident: 1:15 a.m.
Location Pick Up: Vancouver International Airport
Location Drop Off: s.22 Richmond BC

Summary of Incident: Complainant (s.22 took cab from taxi line at airport. Said driver was very nice and helpful. Went to pay for taxi via credit card and driver entered in a $25 fare. Complainant said she should have been charged a flat rate of $20. Got into argument with driver over amount. Complainant and driver eventually settled on $20 cash. After complainant finished paying driver told her to collect luggage from trunk. Complainant stated that driver continued to use abusive/foul language while her and s.22 were retrieving luggage from trunk.

Per YVR zone rates and the information submitted by the complainant the fare for this trip should have been $20. Please verify that this trip was billed and recorded properly, the driver is aware of the correct zone and rate and counsel the driver on desired customer service standards. Please respond with your results including a driver's statement by May 15, 2017.

Regards,

Douglas Pickering

End… (djp)

May 26, 2017 - Emon replied with the following statement:

May 11, 2017
s.22

5525 IMPERIAL STREET, BURNABY, B.C. V5J 1 E8
www.bonnystaxi.com
Re: Complaint date May 01 , 2017
Letter of Suspension
Dear Sir
FAX: 604-435-6757
I understand that you are a full time driver and you have a good record as an operator. But you also know that it is illegal to charge extra fare from customers when you are driving a Bonny's Taxi and I understand that even though customers have paid you the correct fare. So it is necessary to issue a suspension of two days (starting May 1 ih ends 13th May) for operating a taxi dispatched by Bonny's Taxi L.T.D, Contrary to the Company's Condition of License.
1 do accept your apology, Truthfulness and recognition of your error. Please be advised that this letter becomes part of your permanent record with the Company and any further Complaints will result in a suspension.

Baljinder Virdi CC (-

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00097**	**Request Type**	Record Taxi Complaint	**Received Date**	May 3, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	May 3, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	May 26, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Supervisor
Bonnys Taxi L.T.D

End… (djp)

May 26, 2017 - My reply to Emon:

Hello Emon,

Thank you very much for the response. We appreciate your efforts to address this issue. Barring any further communications we will consider this complaint closed.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

May 3, 2017 - Complaint substantiated. s.22 says driver tried to overcharge by $5 and was rude and offensive when they disputed the fare. Sent email to Bonny's requesting reply by May 15. Emon investigated and suspended driver for 2 days. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00098**	**Request Type**	Record Taxi Complaint	**Received Date**	May 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 5, 2017
Location	VANCOUVER INTERNATIONAL	**Received via**	Email	**Completion Date**	Aug 29, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70526
License Type Special

ATTN: Michael Small, General Manager
SURDELL KENNEDY TAXI LTD.
103-12975 84TH AVE
SURREY BC V3W 1B3

Phone 604-588-1330
Fax 604-581-2017
Email michael@surdelltaxi.com

Driver

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

Comments:

From: s.15,s.22
Sent: Monday, May 01, 2017 3:26 PM
To: Simadri, Praneeta
Subject: Surdell Taxi #SK95

Hi Praneeta,
I'm not too sure if you deal with Surdell Taxi, but I will tell you what happened to me and s.22 at 12 midnight on Friday April 28. Surdell Taxi #SK95 picked us up at the airport. This was a mini- van for handicapped people and for up to 6 passengers as advertised on the trunk of the vehicle.
s.22 There were no seat belts in the back seat. We asked the driver about the seat belts and he said, since it is a short trip, it's okay and sped off. We asked the driver again and he became very rude and started to yell back at us while continuing to speak on his cell phone. He wouldn't even help us with our luggage once we arrived at our destination. If I knew there were no seat belts in the back seat and the taxi driver was so verbally abusive, I wouldn't have taken the cab. I don't know if you can help with this complaint.
Thanks,
s.22

s.15,s.22

From: Simadri, Praneeta [mailto:praneeta.simadri@vancouver.ca]
Sent: Thursday, May 4, 2017 4:38 PM
To: Vanderkuip, Kristin TRAN:EX
Subject: FW: Surdell Taxi #SK95

Hi Kirsten,

FYI: I'm forwarding you this email from s.22 who had this incident involving Surdel Taxi.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00098**	**Request Type**	Record Taxi Complaint	**Received Date**	May 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 5, 2017
Location	VANCOUVER INTERNATIONAL	**Received via**	Email	**Completion Date**	Aug 29, 2017
Subject	Behaviour of the driver				

Thanks

Praneeta Simadri | Vehicles for Hire Inspector, Licence Office
Development, Buildings, & Licensing
City of Vancouver | 515 W 10th Ave
Vancouver | B.C. V5Z 4A8
(O) [604.873.7555]

_____
May 04/17 4:58 PM.
Hi Praneeta

We will follow up on the seat belt complaint and will follow up with s.22 to recommend that she file a complaint with the company with regards to the driver's behaviour, if she hasn't done so already.

Thanks,
Kristin Vanderkuip, Registrar and Exective Director

_____
May 05/17 7:33 AM.
Hi Jim,

Do you have a CVSE Staff member who could sight the vehicle and follow up on the allegations contained in the following complaint and report back their findings. It's an airport cab and a s.22 who experienced this. The complaint came through s.22 s.22

The complaint reads as follows:

I'm not too sure if you deal with Surdell Taxi, but I will tell you what happened to me and s.22 at 12 midnight on Friday April 28. Surdell Taxi #SK95 picked us up at the airport. This was a mini- van for handicapped people and for up to 6 passengers as advertised on the trunk of the vehicle.
s.22 There were no seat belts in the back seat. We asked the driver about the seat belts and he said, since it is a short trip, it's okay and sped off. We asked the driver again and he became very rude and started to yell back at us while continuing to speak on his cell phone. He wouldn't even help us with our luggage once we arrived at our destination. If I knew there were no seat belts in the back seat and the taxi driver was so verbally abusive, I wouldn't have taken the cab. I don't know if you can help with this complaint.

_____
May 05/17 7:34 AM.
HI Kristin,

I sent the complaint to Jim MacMillan to see if one of his staff could sight the vehicle for no seatbelts in the back seat of the W/C accessible van and report back the findings.

_____
Aug. 25/17 12:01 PM.
Good morning Michael,

Further to our telephone conversation this morning the Passenger Transportation Branch received the following information from the City of Vancouver on May 05, 2017. Sorry for not providing this information to you sooner but s.22

The information reads in part as follows:

"I'm not too sure if you deal with Surdell Taxi, but I will tell you what happened to me and s.22 at 12 midnight on Friday April 28. Surdell Taxi #SK95 picked us up at the airport. This was a mini- van for handicapped people and for up to 6 passengers as advertised on the trunk of the vehicle.
s.22 There were no seat belts in the back seat. We asked the driver about the seat belts and he said, since it is a short trip, it's okay and sped off. We asked the driver again and he became very rude and started to yell back at us while continuing to speak on his cell phone. He wouldn't even help us with our luggage once we arrived at our destination. If I knew there were no seat belts in the back seat and the taxi driver was so verbally abusive, I wouldn't have taken the cab. I don't know if you can help with this complaint."

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00098**	**Request Type**	Record Taxi Complaint	**Received Date**	May 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 5, 2017
Location	VANCOUVER INTERNATIONAL	**Received via**	Email	**Completion Date**	Aug 29, 2017
Subject	Behaviour of the driver				

Michael as discussed would you please confirm whether all the seatbelts in SK95 are there and working properly. Please provide your findings by Friday, September 01, 2017.

Conclusion:

Aug. 29/17 9:52 AM.
Hello Louise,

I had 95 come in this morning and took a look at the seats, I didn't have to try hard to find the seat belts they are all attached to the body of the vehicle. I took a few pictures to confirm.

Thanks,

Michael Small
General Manager
Surdell Kennedy Taxi Ltd
103-12975 84 Avenue
Surrey BC V3W1B3
PH: 604-588-1330
FAX: 604-507-6420

_____
Aug. 29/17 1:24 PM.
Thanks Michael for providing your findings and photos. I will close this file.

_____
Aug. 29/17 Allegations no seatbelts in back seat.
Photographs submitted by Michael Small. Seatbelts confirmed.
Michael said he didn't have to try to hard to find the seatbelts.Allegations partially substantiated. File closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00099**	**Request Type**	Record Taxi Complaint	**Received Date**	May 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 5, 2017
Location	PORT COQUITLAM	**Received via**	Email	**Completion Date**	May 24, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70233
License Type Special

ATTN: Hardeep Dhaliwal (Harry); Shawn Bowden
BEL-AIR TAXI (1982) LIMITED
2121 HARTLEY AVE
COQUITLAM BC V3K 6Z3

Phone 604-524-5450 ext:3
Fax 604-521-7790
Email coqtaxi@telus.net

Driver

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

Comments:

May 05, 2017 9:50 AM.
Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 95796

Consumer Name: s.15,s.22
Consumer contact
Taxi company: Bel-Air Taxi
Taxi number: Not Provided
Date of incident: April 28, 2017
Time of incident: 4:30 pm
Pick up location: s.22
Proposed drop off location: Shooters Tap House, Maple Ridge
Issue: The taxi arrived but when the consumer told him of the intended drop-off location, the driver refused the trip. The driver allegedly stated that, because he was nearing the end of his shift, he did not wish to drive to that location.

Thank you,

EMMA NAISMITH | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2825
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
May 05, 2017 10:04 am.
Good morning Shawn,

The Passenger Transportation Branch received the following information from Consumer Protection Branch this morning. The information provided is as follows:

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00099**	**Request Type**	Record Taxi Complaint	**Received Date**	May 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 5, 2017
Location	PORT COQUITLAM	**Received via**	Email	**Completion Date**	May 24, 2017
Subject	Trip refusal				

Taxi company: Bel-Air Taxi
Taxi number: Not Provided
Date of incident: April 28, 2017
Time of incident: 4:30 pm
Pick up location: s.22
Proposed drop off location: Shooters Tap House, Maple Ridge
Issue:
The taxi arrived but when the consumer told him of the intended drop-off location, the driver refused the trip. The driver allegedly stated that, because he was nearing the end of his shift, he did not wish to drive to that location.

Shawn, please let me know if you are able to identify the cab and driver with the information provided because no taxi number was provided. If so please provide your findings by Tuesday, May 16, 2017.

_____
May 05/, 2017 11:18 AM.
Good morning Miranda,

The Passenger Transportation Branch received your complaint from Consumer Protection BC this morning. (acknowledgement letter attached)
The information provided reads in part as follows:

Taxi company: Bel-Air Taxi
Taxi number: Not Provided
Date of incident: April 28, 2017
Time of incident: 4:30 pm
Pick up location: s.22
Proposed drop off location: Shooters Tap House, Maple Ridge
Issue: The taxi arrived but when the consumer told him of the intended drop-off location, the driver refused the trip. The driver allegedly stated that, because he was nearing the end of his shift, he did not wish to drive to that location.

Please review the above information for accuracy and if you are able to provide more details please do so. For instance do you happen to remember the taxi cab number.

_____
May 05, 2017 12:19 PM.
I just want to state that I totally understand the part where he was almost of shift and he didn't want work over time. I am s.22 so when it's my scheduled off time, I would like to be off. But it's not always the case. s.22 I can't leave until doing so. And I'm not going to rush them s.22 just because I want to go home early. I work s.22 so I'm exhausted 90% of the time, and would kill to get to leave at my scheduled off time. But it would be awful customer service of me to either deny a paying customer, or rush them out. So in this situation with this taxi driver, I feel he should have done the right thing and provided proper customer service, no matter if he was "almost off" or he shouldn't have taken the trip and wasted my time, or anybody else's that he could have denied due to not wanting to travel the distance.
On Fri, May 5, 2017 at 12:09 PM s.15,s.22 wrote:
Unfortunately I don't because he made me get out of the cab so fast!

_____
May 05, 2017 12:11 PM.
thanks,
but I think it was correct with car 44 as I used the computer. the only thing I can think of is that she approached a car to take the trip (not a call in), in this case let me dig a bit more once you get the added info.

Sincerely,

Shawn Bowden,
General Manager
Bel-Air Taxi
Tel: 604 524 5450 ext. 3
Fax: 604 521 7790
e-mail coqtaxi@telus.net

_____
May 05, 2017 12:36 PM.
HI Shawn,

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00099**	**Request Type**	Record Taxi Complaint	**Received Date**	May 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 5, 2017
Location	PORT COQUITLAM	**Received via**	Email	**Completion Date**	May 24, 2017
Subject	Trip refusal				

The lady provided me with the following information:

I just want to state that I totally understand the part where he was almost of shift and he didn't want work over time. I am s.22 so when it's my scheduled off time, I would like to be off. But it's not always the case. s.22 I can't leave until doing so. And I'm not going to rush them s.22 just because I want to go home early. I work s.22 so I'm exhausted 90% of the time, and would kill to get to leave at my scheduled off time. But it would be awful customer service of me to either deny a paying customer, or rush them out. So in this situation with this taxi driver, I feel he should have done the right thing and provided proper customer service, no matter if he was "almost off" or he shouldn't have taken the trip and wasted my time, or anybody else's that he could have denied due to not wanting to travel the distance.

I await your response.

_____

Conclusion:

May 05, 2017 2:51 PM.
Thank you Louise,
I interviewed the driver already, and yep it was our BA44.
As for the complaint, he actually followed procedure and the replacement car was there to do the trip in 2 minutes 40 seconds (minus talking time to the client) . Had he not had the replacement car there, he would have had to take the trip, and yes we have the procedure in place. I am just a little concerned why the issue if the replacement car was there so quick. By accepting the trip, then manually getting dispatch to pull the closest car, we actually saved time by not going through the computer system which runs trips through a zone queue system had the car removed itself before the trip dispatch. (the policy if there is not a very close car, the driver does the trip). Believe it or not, this helps us get the most trips out without delays as cars change up as we manually work around the computers. I will talk again with the driver, but there was no delay so I will see if there is another aspect.

Sincerely,

Shawn Bowden,
General Manager
Bel-Air Taxi
Tel: 604 524 5450 ext. 3
Fax: 604 521 7790
e-mail coqtaxi@telus.net

_____

2017-05-24
2017-00099
The driver was almost off shift and didn't want to work over time. Another cab was in the area. There was a delay of approx. 2 minutes 40 seconds.
Allegations unsubstantiated.
File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00100**	**Request Type**	Record Taxi Complaint	**Received Date**	May 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	May 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 6, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone s.22 **Fax**

Cell

Email

Vehicle

Reg/VIN **Jurisdiction**

Plate #

Owner

Licensee

PT Number 70277

License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711

Fax 604-258-0492 / 604-258-4717

Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

License Num: **Class:**

Driver Name: **Expiry Date:**

Birthdate: **Jurisdiction**

Comments:

May 8, 2017 - The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Issue: Taxi over charging
Inquiry #: 95869
Name: s.22
Company: Yellow Cab
Taxi number or license: Y87
Operator: s.22
Trace # Does not have
Date of incident: 2017/05/08
Time of incident: 12:56PM
Location pick up: Vancouver Airport
Location drop off: s.22
Email or mailing address: s.22

End… (djp)

May 9. 2017 - I emailed Robert asking for more info, he replied:

Hello,
s.1 has said that he feels that he is overcharged every time he takes a cab from the airport. He has provide the details from his trip yesterday as an example. I referred him to the PTB and provided him with the phone number.
Thanks

End… (djp)

May 9, 2017 - Sent the following to s.1 with a copy of the YVR zone rate map:

File No: 2017-00100

May 9, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00100**	**Request Type**	Record Taxi Complaint	**Received Date**	May 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	May 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 6, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

s.15,s.22

Dear s.15,s.22

Re: Complaint about Yellow Cab received May 9. 2017

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.

For your review I have attached a copy of the Vancouver Airport taxi zone rate map. Per the established zone rates the fare for a trip from Vancouver Airport to s.22 Vancouver should be $31.00. Can you please tell me the amount you were charged for this trip, the amount you paid (if different from the amount charged by the driver) and any such details from previous trips?

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,

Douglas Pickering

End… (djp)

May 10, 2017 - s.15,s.22 called me, said he takes taxi trips from YVR 1 to 2 times a week for the past year, he estimates 30 to 40% of the time drivers try to over charge him, especially if they guess he is from out of town. In this recent incident driver asked for $35 for $31 zone. Has been Yellow and a variety of companies. He has called different cab companies to complain and only gotten 'lip service' in response. Says drivers routinely refuse to provide their name or number. Couple drivers have claimed that due to construction on Marine means they have to run meter and charge extra. Drivers typically argue when challenged about over charging. I told s.1 that while it's absolutely not required he may want to clarify the zone rate with the driver before starting the trip. (djp)

May 11, 2017 - s. sent in photos of cabs and receipts from previous trips and photos and an audio recording from his most recent trip made the evening of May 10, YVR to s.22 drop off at 7:20 pm (per metadata from supplied photo) cab Y87 :

<with attached audio recording in which driver tries to charge a meter rate of $33.50 from YVR to a $31 zone, when challenged driver claims inccorectly they are in a $35 zone then finally agrees to correc rate>
Doug

As requested. From May 10, 2017 at s.22

<with 8 attached photos>

These are the last three taxi trips where the drivers have attempted to overcharge me. The first 2 photos are May 2 (Sunshine Cabs), the next 4 are May 8 (yellow cab 87), and the final 2 are May 10 (also yellow cab 87, but a different driver who did not have name displayed. This is also the ride that I recorded the conversation in the previous email).

End… (djp)

May 23, 2017 - Visited YVR, spoke with Shani Nakade at Vancouver Airport Authority. Reviewed how they educate passengers about zone rates. Shani showed us the departure area with zone rate map displayed and noted the zone rate brochure is available from attending staff. Asked if they get many complaints similar to s.15 and she said no. (djp)

May 26, 2017 - Sent the following email to Carolyn:

Hello Carolyn,

The following complaint was submitted to Consumer Protection BC and forwarded to the Branch for investigation. Note this complaint deals with the same Yellow Cab, Y87, being operated by two different drivers on two different dates and in each instance the substance of the complaint,

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00100**	**Request Type**	Record Taxi Complaint	**Received Date**	May 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	May 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 6, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

overcharging for a trip from Vancouver Airport, is the same.

Incident 1:
Company: Yellow Cab
Taxi number or license: Y87
Operator: s.22
Date of incident: 2017/05/08
Time of incident: 12:56PM
Location pick up: Vancouver Airport
Location drop off: s.22
Driver asked for $35 for $31 zone. Driver argued drop off was in $35 zone. After long argument driver finally accepted payment of $31.
See attached photos 5623, 5624, 5625.

Incident 2:
Company: Yellow Cab
Taxi number or license: Y87
Operator: Did not display
Date of incident: 2017/05/10
Time of incident: 7:20PM
Location pick up: Vancouver Airport
Location drop off: s.22
Driver ran meter, asked for $34.60 for $31 zone. Passenger pointed out zone should be $31, driver argued and eventually accepted payment of $31.
See attached audio recording and photo 5638.

Please investigate this complaint and respond with your results by May 26, 2017.

The Branch has received complaints and supporting evidence to indicate that there is potentially an ongoing issue with taxis from a number of different licensees regularly attempting to overcharge for fares from Vancouver Airport. The Branch will be consulting with YVR Ground Transportation in an effort to address this problem. Your feedback or comments on this subject are welcome.

Regards,

Douglas Pickering

End… (djp)

May 16, 2017 - Reply from Carolyn:

Good morning, I have spoken with s.22 the driver from the complaint above, he said that he did not argue with the man, that he said the trip was $35.00 the man asked him if he was sure, because he thought it was $31.00 and s.22 said that's fine. The fellow Paid the $31.00. The area is confusing when you are driving it is only when you really take a look at the map. I know this driver very well, I do not believe he would intentionally go after an additional $4.00.

I spoke with the driver s.22 I did not hear him arguing with the customer, he accepted it. I asked why he ran his meter, he said that because of our new Dispatch System he was not sure and has not been sure since we launched at the end of January as to whether or not his trips would be collected without the soft meter being on. We have no way for our drivers to say they are loaded with a passenger without the meter going on. The only way this can be done is by the driving placing themselves on a short break, of which we will not allow if they are on a trip. He too, thought that this was a $35.00 zone and thought he was doing a favor by only charging what was shown on the meter. He now understands the location, and is going to study his map to make sure he charges the right amount.

Carolyn

End… (djp)

May 16, 2017 - My reply to Carolyn:

Hello Carolyn,

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00100**	**Request Type**	Record Taxi Complaint	**Received Date**	May 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	May 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 6, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Thank you for the reply.

Based on your response we see a startling and troubling pattern here; based on your accounts your drivers are not able to correctly read and apply the zone rate map and your dispatch system is creating this need or belief on the drivers part that they must run the fare meter for zone rate trips. Neither of these factors should be relevant to the passenger and neither are accommodated by the rate rules. The zone rate map has clear boundaries and drivers typically have access to a variety of mapping and navigation tools. Passengers must be presented with the correct rate, the meter should not be engaged for zone rate trips and the passenger should not be required to get into a discussion or debate to arrive at the correct fare.

We would like to know are these issues a widespread problem within Yellow Cab? Are Yellow Cab drivers routinely engaging the meter for trips from YVR to destinations within the zone rate area? And how is Yellow Cab addressing these issues?

Regards,

Douglas Pickering

End… (djp)

May 16, 2017 - Reply from Carolyn:

Good morning, the DDS computerized dispatch system has no way to set a flat rate either. It does have a load button informing the dispatch that there is a passenger on board. Icabbi is working on ours. It is not out of control. Maps are posted everywhere at YVR and in the taxis. Staff working at YVR tell passengers that there is a flat rate in place. We transport over 800,000 taxi trips per year from the Airport, so by the numbers you have received I do not believe this is an issue. Yellow Cab has 62 taxis operating at YVR all performing well over 50 trips per month, you have received two complaints from the same man who stated that the driver was arguing, I did not hear that. I am confident this is not out of control.

The real issue is for the passengers returning to YVR that have to pay meter when they had flat rate coming in from YVR. There is where the complaints are.

Hope this helps.

Carolyn

End… (djp)

May 16, 2017 - I subsequently called Carolyn, told her thank you for the feedback andI appreciated the context she provided and that we recognize that Yellow Cab does complete the majority of these trips without incident. I asked her to clarify about the use of meters for zone rate trips and she confirmed that in their current system drivers need to run the meter for the zone rate trips to record the job and then at the end of the trip they manually set the meter to the correct zone rate. She said they do not expect a fix for this for several months. (djp)

Aug 4, 2017 - I have been looking for new complaints similar to s.15, As of today there have been none. Sent email to s.15,s.

Hello s.15,s

Hope you are having a good summer.

Just wanted to check in with you and see if you have had any more incidents similar to the ones detailed in your complaint. At our end we have consulted with Vancouver Airport Authority and the taxi companies and where possible addressed the individual drivers involved with the aim of promoting education and compliance with the fare rules. There are ongoing issues relating to your complaint that we will continue to monitor as the stakeholders work towards resolution.

If you do have any further questions or concerns please let me know and again thank you for sharing your information with us. It has been extremely helpful.

Regards,

Douglas Pickering

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00100**	**Request Type**	Record Taxi Complaint	**Received Date**	May 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	May 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 6, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

End… (djp)

Aug 4, 2017 - Email from s.1 (sounds like he had not yet read the email I sent him today):

Hello Doug

I'm not sure if your organization is still looking into taxi concerns from Vancouver airport. I will say that my experience has not changed. I am still being routinely overcharged.

Today's ride reached a new low. The driver charged me the meter rate for a ride from the airport. When I informed him that I would only pay the standard fare of $31 he got quite perturbed and then proceeded to tell me that I had a "funny smell coming from my body". The situation was so bizarre that I could not help but start laughing, which I think further perturbed the driver. Obviously, customer service at its best.

This is clearly a systemic issue, and I'm not sure how much you can do to resolved, but I thought that you should be aware that the situation does not seem to have improved, at least in my experience.

Thanks.

s.15,s.22

End… (djp)

Aug 4, 2017 - My email to s.15,s.22

Hello s.15,s.22

Not sure if you've seen it already but looks like I just sent you an email a few minutes before I got your most recent email. Had asked if you had any more incidents and am sorry to hear now you have. For this most recent one can you share with me any vehicle and company info, date, time and location?

Regards,

Douglas Pickering

End… (djp)

Aug 4, 2017 - Reply from s.15,s22

Hi

It happens so frequently that I have stopped documenting each event. Today's was just a very dramatic example.

Let me know if you need any further information

Thanks

s.15,s.22

End… (djp)

Conclusion:

May 9, 2017 - Complaint substantiated. Complaint alleges taxis drivers have routinely attempted to overcharge him for trips from YVR. s.1 said driver charged $35 for $31 zone and this has happened to him routinely in past year when taking taxis from YVR. Drivers have run the meter and claimed they had to because of construction delay. Drivers have routinely failed to identify themselves. s.1 subsequently supplied photos and an audio recording of driver attempting to overcharge him on May 10. Sent email to Carolyn on May 15. She emailed back and we talked on the

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00100**	**Request Type**	Record Taxi Complaint	**Received Date**	May 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	May 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 6, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

phone and she acknowledged they are running the meter on zone rate trips to record the job. Driver has received training on correctly applying map zone rates. After reviewing our records and consulting with YVR I believe it's possible this problem is reoccuring with this specific complainant because of the location of s.22 near a zone boundary; in our phone conversation I encouraged him to clarify the zone rate before starting the trip. s.1 reported another incident but could not provide any specfic details. I will consult with Yellow Cab and other operators later in the year to track how they are managing their meters and see if they have implemented a fix for the meter on/job tracking issue. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00101**	**Request Type**	Record Taxi Complaint	**Received Date**	May 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	May 12, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Jun 2, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70463
License Type Special

ATTN: Don Guilbault / Maheshinder Sidhu
TSAWWASSEN TAXI LTD.
13425 71A AVE
SURREY BC V3W 2L2

Phone 604-594-1718 / 604-943-1111
Fax 604-594-1785
Email manager@deltataxi.com; deltasunshinetaxi@shaw.ca

Driver

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

Comments:

May 11, 2017 - the following complaint was directed by Consumer Protection BC to the Passenger Transportation Branch:

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 95989

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Delta/Surrey Green Cab
Taxi number: T64
Date of incident: May 9th, 2017
Time of incident: 5 pm
Pick up location: YVR Domestic Terminal
Proposed drop off location: UBC
Issue: The consumer was charged per the meter at $45 which is in excess of the flat rate posted in the vehicle of $35. There were road closures so the driver was required to take an alternate route. This was his justification for the increased fare.

END_____

May 12, 2017 - Acknowledgement letter directed to complainant (mgl)

_____

May 12, 2017 - complaint was directed to the Manager of Tsawwassen Taxi for their investigation, as follows:

Good Morning Don:

Please be advised that a complaint was filed against Tsawwassen Taxi Ltd. dba Green Cabs, Unit T64, as follows:

Taxi company: Delta/Surrey Green Cab (should have been Tsawwassen Taxi Ltd.)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00101**	**Request Type**	Record Taxi Complaint	**Received Date**	May 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	May 12, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Jun 2, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Taxi number: T64
Date of incident: May 9th, 2017
Time of incident: 5 pm
Pick up location: YVR Domestic Terminal
Proposed drop off location: UBC
Issue: The consumer was charged per the meter at $45 which is in excess of the flat rate posted in the vehicle of $35. There were road closures so the driver was required to take an alternate route. This was his justification for the increased fare.

Investigator's Discussion

The YVR Zone approved rate destined to UBC is $35.00.

Metered rates:- The Passenger Transportation Board's Standard Rules for Taxicab Rates dated January 16, 2016 provides direction for transportation in or through a construction zone when metered rates are in effect, as follows:

Trip Delays or Detours, Item 12

When road construction, detours, heavy traffic, ferry waits or other delays happen, the meter calculates the charges for the extra distance or time. The passenger must pay the metered fare at the end of the trip.

Industry Advisory dated January 6, 2016 captioned "Board Adjusts Selected YVR Taxi Flat Zone Fares"

Causal - Metered rates must not be applied if zone rates are applicable.

Zone rates at YVR were first implemented in November 2014. These rates provide passengers travelling from YVR to Downtown Vancouver or Richmond with price certainty. Visitors and local residents alike will know the cost of a taxi in advance. The cost of a taxi trip is not subject to the vagaries of weather, construction or traffic congestion.

Based on the rationale provided above, please interview this driver with respect to why the customer was charged the metered rate of $45. In doing so, please provide your rebuttal, driver's statement, Vehicle Registration number and driver's D/L number. Your rebuttal is required on or before May 23, 2017.

Regards.

_____

May 24, 2017 - response received from Don Guilbault, General Manage, as follows:

In these purported circumstances we assume guilt on behalf of the driver.

Our response is to suspend the driver for 72 hours. I would also like to refund the entire fare to the customer. If you could forward names and addresses I will have a $45.00 cheque sent to them.

As per your request;

DRIVER s.22
BCDL = :

T64 REG# = s.15

_____

May 26, 2017 - contact was made with Don Guilbault wherein his response was discussed. He was advised that incidents brought to our attention are based on allegations filed by the complainant. The licensee is allowed to participate in the investigation process by interviewing the driver and obtaining a driver's statement. The licensee does not assume guilt on behalf of the driver. The licensee reviews the complaint and applies their in-house policies; however, the Branch can also apply our in-house Administrative policies. The driver may not have been aware that he could not use the meter in a construction zone when flat rates are in effect. Don was asked if he reminded all of his drivers of the board rule concerning zone rates. He said "YES". (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00101**	**Request Type**	Record Taxi Complaint	**Received Date**	May 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	May 12, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Jun 2, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

_____

May 15, 2017 - Don Guilbault provided proof that the driver was suspended for three days (May 16, 17 ad 18). (mgl)

Conclusion:

The complaint was directed to the licensee for their investigation. The manager submitted a rebuttal which stated "in these purported circumstances we assume guilt on behalf of the driver. This statement was revisited with the manager. Although requested, the manager did not submit a written driver's statement.

SUMMARY

The driver did not dispute the allegations made. The licensee was reminded of the rules for the YVR Flat rates. The complainant advised that the route to UBC involved road closure and construction. In this case, the driver is given the benefit of doubt with respect to charging the meter rate in a construction zone. The licensee reportedly suspended the driver for 72 hours. Proof of suspension was provided, it was determined that only a "warning" be issued at this time. Further violations may result in an Administration Penalty.

The investigation is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00102**	**Request Type**	Record Taxi Complaint	**Received Date**	May 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	May 12, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	May 16, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

May 12, 2017 - the following complaint was received at the Branch:

Consumer name: s.15,s.22
Taxi number or license: not provided
Date of incident: February 24th 2017
Time of incident: not provided
Location pick up: s.22
Location drop off: bus loop at Stanley park

Brief summary of incident:
s.15, booked his trip using an app on his phone. When the cab arrived at the destination ,s.15 asked the driver if the payment would be charged via the app or if he needed to pay the driver. The driver contacted the office and then told ,s.2 that he would need to pay now and the app would not charge him. s.15, has two transactions on his credit card from yellow cab and states he was charged twice. s.15, has contact the company but he has not been provided with a refund.

END_____

May 16, 2017 - complaint was directed to Carolyn for her investigation (mgl)

_____

May 16, 2017 - Acknowledgement letter was directed to the complainant. (mgl)

_____

May 16, 2017 - response was received from the complainant advising that Yellow Cab had resolved the complaint in giving a refund for $7.20, in addition to coupons in the amount of $15.00.

_____

May 16, 2017 - email thread was received from Carolyn wherein it was confirmed that the complaint was resolved by the licensee.

Last Updated By: mglovell Last Updated Date: May 16, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00102**	**Request Type**	Record Taxi Complaint	**Received Date**	May 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	May 12, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	May 16, 2017
Subject	Payment issues				

Conclusion:

As a result of the filed complaint, the General Manager of Yellow Cab was asked to submit a rebuttal. In the rebuttal, the manager provided the email thread wherein it was indicated that a refund was issued to the complainant, in addition to coupons for $15.00. This information was confirmed by the complainant.
Summary

It appears there is a glitch between the meter and the App when a customer uses the app to book. Apparently, the driver engages the meter to ensure the fare is registered in addition to the app booking. This appears to be a flaw in the licensee's dispatch system that needs to be resolved by them. The fare issue was satisfactorily resolved.

The fare allegation was substantiated. The investigation is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00103**	**Request Type**	Record Taxi Complaint	**Received Date**	May 25, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 25, 2017
Location	Richmond (YVR)	**Received via**	Email	**Completion Date**	Aug 24, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70233
License Type Special

ATTN: Hardeep Dhaliwal (Harry); Shawn Bowden
BEL-AIR TAXI (1982) LIMITED
2121 HARTLEY AVE
COQUITLAM BC V3K 6Z3

Phone 604-524-5450 ext:3
Fax 604-521-7790
Email coqtaxi@telus.net

Driver

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

Comments:

May 25, 2017 9:37 AM.
Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 96341

Consumer Name: s.15,s.22
Consumer contac

Taxi company: Bel-Air Taxi
Taxi number: 104
Date of incident: May 17th, 2017
Time of incident: 23:00
Pick up location: YVR
Proposed drop off location: s.22 Richmond BC
Issue: The driver dropped two passengers off at an office parking garage. He allegedly tried to charge $29, an fare that is above the posted zone rate, because there were two individuals exiting the vehicle at different parking stalls in the parkade. When the passenger challenged this price, the driver allegedly became very aggressive and told her that he would not return her luggage and car keys. Ultimately, she telephoned the police and co-workers in the office as she was feeling threatened. The police arrived and she was able to retrieve her luggage and pay the correct rate.

Thank you,

EMMA NAISMITH | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2825
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
May 25, 2017 10:06 AM.
Good morning Shawn,

The Passenger Transportation Branch received the following information from Consumer Protection BC today. The information provided reads in

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00103**	**Request Type**	Record Taxi Complaint	**Received Date**	May 25, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 25, 2017
Location	Richmond (YVR)	**Received via**	Email	**Completion Date**	Aug 24, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

part as follows:

Taxi company: Bel-Air Taxi
Taxi number: 104
Date of incident: May 17th, 2017
Time of incident: 23:00
Pick up location: YVR
Proposed drop off location:
s.22 Richmond BC
Issue:
The driver dropped two passengers off at an office parking garage. He allegedly tried to charge $29, an fare that is above the posted zone rate, because there were two individuals exiting the vehicle at different parking stalls in the parkade. When the passenger challenged this price, the driver allegedly became very aggressive and told her that he would not return her luggage and car keys. Ultimately, she telephoned the police and co-workers in the office as she was feeling threatened. The police arrived and she was able to retrieve her luggage and pay the correct rate.

The YVR flat fare zone rate is $20.00 for s.22

Shawn please interview the driver in question and report back your findings by Tuesday, June 06, 2017.

_____
May 25, 2017 Acknowledgement letter sent via mail to the complainant. I address by using his telephone number in reverse look up. s.22
_____

Conclusion:

May 25, 2017 12:29 PM.
thank you Louise,
I have taken this one directly last week and interviewed the driver and spoken to the Lady. the confusion was the drop off which is at the edge of Cambie and Knight in the industrial/ tech zone. The driver did not try to overcharge he stated he would check the zone map and he looked at the map with the customer (all the cars have them), he informed her it was not 29, but 20 as it was on the far east side of that 20 zone. The first passenger was dropped off, and the second passenger (the lady) continued to the other end of the lot, where she would pay for the whole trip. The driver did say their was a 5$ charge because it is a second drop off. (it is stated on the YVR map that is allowed). And argument happened between the customer and driver as the customer did not want to pay any amount of the fare. It was our driver that called the police. There is no police file # given by the officer. The customer called the office the next day and I dealt with this one directly. I informed her I would need to talk to the driver first, and would follow up with her if needed. the fare paid was $20.
1- the driver did the proper steps but first checking the map, he did error by not stating he should check the map before stating any fare in this case as it is not clear based on that location.
2- the map does state for the second drop off there is a $5 surcharge allowed under the YVR agreement. I did not agree with driver's interpretation that a second drop off at the same physical address, even though it was at the other end of the lot, counts as a second drop off. I informed the driver we interpret the "second drop off" as requiring a second address. So he was in error here, and this did not help the situation.
3- I do not accept the comments the driver was aggressive. It was the last trip of the evening, they just want to finish up and go home. I come to this conclusion after talking to the customer directly, who I found very confrontational.
4- the police were called by our driver because the customer refused to pay. (other than safety reasons, this is the only reason why they call the police)
I have retrained the driver on this matter and spoken to the customer in question. I think it is resolved, but please let me know if further action is needed. thank you Louise.

Sincerely,

Shawn Bowden,
General Manager
Bel-Air Taxi
Tel: 604 524 5450 ext. 3
Fax: 604 521 7790
e-mail coqtaxi@telus.net

_____
May 25, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00103**	**Request Type**	Record Taxi Complaint	**Received Date**	May 25, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 25, 2017
Location	Richmond (YVR)	**Received via**	Email	**Completion Date**	Aug 24, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Thanks Shawn.

No further action required.

I will close the file.

_____
May 25, 2017
2017-00103
Rates issue. The correct fare of $20.00 was charged.
Allegations not substantiated.
File closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00105**	**Request Type**	Record Taxi Complaint	**Received Date**	May 25, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 25, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 22, 2017
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

May 25, 2017 12:43 PM.
Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 96362

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Black Top Taxi
Taxi number: BT 216, Cab ID s.15
Date of incident: May 21st, 2017
Time of incident: 12:00 pm, Booking # 10737605
Pick up location: Dunbar Southlands
Proposed drop off location: East Hastings
Issue: When the passengers arrived at their destination, the taxi driver requested an additional $15, above the meter rate, for assisting with their suitcases. The driver told the passengers that this is a standard fee where the passengers are not going to the airport. This fare was not listed anywhere in the taxi. They paid the additional fare to avoid confrontation.

Thank you,

EMMA NAISMITH | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2825
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
May 25, 2017 1:14 PM.
Good afternoon Saif,

The Passenger Transportation Branch received the following information today from Consumer Protection BC. The information reads in part as follows:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00105**	**Request Type**	Record Taxi Complaint	**Received Date**	May 25, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 25, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 22, 2017
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

Taxi company: Black Top Taxi
Taxi number: BT 216, Cab ID s.15
Date of incident: May 21st, 2017
Time of incident: 12:00 pm, Booking # 10737605
Pick up location: Dunbar Southlands
Proposed drop off location: East Hastings
Issue: When the passengers arrived at their destination, the taxi driver requested an additional $15, above the meter rate, for assisting with their suitcases. The driver told the passengers that this is a standard fee where the passengers are not going to the airport. This fare was not listed anywhere in the taxi. They paid the additional fare to avoid confrontation.

Saif, please interview the driver in question and report back your findings to the allegations by Tuesday, June 06, 2017.

_____
May 25, 2017 2:03 PM.
Good afternoon s.15,s.22

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

_____
May 25, 2017 3:03 PM.
Hi Louis

I appreciate you following up on the matter. Please note that we did also raise this issue directly with the taxi company. They offered to give us a refund of $44 for the incident, however, they did not acknowledge in the emails in any way that their taxi driver was doing anything wrong or illegal. I will forward you these emails for reference.

When we arrived at the head office to pick up the refund, they were incredibly reluctant to discuss the matter further. They were not apologetic in person and when we pressed her for more information about why we were charged in the first place, she said she was unsure why the driver charged us and that the moving charge didn't exist. However, as mentioned, she was very reluctant to discuss it with us.

Overall we were very frustrated with the attitude of the company. This situation was not about the money, we just don't want to see other tourists also get scammed by this particular driver.

Kind Regards

s.15,s.22

_____
May 25, 2017 3:05 PM.
Hi Louise

As discussed, please see attached email trails about the incident.

Regards

s.15,s.22

---------- Forwarded message ----------
From: Aleksander Acimovic <alex@btccabs.ca>
Date: Tue, May 23, 2017 at 12:58 PM
Subject: RE: Taxi Driver Complaint - Cab BT216
To: s.22

Hello s.15,s.22

I am sorry for any inconvenience the driver of car 216 may have caused at the time of the trip. Please allow Black Top & Checker Cabs to refund you for the full amount of the trip and the $15 charge for cargo. Our dispatch system estimates the trip to be $29 plus another $15 for cargo for a total of $44, please let me know if this is the amount you were charged so I can let the accounting department know to get prepared for your arrival. Our office is located at 777 Pacific St just under the Granville street bridge. If you would like to contact me I can be reached at 604 891 8504.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00105**	**Request Type**	Record Taxi Complaint	**Received Date**	May 25, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 25, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 22, 2017
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

Thank you,

Aleksandar Acimovic
Operations Manager
Black Top & Checker Cabs

From: Blacktop Reception
Sent: Tuesday, May 23, 2017 12:21 PM
To: Aleksander Acimovic <alex@btccabs.ca>
Cc: Saif Ullah <saif@btccabs.ca>
Subject: FW: Taxi Driver Complaint - Cab BT216

From: s.15,s.22
Sent: Sunday, May 21, 2017 2:07 PM
To: help.btc@telus.net
Subject: Taxi Driver Complaint - Cab BT216

Hi

Today one of your drivers overcharged us. We were picked up approximately 12:00pm, booking reservation 10737605. When we arrived at our destination the driver harassed us into paying an additional $15 charge for our luggage, saying that this was a "moving fee" because we had several suitcases with us. We are currently travelling s.22 and were not aware that this charge was false and misleading. The driver didn't add to the fare and we paid in cash as we were hurried out of the cab.

I took down the driver details as I suspected this was incorrect:
Name - s.22
Cab number - BT216
Cab ID - s.15

This 'so called fee' was not listed anywhere within the taxi and is not listed anywhere on your website, and we have been advised that this fee is indeed not legal.

Please respond to this email address as we do not have a contact number while travelling. We will also be referring this complaint to the BC Consumer Protection - http://www.taxirights.gov.bc.ca/

We look forward to hearing your response soon!

Regards
s.15,s.22

Conclusion:

From: Aleksander Acimovic <alex@btccabs.ca>
Date: Tue, May 23, 2017 at 12:58 PM
Subject: RE: Taxi Driver Complaint - Cab BT216
To: `s.22

Hello s.15,s.22

I am sorry for any inconvenience the driver of car 216 may have caused at the time of the trip. Please allow Black Top & Checker Cabs to refund you for the full amount of the trip and the $15 charge for cargo. Our dispatch system estimates the trip to be $29 plus another $15 for cargo for a total of $44, please let me know if this is the amount you were charged so I can let the accounting department know to get prepared for your

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00105**	**Request Type**	Record Taxi Complaint	**Received Date**	May 25, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 25, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 22, 2017
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

arrival. Our office is located at 777 Pacific St just under the Granville street bridge. If you would like to contact me I can be reached at 604 891 8504.

Thank you,

Aleksandar Acimovic
Operations Manager
Black Top & Checker Cabs

_____
June 02, 2017 11:23 AM.
Hello Louise,

The customer called into the office about events that had transpired with him and the driver of car 216. We have offered the customer a full refund on the trip and the additional fee on cargo, which he accepted. Furthermore, we have disciplined the driver by taking him off air for six hours plus he had to reimburse the customer.

Thank you,

Aleksandar Acimovic
Operations Manager
Black Top & Checker Cabs

_____
Aug.22/17 Driver charged an extra $15.00 for their luggage. Licensee to refund the fare.
Complaint substantiated. Lms

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00106**	**Request Type**	Record Taxi Complaint	**Received Date**	May 26, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 26, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Sep 13, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

May 25, 2017 3:49 PM.I
NQUIRY #:96390
Taxi number or license: RC42
company name: Richmond taxi
Date of incident: 05/24/2017
Time of incident: Approx. 3:30pm
Location pick up: s.22
Location drop off: Supposed to be metro town but ended up being a sky train station, does not remember the station name.
Email or mailing address: s.22
Brief summary of incident:
s.15, called for a taxi, and they agreed to pick him up. s.15,s saw a taxi driving so he waived the car over. s.15,s asked the driver to take him to Metrotown when he got in. Half way though the trip the driver said his shift was almost over so he would have to drop him off at the sky train station. s.15,s objected and asked him to take him to Metrotown. They argued but the driver repeated that his shift was ending and dropped him off at the sky train station. Driver said no drivers go to metro town because the traffic is too bad. I Suggested he follow-up with the taxi company. s.15, said that there is no point and they won't do anything. I provided the phone number for the ptb.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

Connect with us on Facebook, Twitter, LinkedIn, YouTube and our blog.
Stay up to date by subscribing to get alerts & news via email.
Tell us how we are doing by taking our survey.

_____
Aug. 25/17 9:30 AM.
Good morning Mohammed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00106**	**Request Type**	Record Taxi Complaint	**Received Date**	May 26, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 26, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Sep 13, 2017
Subject	Behaviour of the driver				

Further to our telephone conversation this morning I have provided you with the information received from the complainant. The information received from Consumer Protection BC reads in part as follows:

Taxi number or license: R42
company name: Richmond taxi
Date of incident: 05/24/2017
Time of incident: Approx. 3:30pm
Location pick up: s.22
Location drop off: Supposed to be metro town but ended up being a sky train station, does not remember the station name.

Brief summary of incident:
Customer called for a taxi, and they agreed to pick him up. Customer saw a taxi driving so he waived the car over. Customer asked the driver to take him to Metrotown when he got in. Half way though the trip the driver said his shift was almost over so he would have to drop him off at the sky train station. Customer objected and asked him to take him to Metrotown. They argued but the driver repeated that his shift was ending and dropped him off at the sky train station. Driver said no drivers go to metro town because the traffic is too bad. I Suggested he follow-up with the taxi company. Customer said that there is no point and they won't do anything. I provided the phone number for the ptb.

Mohammed please interview the driver in question and report back your findings to the allegations by Friday, September 01, 2017.

_____
Aug. 25/17 9:40 am.
Good Morning Louise

I will follow-up with you by next week.

Thanks
Mohammed Anwar Ullah
GM Richmond Taxi

_____
Aug. 25/17 10:52 AM.
Good morning s.15,s.2

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC in May. I apologize for the untimely response but due to s.22 I have been away from the office since the information was received at the Passenger Transportation Branch. I returned to work this week.

Do you happen to remember the following information:

•Did you pay with cash or by credit card
•Amount of fare
•Did you get a receipt for the fare amount
•Name of the Skytrain station where you were dropped off
•RC42 (was it a Richmond Taxi or a Royal City Taxi that you flagged from the street) Their colours are similar except Royal Ctiy cabs have more white on them.

If you are able to recollect any of the above information it will be of assistance in identifying the driver and company in question.

Please provide the above requested information at your earliest convenience.

_____
Aug. 27/18 10:57 AM.
Good morning
It was Richmond Taxi flagged from s.22 Richmond (bus stop) going to MetroTownMazda in Kingsway Burnaby in half way he refused go to Burnaby instead he dropped me to sky train in New Westminister 22 nd Street Station fare was $20 pay cash I have receipt
Cab # Rc42 he was saying that he has go back to Richmond because his shift is ending and traffic is to heavy of course he was very rough
Thanks
Regards,
s.15,s.22

_____
Sept.01/17 12:51 PM.
Good afternoon s.15,s.2

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00106**	**Request Type**	Record Taxi Complaint	**Received Date**	May 26, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 26, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Sep 13, 2017
Subject	Behaviour of the driver				

Could you please provide a copy of the receipt for the fare.

Conclusion:

Sept.01/17 12:10 PM.(driver letters imported to the correspondence tab)
Hello Louise

Here is my Rebuttal:
Hi Mohammed.

You were correct it was a Royal City taxi. I received a photograph and receipt for RC42.

Sorry for the inconvenience. I will now close this file and follow up with Shashi at Royal City.

Findings:
R42 day driver s.22 signed off 15:27. His last dispatched trip was from 2700 Sweden way to Bridgeport sky train station, and completed 14:30 hrs. And night driver signed on at 15:38 and he got a dispatch trip from s.22 which cleared at River Rock Hotel.
R42 GPS locations are: AT -> 15:20 was at 148st and 100 Ave. At 15:27 -> car 42 was at 128st and 96 Ave in surrey. At 15:38 car 42 was at 122a and 75 Ave. Not even close to 22nd station.

Analysis:
s.22 is a very experienced driver with clean record. If this incidence happened with RT cab number R42, then it has to be with s.2
s.22 But his vehicle location was not near to 22nd street around 15:30. Moreover, in your last email you mentioned cab number is RC42, which is belongs to Royal City not Richmond Cabs ltd. As you mentioned that, customer has a receipt for that fare. The copy of the receipt will allow me to do further investigation if needed.

Step Taken:
I am providing both drivers statement for your consideration. Notified driver that if customer can provide us the receipt then the particular driver has to refund $20 and will be suspended for TWO days.

Remarks:
Richmond cabs Ltd. Shows ZERO tolerance on this type of situation. I would like to investigate more if you can provide us additional information, such as receipt provided by the driver. If it is Richmond Taxi then as per our company policy, we will refund the full amount to the customer and suspend the particular driver for TWO days.

Feel free to contact me if you have any concern.

Thank you and have a nice day.

Sincerely

Mohammed Anwar Ullah
GM Richmond Taxi

_____
Sept.01/17 12:55 PM.
Thanks Mohammed for your detailed response and driver statements. I have asked the complainant for a copy of the receipt. I will get back to you.

_____
Sept. 12/17 8:30 am.
Hi Mohammed.

You were correct it was a Royal City taxi. I received a photograph and receipt for RC42.

Sorry for the inconvenience. I will now close this file and follow up with Shashi at Royal City.

_____
_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00106**	**Request Type**	Record Taxi Complaint	**Received Date**	May 26, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	May 26, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Sep 13, 2017
Subject	Behaviour of the driver				

****
Sept. 12/17 08:53 AM.
The complainant made a mistake in the licensee name. It was a RC42 from Royal City that accepted a flag in Richmond. I changed licensee information to Royal City,
****
Sept. 12/17 8:26 AM.
Good morning Shashi,

The Passenger Transportation Branch received the following information from Consumer Protection BC. (photograph and taxi receipt attached)
The information reads in part as follows:

Taxi number or license: RC42
company name: Royal Taxi
Date of incident: 05/24/2017
Time of incident: Approx. 3:30pm
Location pick up: s.22
Location drop off: Supposed to be metro town but ended up being a sky train station, does not remember the station name.

Brief summary of incident:

Customer called for a taxi, and they agreed to pick him up. Customer saw a taxi driving so he waived the car over. Customer asked the driver to take him to Metrotown when he got in. Half way though the trip the driver said his shift was almost over so he would have to drop him off at the sky train station. Customer objected and asked him to take him to Metrotown. They argued but the driver repeated that his shift was ending and dropped him off at the sky train station. Driver said no drivers go to metro town because the traffic is too bad. I Suggested he follow-up with the taxi company. Customer said that there is no point and they won't do anything. I provided the phone number for the ptb.

It was Royal City flagged from s.22 in Richmond (bus stop) going to Metrotown Mazda in Kingsway Burnaby in half way he refused go to Burnaby instead he dropped me to sky train in New Westminster 22nd Street Station fare was $20 pay cash I have receipt. (attached)
Cab # Rc42 he was saying that he has go back to Richmond because his shift is ending and traffic is too heavy of course he was very rough.

Shashi please interview the driver in question and report back your findings by Wednesday, September 20, 2017.

_____
Sept. 13/17 11:04 AM.
Hello and Good Morning Ms Swan;

I have investigated the incident the Driver who was on duty on May 24, 2017, at 3:30 pm who picked up the flag from s.22 Is no longer with the Royal City Taxi since May 25, 2017. As per Computer System Log.

At this time I can apologise to the customer on behalf of Royal City Taxi Management and Driver for not serving customer satisfactory. But I can assure PTB and customer this will not repeat in future.

For the record purpose here is the information of the Driver as follows;

Driver: s.22

BCDL#: s.22

If you have any question, please do not hesitate to call me at 604-525-5616 or by email.

Thank you,
Shashi Engineer
General Manager
Royal City Taxi Ltd.

_____
Sept. 13/17 Allegations substantiated. Driver is no longer driving for Royal City Taxi.
File closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00109**	**Request Type**	Record Taxi Complaint	**Received Date**	May 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	May 29, 2017
Location	BURNABY	**Received via**	Fax	**Completion Date**	Jun 13, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email (complaint received by Fax

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70242
License Type Special

ATTN: Harinder Gill, Manjurul (Emon) Bari, Harjit Bains
BONNY'S TAXI LTD.
5759 SIDLEY ST
BURNABY BC V5J 5E6

Phone 604-412-0281
Fax 604-435-6757
Email emon@bonnystaxi.com

Driver

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

Comments:

May 29, 2017 - a letter of complaint was received from s.15,s.22 wherein allegations were made about a Bonny's driver and, in particular, about a vehicle bearing BC Licence Plate No. CG3397. It appears Unit 38 is attached to the vehicle in question. (See correspondence tab for complete details). (mgl)

END_____

June 5, 2017, an Acknowledgement letter was mailed to s.15,s.22 (mgl)

_____

June 5, 2017 - the following email was directed to Emon Bari, General Manager of Bonny's Taxi:

Hi Emon:

It is my understanding that the complainant directed the complaint to Baljinder. The last conversation I had with you – resulted in you talking to Baljinder about the complaint. I have not heard from you, so I decided to direct the complaint to you for a copy of your rebuttal to the complainant.

Regards.

_____

June 8, 2017 - A response was received from Emon. ASuspension letter was provided by the manager, in addition to a driver's statement (both of which are housed under the correspondence tab of the file log) mgl

_____

Conclusion:

Even before the complaint was received at the Branch, the complainant had already copied the Supervisor of Bonny's Taxi. The Branch upon

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00109**	**Request Type**	Record Taxi Complaint	**Received Date**	May 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	May 29, 2017
Location	BURNABY	**Received via**	Fax	**Completion Date**	Jun 13, 2017
Subject	Behaviour of the driver				

receiving the complaint, directed a copy of the complaint to the Manager of Bonny's Taxi. In response the manager submitted a Suspension letter; however, upon further review it appears that it was not a Suspension letter - but rather a Warning Letter. The driver of Unit B38, s.22 D/L # s.22 was warned that any further complaint will result in him being sent to a safe driving school for retraining. The driver also provided a driver's statement in which he acknowledged being in the location of the incident and his actions in taking the far right lane when the complainant was making the left turn. The driver indicated that he will be more careful in ensuring road safety.

There was no rebuttal to the complainant from Bonny's Taxi. Instead, the driver addressed the complaint, in writing, directly with the complainant.

Summary:

As the complaint does not violate Passenger Transportation Act and it regulations, or the Terms of Conditions of Licence, the onus is with the licensee to ensure type of behaviour displayed by the driver does not occur and that the safety of the public is taken seriously.

The investigation is closed (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number 2017-00111
Requestor s.15,s.22
Location COQUITLAM
Subject Payment issues

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

Received Date Jun 14, 2017
Assigned Date Jun 14, 2017
Completion Date Jul 12, 2017

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN 10047238 **Jurisdiction** BC
Plate #
Owner

Licensee

PT Number 70234
License Type Special

ATTN: Hardeep Dhaliwal / Shawn Bowden
PORT COQUITLAM TAXI LTD.
2121 HARTLEY AVE
COQUITLAM BC V3K 6Z3

Phone 604-524-5450 ext 3
Fax 604-521-7790
Email coqtaxi@telus.net

Driver

License Num: s.22 **Class:** 4
Driver Name: **Expiry Date:** s.22
Birthdate: **Jurisdiction** BC

Comments:

June 13, 2017 - the following complaint was directed to the Branch by Consumer Protection BC:

Inquiry #: 96837
Company name: Bel-Air Taxi (Shawn, G/Manager of licensee identified the vehicle as Port Coquitlam Unit No. P75)
Consumer name:s.15,s.22
Taxi number or license: not provided (Manager identified the Unit as No. 75)
Date of incident: June 8th 2017
Time of incident: approximately 10:15pm
Location pick up: McDonald's on North Road and the corner of Austin in Coquitlam
Location drop off: s.22 Coquitlam
Email or mailing address: s.22

Brief summary of incident:
s.15,s.22 needed to take a cab home after work. s.15,s.22 decided to use Bel-Air taxi because they advertise having debit in the cars on their website. Her s.22 did not have cash so this was why she chose this company. After riding in the cab for 10 minutes her s.22 was told that she could not use debit. This caused the trip to be extended so they could travel to a family members home to get cash for payment. s.15,s.22 states that this caused the trip that should have been 2.9km to be extended to 9.8km and as a result the cost was higher. The Consumer's full description is in the email below. END_____

June 14, 2017 - Acknowledgement letter was directed to the complainant. (mgl)

_____

June 14, 2017 - the complaint was directed to the G/Manager of Bel-Air Taxi, Shawn Bowden for his investigation and rebuttal (mgl)

_____

June 20, 2017 - Shawn Bowden responded as follows:

The driver in question is s.22 DL: s.22

Last Updated By: mglovell Last Updated Date: Jul 12, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00111**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Jun 14, 2017
Location	COQUITLAM	**Received via**	Email	**Completion Date**	Jul 12, 2017
Subject	Payment issues				

The car is Port Coquitlam #75.

I have interviewed the driver and recreated the trip, and the account given by the client is not in dispute as to the route or disputed amount charged. I also did speak to the client as indicated in the report before she contacted PTB. I did attempt to resolve the issue directly at that stage but no details were offered from the mother at that time. As a safety procedure, we do not release driver's personal data unless the situation is established and requested by the police, ptb, etc.

The driver did indicate to me he was having trouble intermittingly on that evening with the signal for the credit card/debit terminal, which may happen from time to time. Usually it is a result of a loose wire of something such as a building obstructing the signal. Both have an easy solution, and is done by the driver to rectify he driver. If the problem is not corrected, the driver is to contact the dispatcher on shift to seek further help. If it can not be resolved, the driver is asked to switch to another car or if during normal business hours, bring the car in so it can be resolved by myself or a IT technician we have during the normal work week. I have consulted with the dispatch and they were in contact with the driver about a signal issue but much earlier in the evening, and which appeared to resolve itself without further steps needing to be taken. Therefore there is no technical reasoning that I find in this one at the time given.

In this situation the drivers actions were wrong to continued the trip with meter still running as a chargeable amount. We have a strict rule that this is not acceptable in any situation. If at any time the trip must be altered due to driver error or a situation beyond the control of the client, then the meter is to be noted and no additional charges can be incurred by the client for any modification to the most direct route of the original request. The driver should not have run the meter, and that can't be disputed. My apologies on this matter.

In my opinion, the driver may have been frustrated with issues earlier in the evening with the terminal earlier, but that can not be used in his defence on this issue, and my apologies for that. The driver in question has been with us s.22 and should have known better. However, after examining his file he does not have a single incident report with us, nor have I had any disciplinary issues or complaints. To be honest, this is the first time I have had to deal with this driver on any issue.

The driver will undergo a suspension for driving, retraining on the policy by myself, which has been done, and an letter will be placed in his file regarding this incident and the consequences if it occurs again. Again, there is no defence on this matter.

s.15,s.22 who has provided the complaint has stated that she sees it fair to have the excess portion of the fare returned. However, I would suggest that the entire fare be returned, and that additional vouchers be given to the client to be used to help gain her trust back. I would like to request if I can communicate directly with s.15,s.2 to arrange the returned amount and vouchers if possible please. I do have her email address, but not her phone number as her call was put forth to me through the dispatcher desk. Again, my apologies on this matter.

June 20, 2017 - the following email was directed to Shawn:

Thank you for your rebuttal regarding the investigation into the allegations filed by the complainant.

I will contact the complainant and request that she contacts you with a view of arranging for a refund (may be partial refund) and some coupons. In the meantime, can you please send me a copy of the “Warning letter” given to the driver. What is Unit P75’s registration number.

Your input will be taken into consideration in concluding this complaint.

Regards.

June 20, 2017 - the following email was directed to s.15,s.22

I have now completed the investigation into your allegations. The manager for the Tri-Cities Taxi, and in particular Port Coquitlam Taxi Ltd., Shawn would like to make restitution to you based on his findings. You may wish to contact him directly, as we cannot provide him with your contact information. He can be contacted at: 604-524-5450, Ext 3. (Please quote our Complaint File No. 2017-00111)

Regards.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00111**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Jun 14, 2017
Location	COQUITLAM	**Received via**	Email	**Completion Date**	Jul 12, 2017
Subject	Payment issues				

June 26, 2017 - Shawn complied by directing Vehicle registration identification and copy of Suspension letter issued to the driver. The letter indicated that recommendation is made that the driver be suspended for 5-days, and that any issue include minor issues, brought to the manager's attention within the next 12 months regarding your conduct will automatically result in termination of the privilege to operate any of their vehicles.

_____

June 26, 2017 - Shawn advised that he spoke with s.22 and have arranged for full payment and vouchers to be sent to her. (mgl)

_____

July 12, 2017 - s.15,s.22 advised the following:

Good morning Margaret,

Shawn has made restituon to me, reimbursed the fare s.22 paid that day and gave her vouchers for future use.

Thank you for your help making this right. (mgl)

Conclusion:

The complaint was directed to Shawn, Manager of Port Coquitlam Taxi who confirmed that Unit P75 was the driver involved. In his rebuttal, Shawn identified that the driver was experiencing credit card signals earlier that evening, as confirmed by their dispatch and it may be that the frustration carried over to the fare in question. Shawn acknowledged that the driver was wrong in that he did not adhere to company's policies when directions were altered after the initial drop off location was communicated and the meter was kept running. Shawn said he has provided the driver with additional training and is willing to refund the complainant and offer some coupons. Resolution was communicated to the consumer with a view of getting her option on how to direct the refund. Proof of the Warning letter was provided. The complainant reportedly contacted Shawn and arrangement was made by him to refund the fare and provide some coupons. (mgl)

Summary

The allegation of excessive fare was investigated and confirmed by the licensee. The driver was suspended for 5 days and issued a warning for any further infractions. Confirmation was received from the complainant that the licensee made restitution in form of a fare refund and some coupons. The compliant was dealt with through the licensee's in-house policies.

The investigation is resolved and closed. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00112**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Jun 14, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jun 26, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 812656
Owner BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

License Num: s.22 **Class:** 4
Driver Name: **Expiry Date:** s.22
Birthdate: **Jurisdiction** BC

Comments:

June 8, 2017 - the following complaint was filed through Consumer Protection BC and directed to the Branch for our investigation:

Consumer Name: s.15,s.22
Consumer contact
Taxi company: Black Top Cabs
Taxi number: BT360
Date of incident: June 04 2017
Time of incident: 14:00
Pick up location: s.22
Proposed drop off location: Stanley Park Rose Garden
Issue: The driver was allegedly texting while driving with the passenger in the vehicle. The passenger also says that there was no driver ID/permit displayed in the vehicle.

END_____

June 14, 2017 - Acknowledgement letter was directed to the complainant (mgl)

_____

June 14, 2017 - allegations were directed to the manager of Black Top Cabs for their investigation and rebuttal (mgl)

_____

June 23, 2017 - Aleksandar Achimovic, Operations Manager responded as follows:

We were able to identify the driver that was involved with the complaint. His name is s.22 Driver's license number s.22 He was driving car 360 with registration number s.15 . When we spoke with s.22 he did not recall this specific trip. Therefore, we gave him a verbal warning for his inappropriate actions and customer allegations while operating a vehicle. Furthermore, we will be keeping a very close eye on this driver for any complaints in the future. A complaint in the future will lead to an immediate suspension.

Thank you,

Last Updated By: mglovell Last Updated Date: Jun 26, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00112**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Jun 14, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jun 26, 2017
Subject	Behaviour of the driver				

Conclusion:

The complaint was directed to manager for their investigation. The manager was advised that the allegations do not violate the Passenger Transportation Act or its regulations, or their Conditions of Licence. Further, that overall safety of the public is a concern, and that the complainant should have reported the incident to the police.

The manager responded and identified the driver. The manager also indicated that the driver was interviewed; however, does not remember the incident. The manager indicated that a verbal warning was given the driver.

Summary:

The complaint is based on customer service and driver behaviour and public safety. The allegations were directed to the manager who advised that the driver was given a verbal warning.

The complaint is closed. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00113**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Jun 16, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jun 23, 2017
Subject	Vehicle interior				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70546
License Type Special

ATTN: John Palis, Sukhi Sandh
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604-664-0430
Fax 604-669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

June 5, 2017 - the following complaint was directed to the Passenger Transportation Branch:

Inquiry #96643
Taxi number or license: V55 and licence # s.22
Consumer name: s.15,s.22
Company name: not provided, but requested. (now provided Vancouver Taxi Ltd.)
Date of incident: June 02, 2017
Time of incident: approximately 6:40 pm
Location pick up: unknown but requested (now provided Vancouver Convention centre)
Location drop off: unknown but requested (now provided Brockton Oval)
Email or mailing address: s.22

Brief summary of incident:

s.15,s is reporting an unsafe seat belt.

NOTE:- Actual Email wording that was filed with Consumer Protection BC

Hello
I was just in cab V55 operated by s.2 license # s.22 Please see attached the picture of the seat belt thag popped out of its holder when I attempted to tighten my Seatbelt in his cab. I told him it was unsafe and he laughed.

Cheers, END_____

June 7, 2017 - Acknowledgement letter directed tc s.15, (mgl)

_____

June 16, 2017 - complaint directed to Vancouver Taxi Ltd., for their rebuttal of the allegations. (mgl)

_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00113**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Jun 16, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jun 23, 2017
Subject	Vehicle interior				

June 19, 2017 - a response was received from Jo Johal who advised the following:

This is in regards to your complaint #2017-00113. Matter was resolved by replacing the belt buckle. It is in company records. Matter was brought before our Technician who then resolved the matter. Following will be a work order copy of which is placed in the vehicle file. This is a new program that we have started recently. End_____

Conclusion:

The complaint was directed to Vancouver Taxi for their action. A response was received that identified the vehicle as Unit No. 55. An invoice was provided wherein it indicated that the left rear seat buckle was replaced. The invoice is dated June 3, 2017.

Summary:

The complaint was satisfactorily resolved. Proof received that the seatbelt buckle was replaced. (mgl).

The complaint is closed. (mgl) END_____

June 23, 2017 - after the complaint was concluded an email was received from Jo Johl. A call was placed to the company to find out what position is held by Jo. A message was left for Jo to call Inspector Lovell. Jo contacted Inspector Lovell and he confirmed that he is the mechanic. It was explained that with John Palis temporary absent, he is not authorized to made demand or respond directly to the Branch. As the mechanic, he should be reporting out directly to the A/manager who, in turn, should summarize the mechanic's finding and submit a rebuttal to the Branch. He was advised that the tone of his email is not acceptable, as passenger safety should be of a concern to the company. Jo said he understood. The matter is closed (mgl).

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Incident Detail

File Number	**2017-00114**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jun 19, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jun 20, 2017
Subject	Driving ability				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70199
License Type Special

ATTN: Ony Chowdhury
MACLURE'S CABS (1984) LTD.
1275 75TH AVE W
VANCOUVER BC V6P 3G4

Phone 604-731-4999 (Ony)
Fax 604-731-9219
Email maclurescabs@hotmail.com

Driver

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

Comments:

June 16, 2017 - The following complaint was received by Consumer Protection and forwarded to the Branch for investigation:

Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: McClure's Taxi
Driver's Name: s.22
Taxi Number or License: s.22

Incident
Date of incident: June 16, 2017
Time of incident: 1-1:30 p.m.
Location Pick Up: Sheraton Wall Center, Vancouver BC
Location Drop Off: Sheraton Vancouver Airport, Vancouver BC

Summary of Incident: Was picked up at hotel and complainant stated that driver drove so aggressively it made him sick. Complainant asked driver to slow and told him he was not in a hurry. Driver ignored requests. Examples include: aggressive lane changing, slamming of breaks & acceleration. Complainant states driver was also not wearing a seatbelt.

Kind regards,
Lottie

End… (djp)

June 19, 2017 - Acknowledgement email sent:

Last Updated By: dpickeri Last Updated Date: Jun 20, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00114**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jun 19, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jun 20, 2017
Subject	Driving ability				

Dear s.15,s.22

Re: Complaint about MacLure's Taxi

Thank you for providing important information to the Passenger Transportation Branch regarding a potential violation(s) of the Passenger Transportation Act and/or Regulations.

The issues described in this complaint are technically under the jurisdiction of the regional police. If you have submitted this complaint to the police and received a police file number please forward it to us. We also ask that if you have addressed this matter to the taxi company please share their response with us.

We will forward the complaint to the company and the complaint with any response they send to us remains a part of their Passenger Transportation Licence profile. Complaints are typically reviewed whenever a licensee makes an application to, for example, expand or change their service.

We value your submission and may contact you for further details. If you have any questions or concerns please contact us by phone at 604-527-2198 or email at passengertransportationbr@gov.bc.ca.

Yours truly,

Douglas Pickering

End… (djp)

June 19, 2017 - Email sent to MacLure's:

Hello,

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation (note this complaint has been edited for clarity):

Taxi Info
Taxi Company: MacClure's's Cabs
Driver's Name: s.22
Taxi Number or License: s.22

Incident
Date of incident: June 16, 2017
Time of incident: 1-1:30 p.m.
Location Pick Up: Sheraton Wall Center, Vancouver BC
Location Drop Off: Sheraton Vancouver Airport, Vancouver BC

Summary of Incident: Was picked up at hotel and complainant stated that driver drove so aggressively it made him sick. Complainant asked driver to slow and told him he was not in a hurry. Driver ignored requests. Examples include: aggressive lane changing, slamming of breaks & acceleration. Complainant states driver was also not wearing a seatbelt.

The complainant has been advised that the subject matter of this complaint is under the jurisdiction of the regional police. The Branch does retain a copy of the complaint attached to your Passenger Transportation Licence profile. Such complaints are subject to review by the Board at their discretion, typically when reviewing new applications. A response is not required from MacClure's Cabs (1984) Ltd. but if you wish to submit a response to these allegations it will be included with the complaint record.

Regards,

Douglas Pickering

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00114**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jun 19, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jun 20, 2017
Subject	Driving ability				

End… (djp)

Conclusion:

June 19, 2017 - Complaint unsubstantiated. Substance of this complaint does not appear to be covered under our legislation. Per Kristin's suggestion emailed MacLure's saying response not required but they may submit a response if they wish. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00118**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Jun 30, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jul 20, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 812183
Owner RICHMOND CABS LTD.
2440 SHELL RD
RICHMOND BC V6X 2P1

Licensee

PT Number 70391
License Type Special

ATTN: Mohammed Ullah (GM)/Yadwinder Sandhu
RICHMOND CABS LTD.
2440 SHELL RD
RICHMOND BC V6X 2P1

Phone 604 248-3131
Fax 604 276-2705
Email gm@richmondtaxi.ca

Driver

License Num: s.22 **Class:** 1
Driver Name: **Expiry Date:** s.22
Birthdate: **Jurisdiction** BC

Comments:

June 19, 2017 - the following complaint was directed to the Passenger Transportation Branch (Branch) by Consumer Protection BC:

Inquiry #: 97007
Consumer name: s.15,s.22
Consumer phone number(if collected): s.22
Taxi company name: Richmond Taxi
Taxi number or license: Taxi# R68 / License# s.22
Date of incident: June19, 2017
Time of incident: 3:00 PM
Location pick up: Templeton Skytrain station
Location drop off: Was declined
Email or mailing address: s.22

Brief summary of incident:
s.15,s. ordered a taxi (Richmond Taxi) in Richmond, BC and they came and he put his suite cases in the trunk (with s.22 and told the taxi driver that he was going to West Vancouver. The Taxi driver declined to take them and said he would call another taxi for them (Richmond Taxi). The 2nd taxi came and took him s.22 to his destination in West Vancouver, BC.

END_____

June 30, 2017 - Acknowledgement letter directed to consumer. (mgl)

_____

June 30, 2017 - complaint directed to the General Manager of Richmond Taxi for their investigation. (mgl)

_____

July 20, 2017 - written rebuttal submitted by the driver:

Reference: Taxi Complaint 2017-00118

Last Updated By: mglovell Last Updated Date: Jul 20, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00118**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Jun 30, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jul 20, 2017
Subject	Trip refusal				

Taxi company name: Richmond Taxi - Date of incident: June19, 2017- Time of incident: 3:00PM
Taxi number or license: Taxi# R68 / License# s.15 Location pick up: Templeton Skytrain station
Location drop off: Was declined
DL #s.22 · NAME: s.22 · VEHICLE REGISTRATION# s.15

Hello Margaret

Here is my Rebuttal:

Findings:

R68 driver arrived at Templeton Skytrain station around 2:52 pm and waited until 2:57 pm (5 minutes) before leaving. And Dispatcher re-dispatch 2:58 pm and R41 accepted the trip at 3:02 pm, customer was inside the cab at 3:08 pm and dropped off in West Vancouver at 3:57 pm. s.22 once confirmed that R41 is picking up the customer, then he left the pick-up address. And, I already confirmed with dispatch office that R68 driver requested re-dispatch that particular trip due to his shift ending and it will be very challenging for him to perform it.

Analysis:

In addition, 75% of our trip from Templeton Skytrain station are very short trip. Therefore, from driver's point of view, it is very likely to assume that trip is a short trip; which he can perform before heading towards his s.22

From customer point of view, it is very unacceptable waiting extra 10 minutes for a ride once they already get one. We love to send a $25.00 gift voucher as a gratuity.

Step Taken:

I already contacted s.15,s.22 and he will call me back tomorrow. After I receive his address, we will send a $25.00 gift certificate to him, which he can use his next visit at Richmond. Moreover, we will send a Sorry card along with a flower basket to s.15,s.22

Remarks:

It is very unfortunate that our valued customer had to wait extra 10 minutes for next available cabs. But it was shift changing time and that particular driver had to attend his s.22 After analyzing our trips from that pick-up address, it is very unlikely that s.22 on purpose did not performed that trip. In terms of fare it was a really good fare, which most of the driver wants to perform. In addition, s.22 is a very good driver and this is very first complaint against him. Finally, s.22 took all necessary steps to eliminate waiting time for that particular customer.

Feel free to contact me if you have any concern.

Thank you and have a nice day.

Sincerely

Mohammed Anwar Ullah
GM Richmond Taxi

Conclusion:

The complaint was directed to the General Manager of Richmond Taxi, Mohammed Ullah. Mr. Ullah provided the driver's statement which was accompanied by a s.22 on the day of the alleged incident. The rebuttal provided by the General manager indicates that the driver did not right-out refused the trip. He was sourcing short trips because of the anticipated s.22 which would allow him to keep the appointment. The driver appeared to be responsible in engaging with dispatch and requesting that another vehicle be dispatched to transport the complainant. This course of action was affirmed by the complainant in that another vehicle came and completed the trip. During the course of action by the driver, it appears that insufficient information was provided the complainant as to why the initial trip was not completed. The general manager stressed that the initial driver took appropriate action in eliminating the waiting time for the customer. As a result, the general manager reached out to the complainant and intends to offer a $25 gift certificate, in addition to a sorry card, and flower basket - upon the complainant confirming his address.

Summary

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00118**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Jun 30, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jul 20, 2017
Subject	Trip refusal				

Based on the driver's statement and General Manager's rebuttal the course of action by the driver was not intended to be a trip refusal, but rather a communication problem. As such, the allegation of trip refusal was not substantiated. The general manager handled the complaint through customer service outreach to the complainant and offered an apology and $25 gift voucher.
The investigation is closed. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00119**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 4, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 4, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Sep 25, 2017
Subject	Licensed but driving without a passenger transportation plate/decal/permit				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 812849
Owner 0890995 B.C. LTD.
328 INDUSTRIAL AVE
VANCOUVER BC V6A 2P3

Licensee

PT Number 71666
License Type Hybrid

ATTN: Kian Malekzad
0890995 B.C. LTD.
328 INDUSTRIAL AVE
VANCOUVER BC V6A 2P3

Phone 604 687-5466
Fax
Email info@imperiallimousine.com; kian@imperiallimousine.co

Driver

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

Comments:

July 4, 2017 - The following email was received at the Branch from s.22

Dear Sir,

I'm concerned over the fact that service providers are not adhering to the regulations set down by the governing body the PTB. There are several companies that are running around using vehicles that have no PTB plate displayed. This allows them to use vehicles that might not be insured properly or fall within their authority issued by the PTB. I would like to lodge a complaint against this provider. Thanks s.22

July 4, 2017 - Attached to the above email was a photo showing a black Mercedes BC plate LB5687 Reg s.15 NSC 201848963 Lessee 0890995 B C LTD rate class 695 (taxi, limo use) body limo, parked in daylight at YVR taxi holding lot. (djp)

July 4, 2017 - Sent acknowledgement email:

File No: 2017-00119

July 4, 2017

s.15,s.22

Re: Complaint received July 4, 2017 about operator at YVR taxi holding

Thank you for providing important information to the Passenger Transportation Branch regarding a potential violation(s) of the Passenger Transportation Act and/or Regulations.

Regarding the photo you provided, can you please tell us the date and approximate time when the photo was taken?

We value your submission and may contact you for further details. Based on all of the information received, an investigation will be initiated to

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00119**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 4, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 4, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Sep 25, 2017
Subject	Licensed but driving without a passenger transportation plate/decal/permit				

substantiate the allegations. If a violation has indeed occurred, the Branch will apply whatever penalty is deemed appropriate. However, due to privacy concerns, we are not able to divulge what level or type of penalty was administered.

If you have any questions or concerns please contact us by phone at 604-527-2198 or email at passengertransportationbr@gov.bc.ca.

Yours truly,

Douglas Pickering

End… (djp)

July 4, 2017 - Received reply from s.15,s.

Hi,

It was taken around 8:30am this morning. I've seen this vehicle for the past month running around without a PTB plate. There was an s.22 s.22 driver today. Hope it helps s.15,s.2

Sent from my iPhone

End… (djp)

July 4, 2017 - Sent email to Kian:

Hello,

The Branch has received a complaint including a photograph alleging that a 2015 Mercedes BC plate LB5687 Reg s.15 was, on the morning of July 4, 2017, operating as a commercial passenger vehicle. This vehicle is currently registered under the NSC attached to the Passenger Transportation Licence for 0890995 B.C. LTD. Our records indicate this vehicle is not attached to a Passenger Transportation plate. Please immediately cease any commercial passenger transportation services for which your licence does not allow and investigate this matter and respond to the Branch with your results by July 11, 2017

Regards,
Douglas Pickering

End… (djp)

July 17, 2017 - Called Kian's cel and the general line, left msg on vm asking him to call me asap. (djp)

July 18, 2017 - Called, talked to dispatcher. Dispatcher asked if it was about the Mercedes in YVR holding, I said yes, he said the car was there to pick up YVR decals. He said Kian s.22 and would get back to me today. (djp)

July 18, 2017 - This vehicle was attached to PT plate 812849 on July 6, 2017; they did a lost plate request with a PTA. (djp)

July 24, 2017 - I called, talked to Kian. He was initially confused about the issue but subsequently said he had records that the vehicle was on a not for pay trip. He requested I resend my original email to him to a new address, kian@imperialchauffeur.com, and he would respond within 'a couple hours.' I cautioned him that failure to do so could result in a Notice for obstructing an inspector. I resent the email today. (djp)

July 26, 2017 - Email from Kian:

Good morning Doug,
we were doing a some complementary familiarization jobs enlisted below for future business. As we were discounting these trips 100% we decided to use the vehicle that didn't have license on it at that time in order use vehicles that are eligible for commercial usage on paying jobs.

Should you have any questions or concerns please don't hesitate to contact us.

Sincerely from Kian

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00119**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 4, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 4, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Sep 25, 2017
Subject	Licensed but driving without a passenger transportation plate/decal/permit				

_____
From: IMPERIAL TRANSPORTATION <info@imperiallimousine.com>
Sent: Tuesday, July 25, 2017 2:06 PM
To: Kian Malekzad
Subject: RE: Taxi complaint 2017-00119

Hi Kian

Trip#458910. We did a fam comp trip for a client at 07:00 YVR > As Directed for drop
Trip#458911. We did a fam comp trip for a client at 09:20 YVR > Downtown
Trip#458912. We did a fam comp trip for a client at 11:50 Downtown > YVR

Imperial Global Chauffeur Services Ltd.

End… (djp)

Aug 23, 2017 - My email to Kian:

Hello,
Thank you for your reply. Our investigation into this complaint has been ongoing. Vehicles used for familiarization trips must still be authorized under your Passenger Transportation Licence including having been issued and displaying a Special Authorization Vehicle Identifier. While we understand that the vehicle specified in this complaint has subsequently been attached to a Passenger Transportation plate you are required to cease performing such trips in any vehicle that is not currently authorized under your Passenger Transportation Licence.
Can you please reply with the name and any contact information you may have for the client(s) for these trips?
Regards,
Douglas Pickering

End… (djp)

Sep 15, 2017 - My email to Kian:

Hello,

Still looking for a response to the below inquiry. Specifically we are looking for the name and contact information for the client(s) for the trips listed below. You are required to provide this information by Sep 22, 2017.

From your email dated July 26, 2017:

Trip#458910. We did a fam comp trip for a client at 07:00 YVR > As Directed for drop
Trip#458911. We did a fam comp trip for a client at 09:20 YVR > Downtown
Trip#458912. We did a fam comp trip for a client at 11:50 Downtown > YVR

Douglas Pickering

End… (djp)

Sep 22, 2017 - Email from Kian:

Hi Doug,
The group was s.22

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00119**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 4, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 4, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Sep 25, 2017
Subject	Licensed but driving without a passenger transportation plate/decal/permit				

s.22

They are suppose to bring a group for incentive program in May 2019

Warm regards from Kian

End… (djp)

Sep 25, 2017 - My email to Kian:

Hello Kian,

Thank you very much for the reply. We will be closing this complaint with no negative findings.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Sep 25, 2017 - Complaint unsubstantiated. Vehicle alleged to be operating at YVR. After providing some conflicting information licensee reported these were complimentary familiarization trips allowed per Board rules and gave contact info for client. Vehicle added to fleet via PTA. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00120**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 19, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 5, 2018
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70546
License Type Special

ATTN: John Palis, Sukhi Sandh
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604-664-0430
Fax 604-669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

This complaint was directed to the Branch form Consumer Protection BC, as follows:

Consumer name: s.15,s.22
Consumer phone number(if collected): N/A
Taxi company name: Vancouver Taxi Company
Taxi number or license: N/A
Date of incident: June 10, 2017
Time of incident: 11:45am - 12:45pm
Location pick up: s.22
Location drop off
Email or mailing address: s.22

Brief summary of incident:
This past Sunday I called at 11:45 am to order a handicap taxi to transport my s.22 . The lady dispatch asked for location and destination and said it should not take long since it was not busy. The trip was not far, usually $9 and we tip over 15%.
After 4 calls - 20, 10, 10 and 10 minutes later, no taxi came.
On the third call the lady dispatch said she was surprised because one taxi responded to her, and she said she will contact that driver, and ask me to call if no taxi comes was answered by a man Jeff who said he is the manager. When asked what was the issue, he said "they suddenly got busy". I said that is b.s. based on what the first dispatch said. He accused me using profanity and rudely hung up.

(nr)

END_____

Oct. 27, 2017 - Acknowledgement letter sent to complainant.

Oct. 27, 2017 - Complaint forwarded to General Manager of Vancouver Taxi Ltd. as follows:

Hello John,

File No: 2017-00120

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00120**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 19, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 5, 2018
Subject	Wait times (regular/accessible taxi)				

The Passenger Transportation Branch received the following complaint through Consumer Protection BC. Please review this complaint to see why there was a change in wait times and allegations of excessive wait time and allegations that the taxi never showed up. Please investigate this matter and send us your findings by Friday Nov. 3, 2017

Complaint reads in part as follows:

Taxi company name: Vancouver Taxi Company
Taxi number or license: N/A
Date of incident: June 10, 2017
Time of incident: 11:45am - 12:45pm
Location pick up: s.22
Location drop off:

At 11:45 am I ordered a handicap taxi to transport my s.22 The lady dispatch asked for location and destination and said it should not take long since it was not busy. The trip was not far, usually $9 and we tip over 15%.
After 4 calls - 20, 10, 10 and 10 minutes later, no taxi came.
On the third call the lady dispatch said she was surprised because one taxi responded to her, and she said she will contact that driver, and ask me to call if no taxi comes was answered by a man Jeff who said he is the manager. When asked what was the issue, he said "they suddenly got busy". I said that is b.s. based on what the first dispatch said. He accused me using profanity and rudely hung up.

Kind regards,

END_____

Oct. 27, 2017 - John provided a response as follows:

Hi Naomi,

Are we sure of the date and time? I see no trips booked for that address on that date. The system is designed to never delete an entry, no who tries. So I have to assume it is the wrong date or company.
Please let me know.

Have a Great Weekend

John Palis

(nr)

END_____

Oct. 30, 2017 - Received phone call from John Palis, General Manager. He could not locate the trip in the system.

(nr)

END_____

Conclusion:

The allegations were unsubstantiated. The General Manager could not locate the trip in the system to determine why the wait times were high.

Complaint closed.

(nr)

Ministry of Transportation and Infrastructure

Incident Detail

File Number 2017-00121
Requestor s.15,s.22
Location RICHMOND
Subject Behaviour of the driver

Request Type Record Taxi Complaint
Assigned Inspector Naomi Rotgans
Received via Email

Received Date Jun 20, 2017
Assigned Date Oct 19, 2017
Completion Date

Requestor

s.15,s.22

Phone
Fax
Cell
Email s.22

Vehicle

Reg/VIN
Jurisdiction
Plate #
Owner

Licensee

PT Number 70271
License Type Special

ATTN: Manjurul Bari (Emon) or Harjit Bains
QUEEN CITY TAXI LTD.
5759 SIDLEY ST
BURNABY BC V5J 5E6

Phone 604-412-0281
Fax 604-435-6757
Email emon@bonnystaxi.com

Driver

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

Comments:

The complaint was directed to the Branch from Consumer Protection BC, as follows:

Inquiry number: #97032
Consumer Name: s.15,s.22
Consumer contac
Taxi company: Bonnie's or Queen City Taxi
Taxi number: QC 86
Date of incident: 2017-06-10
Time of incident: 1:30 PM
Pick up location: YVR
Proposed drop off location: s.22 Vancouver

Issue:
The guy picked him up at the airport and put his bags in the trunk. Consumer alleges that the taxi smelled terrible, like smoke and vomit and maybe Febreeze was used to try to cover it up. Consumer alleges that the driver drove slightly reckilessly, so they only tipped $2.00. After paying, the consumer got out of the car but driver started to drive off with his bag still in the back. The consumer tapped on the car, to tell the driver that their bag was in the back. Consumer claims that the driver then started swearing at them, saying "f- you, f- you!" and giving them the finger. While the driver was getting the bag the consumer took their phone out to shoot a pic of the plate, and said that they were sure their manager would like to hear about this. At this point the consumer claims that the driver drove off and almost ran over their foot. They phoned the cab company immediately and the dispatcher said he couldn't do anything about it since it was Saturday and to call back on during the week. Consumer has made a comment on the can company's FB page and eventually spoke to someone at the company who said he was a supervisor and that he'd take care of it, but he never did. Consumer called back today and the superviser on duty claims there was no record of their complaint.

Conclusion:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00122**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Aug 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 27, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

June 21, 2017 - This complaint was directed to the Branch from Consumer Protection BC, as follows:

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Yellow Cab
Driver's Name: Complainant did not provide – info has been requested.
Taxi Number or License: Complainant did not provide – info has been requested.

Incident
Date of incident: Complainant did not provide – info has been requested.
Time of incident: 2:00 a.m.
Location Pick Up: s.22
Location Drop Off: Complainant did not provide – info has been requested.

Summary of Incident:
Complainant and 2 friends took cab and stated their driver fought with another cab driver that was beside him, sped the entire ride (approx. 30km over speed limit), and had angry demeanor. Complainant said when the group tried to pay with prepaid payment, the driver argued with them and called dispatch. When dispatch confirmed prepayment had been arranged, complainant stated that driver threw his speaker against the dashboard.

Please feel free to contact me directly should you have any further questions or concerns.

(nr)

END_____

July 6, 2017 - More information was provided by Consumer portection BC as follows:

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00122**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Aug 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 27, 2017
Subject	Behaviour of the driver				

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Yellow Cab
Driver's Name: Complainant was unable to provide.
Taxi Number or License: Complainant was unable to provide.

Incident
Date of incident: Complainant still did not provide although information had been requested.
Time of incident: 2:00 a.m.
Location Pick Up: s.22
Location Drop Off:

(nr)

END_____

Sep. 14, 2017 - Acknowledgment letter sent to complainant and additional questions were asked as follows:

Please be advised that the Passenger Transportation Branch received your complaint from Consumer Protection BC. Our Acknowledgement letter is as follows.

File No: 2017-00122

September 14, 2017

s.15,s.22

Re: Yellow Cab Ltd.

Thank you for providing important information to the Passenger Transportation Branch regarding a potential violation(s) of the Passenger Transportation Act and/or Regulations.

We value your submission and may contact you for further details. Based on all of the information received, an investigation will be initiated to substantiate the allegations. If a violation has indeed occurred, the Branch will apply whatever penalty is deemed appropriate. However, due to privacy concerns, we are not able to divulge what level or type of penalty was administered.

As an aside, If you are able to provide further information and answer the following questions it would assist in our investigation. Are you able to provide the date of the alleged incident? Can you please provide the taxi number or licence plate? How was pre-payment arranged? Can you provide a receipt?

If you have any questions or concerns please contact us by phone at 604-527-2198 or email at passengertransportationbr@gov.bc.ca.

Please provide additional information on or before September 22, 2017.

(nr)

END_____

Oct. 27, 2017 - No additional information regarding the taxi number or dates of incident was provided. It also appears to be primarily a driver behaviour issue. If further details are provided we will re-open the file.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00122**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Aug 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 27, 2017
Subject	Behaviour of the driver				

File closed. (nr)

END_____

Conclusion:

The complaint wan unsubstantiated due to a lack of infomration. No additional information regarding the taxi number or dates of incident was provided. It also appears to be primarily a driver behaviour issue. If further details are provided we will re-open the file.

File closed. (nr)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00123**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**		**Assigned Date**	
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Taximeter not being operated or inoperative				

Requestor

s.15,s.22

Phone
Fax
Cell
Email s.22

Vehicle

Reg/VIN
Jurisdiction
Plate #
Owner

Licensee

PT Number
License Type

Phone
Fax
Email

Driver

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

Comments:

This complaint was directed to the Branch from Consumer Pretection BC, as follows:

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Yellow Cab
Taxi number: Consumer did not provide
Date of incident: June 19th, 2017
Time of incident: 6:30 pm
Pick up location: s.22
Proposed drop off location: s.22

Issue:
The passenger alleges that the taxi driver did not have the meter running. He did not notice until the end of the trip. He says that he was then charged double the amount of the return trip.

Conclusion:

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00124**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	New Westminster	**Received via**	Email	**Completion Date**	Jul 18, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

June 23, 2017 - The following complaint was received by Consumer Protection and forwarded to the Branch:

Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 97121

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Royal City Taxi
Taxi number: RC 9
Date of incident: June 19 2017
Time of incident: 6:20 pm
Pick up location: s.22
Proposed drop off location: SFU Campus, Surrey
Issue: The consumer alleges that the driver refused their trip once he heard that they wanted to travel to Surrey. He stated that, due to traffic on King George Blvd, he would not take them to their destination. She requested to speak to a dispatcher or manager but was refused. They were required to find an alternate taxi.

Thank you,

EMMA NAISMITH | LICENSING & INFORMATION OFFICER

End… (djp)

July 5, 2017 - Sent the following email to Shashi at Royal City:

Hello,

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00124**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	New Westminster	**Received via**	Email	**Completion Date**	Jul 18, 2017
Subject	Trip refusal				

Taxi company: Royal City Taxi
Taxi number: RC 9
Date of incident: June 19 2017
Time of incident: 6:20 pm
Pick up location: s.22
Proposed drop off location: SFU Campus, Surrey
Issue: The consumer alleges that the driver refused their trip once he heard that they wanted to travel to Surrey. He stated that, due to traffic on King George Blvd, he would not take them to their destination. She requested to speak to a dispatcher or manager but was refused. They were required to find an alternate taxi.

Please investigate this incident and reply to us with your results by July 17, 2017.

Regards,

Douglas Pickering

End… (djp)

July 5, 2017 - Reply from Shashi:

Hello Mr. Pickering;

Thank you for bring to my attention I join Royal City Taxi on June 21, 2017. Anyhow I will investigate this issue and get back to you with Driver's Statement. As soon as possible.

In mean time if you have any question please do not hesitate to call me at 604-525-5616 or by email manager@royalcitytaxi.com

Thank you,
Shashi Engineer

End… (djp)

July 11. 2017 - Reply from Shashi with attached driver's statement:

Hello Mr. Pickering;

After the investigation, I find driver not at fault reason Sky Train problem and Driver try to aware the customer that fare will more than the normal fare. As stated in driver's statement customer refuse reason customer was expecting to $15.00 to 20.00. The driver has to re-route either Portman bridge or through Alex Fraser.

Here I forward the response of Cab 9 Night Shift Driver Incident.

If you have any question. Please do not hesitate to call me at 604-525-5616 or cell 778-791-6666 or by email.

Thank you
Shashi Engineer

End… (djp)

July 14, 2017 - Called s.15,s she said driver at time of refusal did not mentioned bridge closure. She says the bridge was not closed by then as she got in a second RC cab, this one was approaching the bridge when the driver told her and showed her on his screen a message from Dispatch saying the Pattullo had closed. They then returned to New West. She paid cash for second cab and did not get it's number. (djp)

Conclusion:

July 18, 2017 - Complaint unsubstantiated. Complainant alleged trip refusal. Royal City submitted evidence that Patullo Bridge was closed at that time. Complainant acknoweldged they took another cab and that cab was not able to complete the trip due to the bridge closure. Complaint closed.

Last Updated By: dpickeri Last Updated Date: Jul 18, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00124**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	New Westminster	**Received via**	Email	**Completion Date**	Jul 18, 2017
Subject	Trip refusal				

(djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00125**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	LANGLEY	**Received via**	Email	**Completion Date**	Jul 5, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70404
License Type Special

ATTN: Tim Land
WHITE ROCK SOUTH SURREY TAXI LTD.
3-17921 55 AVE
SURREY BC V3S 6C4

Phone 604-574-0966 / 604-533-3333
Fax 604-576-2900
Email pacificcabs@telus.net

Driver

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

Comments:

June 23, 2017 - The following complaint was received by Consumer Protection BC and forwarded to the Branch:

Inquiry number: 97126

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Pacific Cabs
Taxi number: W21
Date of incident: June 19th, 2017
Time of incident: not provided
Pick up location: Sandman Signature, Langley
Proposed drop off location: YVR
Issue: The hotel informed her that there was a flat rate in effect from the hotel to the airport. She was frustrated to find out that the taxi did not offer a flat rate and that she had to negotiate to get the hotel's promised rate. Informed her that the flat rate zone fares are in effect for outbound trip from YVR but referred to PTB as an inquiry.

Thank you,

EMMA NAISMITH | LICENSING & INFORMATION OFFICER

End… (djp)

July 5, 2017 - I called s.15 she said hotel said flat rate would be $75. Driver said rate would be about $95 and turned on the meter. She argued based on what hotel had told her. Driver agreed to $75. Driver ran meter which read about $96 at end but accepted flat rate of $75. I explained fare rules to s.1 and why drivers need to follow metered rates.
After the call I noticed Consumer Protection had not gotten her email address. I caleld her back, left a message saying if she did want our follow up email with the complaint number to call back. (djp)

July 5, 2017 - I called the GM at the Sandman, Jason Columbus, went over the details and rules with him, he said he would educate staff at their next staff meeting. Sent him the following email:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00125**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	LANGLEY	**Received via**	Email	**Completion Date**	Jul 5, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Hello Jason,

Thank you for taking the time to speak with me today.

As discussed the following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation (please note the complaint has been edited for privacy reasons):

Date of incident: June 19th, 2017
Time of incident: not provided
Pick up location: Sandman Signature, Langley
Proposed drop off location: YVR
Issue: The hotel informed her that there was a flat rate of $75 in effect from the hotel to the airport. She was frustrated to find out that the taxi did not offer a flat rate and that she had to negotiate to get the hotel's promised rate.

Per regulation in BC zone rates only apply to outbound trips from Vancouver International Airport to specific regions in Vancouver and Richmond. All other taxi trips must be charged at metered rates. Negotiating rates or offering flat rates is otherwise prohibited and violators may be subject to penalties including fines and/or suspensions.

To prevent any future misunderstandings please educate your staff as to the correct rules regarding taxi fares. If you do have any questions or concerns please contact me.

Thank you again and regards,

Douglas Pickering

End… (djp)

July 5, 2017 - Email to White Rock/Pacific:

Hello,

The following complaint was received by Consumer Protection and forwarded to the Branch:

Taxi company: Pacific Cabs
Taxi number: W21
Date of incident: June 19th, 2017
Time of incident: not provided
Pick up location: Sandman Signature, Langley
Proposed drop off location: YVR
Issue: The hotel informed her that there was a flat rate in effect from the hotel to the airport. She was frustrated to find out that the taxi did not offer a flat rate and that she had to negotiate to get the hotel's promised rate. The driver agreed to a rate of $75. The driver engaged the meter but charged the customer the flat rate of $75.

Per regulation excluding outbound trips from YVR to Richmond and Vancouver all taxi trips must be charged at meter rates. The Branch has taken steps to educate the hotel staff and the passenger. Please investigate this matter with the driver and ensure they understand the fare rules. Please respond to us with your results by July 14, 2017.

Regards,

Douglas Pickering

End… (djp)

July 5, 2017 - Email from Tim:

HI DOUG: I INVESTIGATED THE COMPLAINT AND SPOKE TO THE DRIVER AS WELL AND WILL INFORM THE HOTEL OF THE PTB POLICY. OUR COMPETITION OFFERS LOWER THAN METER RATES SO WE HAD TO COMPETE SOMEHOW. IF WE WERE TO APPLY FOR SPECIAL RATES FOR OUR HOTELS TO YVR WOULD THAT BE ACCEPTIBLE? THANKS TIM LAND

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00125**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	LANGLEY	**Received via**	Email	**Completion Date**	Jul 5, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

End… (djp)

July 5, 2017 - My reply to Tim:

Hi Tim,

Thanks for the follow up. Note we have already addressed the matter with the hotel.

If any of your competition are going 'off meter' and you have any specific examples please let us know. We would be happy to look into it.

Regarding applying for special rates, you are welcome to apply to the Board to change your rates. Application information can be found at:
http://www.ptboard.bc.ca/applications_taxi.htm
For this kind of application you'd likely need to make sure you include some strong supporting material.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

July 5, 2017 - Complaint substantiated. Hotel erroneously told guest that they could get a flat rate from Langley to YVR. Guest argued with taxi driver and driver agreed to the flat rate of $75. I educated guest, hotel and had taxi co educate the driver. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00126**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jul 18, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70538
License Type Special

ATTN: John Palis; Sukhi Sandhu
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604 664-0430
Fax 604 669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

June 23, 2017 - The following complaint was received by Consumer Protection and forwarded to the Branch:

Hi,

Consumer Protection BC has received the following taxi complaint.

Consumer name: s.15,s.22
Consumer phone number(if collected): s.22
Taxi company name: Vancouver Taxi
Taxi number or license: V42
Date of incident: June 21, 2017
Time of incident: 1:30 - 2:00 AM
Location pick up: Edgewater Casino Taxi Station
Location drop off: Left them in the middle of the wrong side of the street about a block and a half from the Casino
Email or mailing address: s.22

Brief summary of incident:
The driver was eating some strong smelling food. He tried to take her on a longer route and got mad at them for knowing the best route. The radio was very loud and they asked him to turn it down. At this time, this is when they were literally booted out in the middle of the road. She asked for his badge number and he screeched away while the doors were still open. The driver refused to drop them off at a safe spot and he was irresponsible.

Thank you,

Jackie

End… (djp)

July 5, 2017 - Sent acknowledgement email. (djp)

July 10, 2017 - Email sent o Vancouver Taxi:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00126**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jul 18, 2017
Subject	Behaviour of the driver				

Hello,

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation (note the complaint has been edited for privacy and brevity):

Taxi company name: Vancouver Taxi
Taxi number or license: V42
Date of incident: June 21, 2017
Time of incident: 1:30 - 2:00 AM
Location pick up: Edgewater Casino Taxi Station
Location drop off: Left them in the middle of the wrong side of the street about a block and a half from the Casino

Brief summary of incident:
He tried to take her on a longer route and got mad at them for knowing the best route. The radio was very loud and they asked him to turn it down. At this time, this is when they were literally booted out in the middle of the road. She asked for his badge number and he screeched away while the doors were still open. The driver refused to drop them off at a safe spot and he was irresponsible.

There are a few things we are concerned about here including the safe embarkation of passengers and the passengers right to choose the route. We understand this was some time ago but please follow up with the driver and get back to us with a statement by July 18, 2017.

Regards,

Douglas Pickering

End… (djp)

July 17, 2017 - Received email reply from driver, handwritten note was attached and is saved to correspondence:

You have just received a new inbound fax from s.22 on 7/17/2017 at 10:59:39 AM containing a total of 2 page(s).

Your entry number in AccuRoute Fax was JobID: 1582040

End… (djp)

Conclusion:

July 17, 2017 - Complaint unsubstantiated. Complaint alleges driver would not take passengers preferred route, radio was too loud and driver evicted them from cab in a busy roadway. Driver's statement claims passengers were drunk and belligerent and this caused driver to evict them at roadside. Both sides agree they had only traveled 1 and a 1/2 blocks before they were asked to exit. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00127**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Jul 24, 2017
Subject	Driving ability				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

July 26, 2017 - Received the following complaint from Consumer Protection:

Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 97185

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Yellow Cab
Taxi number: B-21027
Date of incident: 2017-06-22
Time of incident: 4:00pm
Pick up location: 72nd Ave, and 124st, Surrey, near Kwantlen University.
Proposed drop off location: 72nd Ave, and 124 Kwantlen University.
Issue: Consumer alleges that he witnessed this cab trying to merge into a single lane out near his school. Claims the cab didn't signal and almost hit merged into a car twice, was speeding, and almost hit the same car again furthter down the road.

Thank you,

JULIE McNAMARA | LICENSING & INFORMATION OFFICER

End… (djp)

July 5, 2017 - The identifier supplied in the complaint, B-21027, is not a TIC. s.22 I called Praneeta at City of Vancouver and left a vm. Want to ask her if that's a Vancouver taxi #. Talked to her and hse had no idea what that number could be. (djp)

July 5, 2017 - Sent acknowledgement email to s.15 with question asking for source/type of the identifier number he supplied. (djp)

Conclusion:

July 24, 2017 - Complaint unsubstantiated. Identifier number he supplied does not match a TIC or BC plate. Sent s.15, s.22 email July 5 2017 asking

Last Updated By: dpickeri Last Updated Date: Jul 24, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00127**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Jul 24, 2017
Subject	Driving ability				

for more info. No reply from s.15 Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00128**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 26, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

June 26, 2017 - Received from Consumer Protection:

Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Yellow Cab
Driver's Name: N/A
Taxi Number or License: Cab Y173

Incident
Date of incident: June 23, 2017.
Time of incident: 12:01 a.m.
Location Pick Up: s.22 Vancouver BC
Location Drop Off: Portside Bar, Gastown, BC

Summary of Incident: Driver would not let complainant pay via credit card. He insisted that they pay cash. When complainant pointed out that he was not allowed to demand payment in cash and she was going to report the incident he became aggressive and started yelling. Friend had cash and paid. Complainant did call Yellow Cab but no one has called her back.

Kind regards,
Lottie

End… (djp)

July 5, 2017 - Sent acknowledgement email (djp)

Last Updated By: dpickeri Last Updated Date: Oct 17, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00128**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 26, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Payment issues				

July 5, 2017 - Sent email to Carolyn:

Hello Carolyn,

The following complaint was submitted to Consumer Protection BC and forwarded to the Branch for investigation:

Taxi Info
Taxi Company: Yellow Cab
Driver's Name: N/A
Taxi Number or License: Cab Y173

Incident
Date of incident: June 23, 2017.
Time of incident: 12:01 a.m.
Location Pick Up: s.22 Vancouver BC
Location Drop Off: Portside Bar, Gastown, BC

Summary of Incident: Driver would not let complainant pay via credit card. He insisted that they pay cash. When complainant pointed out that he was not allowed to demand payment in cash and she was going to report the incident he became aggressive and started yelling. Friend had cash and paid. Complainant did call Yellow Cab but no one has called her back.

Per the Taxi Bill of Rights a passenger has the right to pay the fare by cash or accepted credit card. Drivers should not be insisting on cash payment. Please address this matter with the driver and respond with your results by July 14, 2017.

Thank you and best regards,

Douglas Pickering

End… (djp)

July 7, 2017 - Email from Carolyn (dispatch log indicates vehicle had inoperative credit card machine, log is in correspondence):

Good morning Douglas, please find attached our dispatch log from June 23rd, 2017.

Yellow Cab has been replacing all credit card machines for the entire fleet from TD to Moneris since the second week of June. This has not gone without problems. As you will read in the attached log this driver reported this to our dispatcher sometime between 3:00pm and 11:00pm. We had no spare machines to offer drivers and unfortunately some people had to pay cash as the machines would simply not work. I can assure you that the driver of this taxi driver takes over $4500.00 per month every month of credit cards and it clearly shows on his monthly statement, he is not a driver that would intentionally refuse a credit card.

You will also see that later in the evening on the graveyard shift Car 198 was also experiencing problems.

Hope this help clear the situation.

Have a great day.

Carolyn

End… (djp)

July 7, 2017 - My reply to Carolyn:

Hello,

Thank you for the response.

We understand that technical problems are going to happen sometimes. Our understanding is that in this situation the driver did not share this information with the passengers before the trip commenced. To help prevent disputes like this in the future please encourage the driver to make

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Incident Detail

File Number	**2017-00128**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 26, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Payment issues				

the passenger aware of any method of payment restrictions before starting the trip. It would also be helpful if the complainant had originally received a response to the call they made to Yellow Cab.

I will update this information to the file and barring any further communications we can consider this complaint closed.

Have a good weekend,

Douglas Pickering

End… (djp)

July 7, 2017 - After sending the above email I called s. to share my findings. She said the driver never mentioned the terminal not working, the driver had said they didn't have time to process the credit card, driver said "Look at all the people. I need to pick up other people." s. said he was quite angry and waving his hands, they felt threatened, her friend paid cash and when the driver unbuckled his seat belt they fled. s. said Carolyn had called her back last week and Carolyn told her nothing about the terminal not working and said the driver would be suspended. (djp)

July 7, 2017 - My email to Carolyn reopening the complaint:

Hello Carolyn,

And we've had to reopen this one.

We have obtained more detailed information concerning this incident; according to the passengers the driver did not mention an inoperable credit card terminal and instead told them he did not have time to process the credit card because he wanted to pick up other fares. The passengers also did not obtain their change because they felt threatened by the driver and fled. The complainant has detailed a conversation with you they said occurred last week in which you did not mention an inoperable terminal and instead said the driver would be suspended.

At this time we would like a driver's statement including an explanation as to why when the passengers were waiting for their change the driver unbuckled his seat belt. We would also like a copy of your policy regarding handling payment when the credit card terminal is not working. Please submit your reply by July 12, 2017.

Regards,

Douglas Pickering

End… (djp)

July 14, 2017 - Email from Carolyn:

Good morning Douglas, I have been trying to reach the driver with no success I found out last night that he s.22
s.22

As soon as I can get his statement I will forward it over to you.

Carolyn

End… (djp)

July 21, 2017 - Email from Carolyn:

Good morning David, I am still trying to reach the driver he s.22 I can answer a few of your questions. If I did speak with this person, I would have said " that refusal of credit cards is not acceptable and would not be tolerated up to and including suspension". I do not believe I even had the time to look into this complaint I have been way to busy thus until you emailed me on this complaint. As for our company policy as mentioned to you earlier, if the credit card machine is down, Drivers must log this with our dispatch and our dispatch must log it on our daily log reports from dispatch (of which you have a copy) and we DO NOT accept credit cards unless they have been PIN authorized through the terminal. I do not know of any company (not just

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Incident Detail

File Number	**2017-00128**	**Request Type**	Record Taxi Complaint	**Received Date**	Jun 26, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Payment issues				

taxi companies) grocery stores, department stores etc that would accept a credit card without using the terminal, the credit card company would never pay the charges.
As soon as I hear from the driver I will send his statement.
Have a great weekend.
Carolyn

End… (djp)

Aug 10, 2017 - Sent email to Carolyn:

Hello Carolyn,

In regards to the complaint detailed below am still waiting on a driver's statement. Please submit as soon as possible.

Regards,

Douglas Pickering

End… (djp)

Aug 18, 2017 - Email from Carolyn:

Good morning David, I am still unable to reach the driver. I know that he s.22 The driver reported this to our dispatch which is company policy, I don't know what else I can tell you. This driver as far as I can tell did nothing wrong. I do not know when I will be able to speak with him.

Carolyn

End… (djp)

Conclusion:

July 7, 2017 - Complaint unsubstantiated. s.15 said driver demanded cash. Carolyn submitted log showing vehicle had inoperative credit card terminal. I told Carolyn to make sure drivers let passengers know this before start of trip and that she needs to respond to complaint calls. I finally reached s.15 and she said driver never mentioned inoperable terminal, they fled without change because they felt threatened, she talked to Carolyn last week who never mentioned it and said driver would be suspended. I emailed Carolyn asking for driver's statement and their policy on payments when terminal not working by July 12, 2017. Carolyn replied July 14 asking for more time as driver s.22 Sent Carolyn email Aug 10 asking for driver's statement. s.22 Complaint closed. (djp)

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Incident Detail

File Number	**2017-00129**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 5, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70538
License Type Special

ATTN: John Palis; Sukhi Sandhu
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604 664-0430
Fax 604 669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

June 27, 2017 - Consumer Protection forwarded the following:

Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 97202

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Vancovuer Taxi
Taxi number: Booking reference #2402632
Date of incident: May 26, 2017
Time of incident: 9:00pm
Pick up location: KIA Dealership 396 SW Marine Drive Vancouver
Proposed drop off location: YVR Domestic Departures
Issue:
Consumer had, at 6:00pm pre-booked on-line for Vancouver Taxi to pick s.22 up at a KIA dealership at 9:00pm to take them to YVR airport. At pickup time there was no cab so s.15,s. made 3 calls, 9:00pm, 9:17pm, at 9:30. All 3 times he was informed by the same dispatcher the cab was on its way. s.15,s. had re-iterated s.22 had a flight to catch. With no sign of a cab at 9:30 he put s.22 back in the family vehicle and parked at Econo lot at YVR. He has tried to contact Vancouver Taxi as well as put a complaint on their website but when he tries to submit he gets an error message. s.15,s.2 issue is if Vancouver Taxi cannot deliver on a pre-booked reservation they should not take bookings, dispatch should give honest time estimates, not empy assurances. s.15,s. would like to be reimbursed the cost of $202 he had to pay for parking at YVR

Thank you,
FRAN | LICENSING & INFORMATION SERVICES

End… (djp)

July 5, 2017 - Acknowledgement email sent. (djp)

July 14, 2017 - Sent email:

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Incident Detail

File Number	**2017-00129**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 5, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

Hello,

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Taxi company: Vancouver Taxi
Taxi number: Booking reference #2402632
Date of incident: May 26, 2017
Time of incident: 9:00pm
Pick up location: KIA Dealership 396 SW Marine Drive Vancouver
Proposed drop off location: YVR Domestic Departures
Issue:
Consumer had, at 6:00pm pre-booked on-line for Vancouver Taxi to pick s.22 up at a KIA dealership at 9:00pm to take them to YVR airport. At pickup time there was no cab so complainant made 3 calls, 9:00pm, 9:17pm, at 9:30. All 3 times he was informed by the same dispatcher the cab was on its way. Complainant had re-iterated s.22 had a flight to catch. With no sign of a cab at 9:30 he put s.22 back in the family vehicle and parked at Econo lot at YVR. He has tried to contact Vancouver Taxi as well as put a complaint on their website but when he tries to submit he gets an error message. Complainant's issue is if Vancouver Taxi cannot deliver on a pre-booked reservation they should not take bookings, dispatch should give honest time estimates, not empty assurances.

Wait times are an important subject of interest to the Branch. Please investigate this complaint and respond to us by July 21, 2017 with any information you deem relevant.

Regards,

Douglas Pickering

End… (djp)

July 20, 2017 - Response from Vancovuer Taxi:

To whom it may concern,
I am writing this letter in regards to complaints made about a trip booked with Vancouver Taxi on May 26th of 2017 (trip#2402632). I am the dispatcher who was on shift the night in question. Although I cannot recall this particular trip I can, however, by looking at the trip log make an educated guess as to what transpired during the incident. The primary issue being discussed here is the problem of wait times, which i presume all parties involved here agree on as being of great import to this industry. An unfortunate and unavoidable problem in all service related industries is demand rapidly overload outstripping the ability of the provider to keep up with orders creating service bottlenecks, for example in a busy restaurant this is a customer waiting I hour for a promised table and then dealing with extended kitchen prep delays. Knowing that this is an issue during peak demand, our company policy is not to take prebookings for Friday and Saturday evenings when pressure upon the system is highest, we will take some bookings for YVR trips but always inform the customer during the booking process that this may be an issue and they should book for as early as possible (eg. Spm if they want a car for 8:30 pickup).
s.15,s. the complainant, would have been informed of the issue and given the choice to risk booking the cab, or to make other travel arrangements, had he called and tried to order the cab through one of our telephone operators. Because s.15,s instead bypassed dealing with a person and opted instead to book through our app he was admitedly not informed of potential problems and we were left scrambling to accomodate a priority trip without the means to do so.
The second part of the complaint concerns what was told to s.15,s. during his callbacks when he finally did speak to a person. In this matter I can offer very little as I was not the one to speak with him, but from what I see on the logs it does not make sense to me that he was told at any time that the cab was in fact on the way. At each point that a customer callback was made the trip was still broadcasting to the zone seeking available vehicles. With no car assigned to the pick up, there would have been no reason for the calltaker to tell the customer otherwise. I am only speculating as to what was said but

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Incident Detail

File Number	**2017-00129**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 5, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

typically in such a situation we would be more concerned with the customer getting to their location and not missing their flight than hard selling customer exclusivity only to wind up in this situation with a bitter and angry person who will not want use our services in the future anyway. If no car is available we will inform the customer that is the case so that they can make an informed decision to continue waiting for us or not. I apologize for any miscommunication between parties that lead to s.15,s.22 predicament and subsequent complaint against the company.
p. 1

End… (djp)

Aug 23, 2017 - My email to VT:

Hello,

Thank you for your reply concerning complaint 2017-00129 that involved your trip reference 2402632. The information from the dispatcher was very helpful. Your response has been added to your licence profile and may be reviewed when evaluating future requests relating to your Passenger Transportation Licence.

In order to prevent future occurrences of this type of complaint we would like to underscore the need for customers to receive as accurate as possible wait time estimates when they make a booking or call in to inquire about an existing booking, regardless of how the booking was made. The Branch is aware that wait times are of particular interest to consumers and we believe it is in the best interest of consumers and Licencees to manage and address these concerns in the most proactive way possible.

Again, thank you for your feedback.

Regards,

Douglas Pickering
Passenger Transportation Enforcement Officer

End… (djp)

Aug 31, 2017 - Email from s.15,s.22

Greetings Mr. Pickering,

Thank you for the message. Just wanted to notify you that I did make an attempt to contact Vancouver Taxi directly about this matter. I sent the e-mail below to the address indicated for the manager at Vancouver Taxi.

So far, I have received no response.

Sincerely,

s.15,s.22

---------- Forwarded message ----------
From: s.15,s.22
Date: Tue, Jul 25, 2017 at 11:59 AM
Subject: Taxi no-show 26 May 2017 to YVR
To: manager.vancouvertaxi@telus.net
Greetings Vancouver Taxi,

Just wanted to bring to your attention an unfortunate incident that occurred on the evening of May 26th, 2017.

s.22 and I were scheduled to fly out of YVR at 11:15pm that day. I booked a van through your online booking service earlier in the afternoon to pick us up at the KIA Vancouver dealership at Marine Drive at 9pm.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00129**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 5, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 5, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

We arrived at the dealership before 9pm, to park our vehicle and be ready for the taxi. When I called dispatch to report no taxi had arrived yet, the dispatcher confirmed my online booking anstated the van was finishing up another fare and would be on his way soon. Nearly 20 min. later, with no cab in site I called dispatch again, who assured us the cab would arrive shortly. It did not, and we had to load up our luggage, carseats and s.22 and drive to the airport to catch our flight.

We made it to our flight with little time to spare. I ended up parking our vehicle at the Econo Lot at YVR, where the final cost of parking when we returned was $202. This additional cost would not have occurred had the cab that we prebooked arrived, or dispatch informed us when I called that a cab would not be coming to pick us up and to look for other options.

When we boarded the plane, around 11pm, I had an opportunity to call dispatch to cancel the booking. The line was busy, so I tried leaving a message through the Vancouver Taxi's website. That attempt also failed, when I pushed send the message failed to deliver.

I filed a report on this incident to Consumer Protection BC, who stated they are investigating this matter and suggested making another attempt to contact Vancouver Taxi.

As far as this incident is concerned, based on the service I received I am not going to use Vancouver Taxi for any future prebooked cab rides. If meaningful changes were implemented to prevent such an incident from happening in the future, I may reconsider using your company's services in the future.

Sincerely,

s.15,s.22

End… (djp)

Sept 5, 2017 - I called s.15,s. explained feedback from Vancouver Taxi and outcome. Told him complaint remains part of the licencee's record and he may choose to pursure recovering his costs in Small Claims. He said he understood and thanked me for the feedback. (djp)

Conclusion:

Aug 23, 2017 - Complaint substantiated. Complainant booked trip via app. Taxi did not arrive at time requested. Complainant called in and was told repeatedly cab was on it's way. Vancouver Taxi responded saying app bookings are subject to availlability and like any booking not guaranteed and their standard practice is to not tell people a cab is coming if trip has not been assigned yet. I replied telling VT they need to be more proactive and accurate in their wait time estimates. I called s.15,s. and told him our results. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00134**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Jul 14, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jul 21, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

July 14, 2017 - the following complaint was received at the Passenger Transportation Branch:

Inquiry #: 97431
Consumer name: s.15,s.22
Consumer phone number(if collected) s.22
Taxi company name: Yellow Cab
Taxi number or license: 25
Date of incident: July 2
Time of incident: 3:30am
Location pick up: s.22 , Vancouver BC
Location drop off: n/a
Email or mailing address:s.22
Brief summary of incident: The driver refused one fare, then drove up to me and refused my fare. He kept both doors locked and would not take anyone not travelling to East Vancouver (I was headed to Yaletown). I attempted to take a photo of the vehicle but he sped away too quickly.

Thank you,

End_____

July 14, 2017 - Acknowledgement letter was directed (mgl)

_____

July 14, 2017 - Complaint directed to the Carolyn Bauer, Manager of Yellow Cab for their investigation and driver rebuttal. (mgl)

_____

July 18, 2017 - Carolyn responded as follows:

Good Morning Margaret, our taxi was not downtown, he was in the Burnaby area. Thanks. (a copy of the vehicle movement was provided for Unit

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Incident Detail

File Number	**2017-00134**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Jul 14, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jul 21, 2017
Subject	Trip refusal				

25). (mgl)

July 19, 2017 - as a result of the rebuttal from Carolyn, the following email was directed to her:

Hello Carolyn:

Thanks for your response.

I revisited this matter with the driver who advised that the driver took off so quickly that he did not observe the entire Unit number. He affirmed that it was indeed one of your vehicles. It could have been either Unit 125 or 225. The print out you directed indicated that Unit 125 was in the area. Can you please recheck you vehicle movement to ascertain where unit 125 and 225 were tracking on July 2, 2017 at 3:30 am. (I am not sure because the vehicle in that area are one on top the other). Note the allegation is that the driver would not take anyone not travelling to East Vancouver.

I await your further findings. (mgl)

July 21, 2017 - Carolyn responded as follows:

Good afternoon Margaret,

It was not 125 see attached accident report filed by the driver. The claim number on that accident with ICBC is s.22 Yellow Cab 225 was not on the road that evening. His last trip on July 2nd was at 21:06 and he did not come back on until July 3rd at 8:21 am.

Conclusion:

Although the complaint was not able to correctly identify the Unit, the complaint was directed to the General Manager with a view that she would be able track the vehicle movement and confirm if the driver involved was operating Unit 25. Carolyn responded that Unit 25 was clearly not in the area identified by the complainant. The complainant was advised of our findings. He then indicated that without any certainty that it could be Unit 125 or 125, as the driver took of quickly and he was not able to take a photo.

Carolyn was again asked to review vehicle movement on Units 125 and 225. She reported that Unit 125 was in a crash on July 2, 2017 at 3:30 am. Also Unit 225 was not on the road that evening. The driver's last trip on July 2, 2017 was at 21:06 - and did not return until July 3, 2017 at 8:21 am.

Carolyn has participated in the investigation; however the complaint was not substantiated. The investigation is closed. (mgl)

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Incident Detail

File Number	**2017-00136**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 14, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 23, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

July 14, 2017 - Complaint forwarded from Consumer Protection, email from Consumer Protection and below it is the email they included from the complainant Mike Shum (photo Mike sent shows side of vehicle with BT109 on it):

Inquiry #:97684
Taxi number or license: 109
Consumer name: s.15,s.22
Company name: Black Top Cabs
Date of incident: July 9 2017
Time of incident: 3:30am
Location pick up: Corner of s.22
Location drop off: not applicable
Brief summary of incident:
The cab driver had his light illuminated when he stopped. The doors were locked and he rolled down his window to inquire where we were headed. When we let the driver know we were headed to Yaletown, he quickly sped off. Please see attached photo of the taxi number.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER

Hello,

I would like to file a complaint about a taxi refusal early this morning.

Black Top Cab 109
3:30am July 9
s.22

The cab driver had his light illuminated when he stopped. The doors were locked and he rolled down his window to inquire where we were headed. When we let the driver know we were headed to Yaletown, he quickly sped off. Please see attached photo of the taxi number.

Let me know if any more information is required. I can be reached via email or at (778) 384-7098.

Last Updated By: dpickeri Last Updated Date: Aug 23, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00136**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Jul 14, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 23, 2017
Subject	Trip refusal				

Mike

End… (djp)

July 17, 2017 - I called s.15 left msg on his vm for him to call me. I just want to go through the events before proceeding. (djp)

Aug 23, 2017 - No response from s.15. Complaint closed. (djp)

Conclusion:

Aug 23, 2017 - Complaint unsubstantiated. Alleged trip refusal. I called s.15 left msg on his vm for him to call me. I want to go through the events with him before proceeding. No response from s.15 Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00142**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Aug 1, 2017 - The following complaint was received by Consumer Protection and forwarded to the branch for investigation:

Consumer's s.22 hailed a cab from downtown in the middle of the night and told the driver that her parents would pay the bill. Consumer claims that the driver pulled the s.22 phone out of her hand to hold as collateral until the fare was paid. Consumer then claims that the driver would not return the phone to the s.22 after paying the fare. Consumer phoned RCMP and the driver gave them a different phone. After some discussion, the driver gave back the right phone, the RCMP showed up and the driver took off. Consumer tried to resolve issue the taxi company but have received no reply. Consumer is wanting a refund from the taxi company.

Inquiry #: 98163
Name: s.15,s.22
Taxi number or license: #192
Operator: Yellow Cabs
Trace # Did not provide
Clerk ID: 5
Fare: $65
Date of incident: 2017/07/15
Time of incident: 02:35 AM
Location pick up: Downtown
Location drop off: s.22
Email or mailing address: s.22
Phone: s.22

ROBERT WILLIAMS | LICENSING & INFORMATION OFFICER

End… (djp)

Aug 1, 2017 - I called and spoke to complainants s.15,s.22 said s.22 had taken taxi by herself, midway thru trip driver took her phone. At drop off Mom paid by Visa. s.22 said she would email me receipt. Driver would not return the phone. He gave her back a different phone, a 'cheaper phone.' I asked why driver did not simply leave since had been paid. She said she did not know. Driver eventually gave back correct phone. They called RCMP. He left after they told him they had called the police. She has contacted Yellow Cab repeatedly and they keep saying the driver s.22
I explained to s.22 that we can't compel Yellow Cab to give her a refund, we can only enforce Act and Reg. She said she understood. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00142**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Aug 1, 2017 - My email to Carolyn:

Hello,

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Inquiry #: 98163
Taxi number or license: #192
Operator: Yellow Cabs
Trace # Did not provide
Fare: $65
Date of incident: 2017/07/15
Time of incident: 02:35 AM
Location pick up: Downtown
Location drop off: s.22

Consumer's s.22 hailed a cab from downtown in the middle of the night and told the driver that her parents would pay the bill. Consumer claims that the driver pulled the s.22 phone out of her hand to hold as collateral until the fare was paid. Consumer then claims that the driver would not return the phone to the s.22 after paying the fare. At drop off after fare had been paid consumer phoned RCMP and the driver gave them a different phone, a 'cheaper' phone. After some discussion, the driver gave back the right phone, the RCMP showed up and the driver took off. Consumer tried to resolve issue with the taxi company but have received no reply. Consumer is wanting a refund from the taxi company.

Per Regulation a driver may request a deposit from a passenger. However, this does not allow the driver to seize and hold property. Please investigate this incident and respond with a driver's statement by August 10, 2017.

Regards,

Douglas Pickering

End… (djp)

Aug 24, 2017 - Email from consumer Protection:

Subject: RE: Taxi Complaint INQ#98163

Consumer has submitted a follow up email stating that the taxi driver held her purse as collateral as well.

From: Robert Williams

End… (djp)

Aug 18, 2017 - Received letter from Tracey with copy of receipt from Yellow Cab for payment of $65. Saved to correspondence. (djp)

Aug 30, 2017 - Sent email to Carolyn:

Hello Carolyn,

Hope you are doing well.

Still waiting on a response to the below complaint. Complainant has since added more information claiming that driver seized passengers phone and purse. If the driver is not clear on this we are looking for some education for the driver on the rules regarding deposits (can be cash, driver cannot seize personal belongings, deposit should be requested by driver before trip commences) and a driver's statement.

Regards,

Douglas Pickering

End… (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00142**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Nov 30, 2017 - My email to Carolyn:

Hello Carolyn,

Am reviewing some outstanding files and looking to resolve this one.

Still looking for this to be addressed with the driver. If there are contrary details or any information you want to add to the file please send it to me and note my recommendation below for addressing this with the driver.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Aug 1, 2017 - Sent email to Carolyn requesting response by Aug 10.
Aug 30, 2017 - Sent reminder to Carolyn. (djp)
Nov 30, 2017 - Sent email to Carolyn. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00143**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 18, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70546
License Type Special

ATTN: John Palis, Sukhi Sandh
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604-664-0430
Fax 604-669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

Aug 1, 2017 - The following email was received by Consumer Protection BC and forwarded to the branch for investigation:

Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry #: 98022
Consumer name: s.15,s.22
Consumer phone number(if collected): s.22
Taxi company name: Vancouver Taxi
Taxi number or license: V40
Date of incident: July 22, 2017
Time of incident: 12:25am
Location pick up: Dunsmuir just east of Granville
Location drop off: s.22
Email or mailing address: s.22

Brief summary of incident:
"We had a taxi from Vancouver Taxi, number V40, refuse us service based on our destination. We hailed him on the street at 12:25am on Saturday, July 22nd. He pulled over, locked his doors, and refused to take us until we provided a destination. When we said just over the Lion's Gate Bridge in West Vancouver, he drove off so fast and without looking that he nearly hit a pedestrian in a crosswalk.

This is dangerous, infuriating, and illegal, and I would like a response.

s.15,s.22

Thank you,

Jackie

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00143**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 18, 2017
Subject	Trip refusal				

LICENSING & INFORMATION OFFICER

End… (djp)

Aug 1, 2017 - Acknowledgement email sent. (djp)

Aug 2, 2017 - Called s.15, s.22 left message on vm for him to call me. (djp)

Aug 11, 2017 - Called s.15, s.22 he confirmed details, said he sent in the complaint within minutes of the incident, confirmed identifier V40. (djp)

Aug 11, 2017 - Sent email to Vancouver Taxi:

Hello,
The following complaint was submitted to Consumer Protection BC and forwarded to the Branch for investigation:
Taxi company name: Vancouver Taxi
Taxi number or license: V40
Date of incident: July 22, 2017
Time of incident: 12:25am
Location pick up: Dunsmuir just east of Granville
Location drop off: s.22
Brief summary of incident:
"We had a taxi from Vancouver Taxi, number V40, refuse us service based on our destination. We hailed him on the street at 12:25am on Saturday, July 22nd. He pulled over, locked his doors, and refused to take us until we provided a destination. When we said just over the Lion's Gate Bridge in West Vancouver, he drove off so fast and without looking that he nearly hit a pedestrian in a crosswalk.
Trip refusal can be an offence under the Passenger Transportation Act and Regulation. Please investigate this incident and respond with a driver's statement by Aug 21, 2017.
Regards,
Douglas Pickering

End… (djp)

Aug 18, 2017 - Fax from Vancouver Taxi:

Manager - Vancouver Taxi
From:
Sent:
To:
Subject:
Hello to whom may concern •.
s.22

Wednesday, August 16, 2017 11 :44 AM
manager.vancouvertaxi@telus.net
V40 trip refusal
Regarding my refusal to the trip, the costumer was intoxicated and wasn't stable enough to get in to my cab, that's why I didn't feel safe to pick them up, and the reason I was asking them where is their destination , because I wanted to have a little conversation with them this way I can analyze how they are and how they are acting . so I decided to move on with my night and avoid any trouble. As we all know safety comes first .
Note, going to north shore consider as a good fare at that time of the night.
Sent from my iPhone

End… (djp)

Aug 18, 2017 - I sent an email to Jackie at Consumer Protection:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00143**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 18, 2017
Subject	Trip refusal				

Hello Jackie,

In reference to the below complaint can you tell me the exact time the complaint came in?

Regards,

Douglas Pickering

End… (djp)

Aug 18, 2017- Got a messageback that Jackie s.22 I called Consumer Protection, talked to Fraser. He confirmed original email came in at 12:33:

Here is the information you requested regarding taxi complaint 98022. As I said the time stamp is below.

Thank you,
Fraser

From: s.15,s.22
Sent: Saturday, July 22, 2017 12:33 AM
To: info@consumerprotectionbc.ca
Subject: Taxi Complaint

We had a taxi from Vancouver Taxi, number V40, refuse us service based on our destination. We hailed him on the street at 12:25am on Saturday, July 22nd. He pulled over, locked his doors, and refused to take us until we provided a destination. When we said just over the Lion's Gate Bridge in West Vancouver, he drove off so fast and without looking that he nearly hit a pedestrian in a crosswalk.

This is dangerous, infuriating, and illegal, and I would like a response.

s.15,s.22

End… (djp)

Aug 18, 2017 - Issued APF 101412 for trip refusal. (djp)

Conclusion:

Aug 18, 2017 - Complaint substantiated. Complainant alleged trip refusal for requested trip from downtown Vancouver to north shore. Driver replied alleging complainant was too drunk. Complainant sent coherent, clear email to complain to Consumer Protection within minutes of the incident. Issued APF 101412 for trip refusal. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00144**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 2, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 3, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 8, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

The following complaint was filed through Consumer Protection BC with the Passenger Transportation Branch:

Complainant Info
Name: s.15,s.22
Email or Mailing address:

Phone:

Taxi Info
Taxi Company: Taxi was red in colour but does not have name of cab.
Driver's Name:
Taxi Number or License: CL9785 (Unit 85)

Incident
Date of incident: August 2, 2017
Time of incident: 11:05 a.m.
Location Pick Up: Fairmount Hotel, Vancouver BC
Location Drop Off: Coast Terminal, Canada Place, Vancouver BC

Summary of Incident: Complainant took cab from hotel and total fair was $6.70 but charged $23.70. Was told by driver that the remaining amount of $17 was for the luggage. Complainant paid it. Complainant did not get name of cab company because she said everything happened so fast.

Kind regards,
Lottie

END_____

August 3, 2017 - the complaint will be investigated on two levels. 1) Operating outside the licensee's authorized area of service (poaching) and; 2) charging the passenger extra for luggage. (mgl).

Last Updated By: mglovell Last Updated Date: Nov 8, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00144**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 2, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 3, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 8, 2017
Subject	Operating outside the licensee's area of service (poaching)				

In commencing the investigation consideration is given to Passenger Transportation Board Operational Policies and, in particular OP V.2

Transportation of Personal Baggage

Purpose

To clarify that taxi operators may not charge for the transportation of a passenger's personal baggage.

Context

Under the Passenger Transportation Act, the Board may approve or set rates charged by a licensee operating passenger directed vehicles. Under the Act, "rates" includes discount fares, deadhead charges, round trip fares, point-to-point fares, minimum charges, and any other fees or charges."

The Motor Vehicle Act Regulations provides a definition of "freight" that expressly excludes "a passenger's personal baggage." Freight and charges for freight are not subject to regulation under the Passenger Transportation Act. .

The Motor Vehicle Act Regulations defines "accessible taxi" as a taxi having a gross vehicle weight rating of not more than 4 500 kg, which is designed and manufactured or converted for the purpose of transporting persons who use mobility aids. It also defines "mobility aid" as a device, including a manual wheelchair, electric wheelchair and scooter, that is used to facilitate the transport, in a normally seated orientation, of a person with a physical disability.

Policy

Taxi operators must charge Board-approved rates whenever they are providing transportation for passengers.

For the purposes of this policy, passenger transportation includes the transportation of passengers and any personal baggage, including domestic pets.

Personal baggage includes items such as luggage, parcels and equipment that would fit in the trunk of a mid-sized, sedan-style taxicab. In circumstances where it is difficult to determine whether an item is personal baggage or freight, the presumption is that it is personal baggage.

No extra fees may be charged for the transportation of personal baggage, mobility aids or assistance dogs. The transportation of domestic pets is at the discretion of taxi drivers or companies.

August 3, 2017 - an Acknowledgement letter was directed to the complainant with a request for further clarification, as follows:

As an aside: - can you please confirmed if payment was by credit card or cash payment. What was the driver's explanation for collecting the additional $17 for luggage? Can you confirm if your entire personal baggage was placed into the trunk of the vehicle? Your clarification will enable me to determine if the baggage/luggage was accessed, by the driver, as freight or personal effects.

If you have any questions or concerns please contact us by phone at 604-527-2198 or email at passengertransportationbr@gov.bc.ca. (mgl)

August 3, 2017 - the complaint was directed to the General Manager of Royal City Taxi for their investigation (mgl)

August 9, 2017 - rebutal was received from General Manager, Shashi Engineer, as follows:

As per our conversation here I forward Driver Response (please See the Attached Statement). Driver information as follows:

Driver Name: s.22

Driver License:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00144**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 2, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 3, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 8, 2017
Subject	Operating outside the licensee's area of service (poaching)				

License Plate: CL 9785

Vehicle Registration # s.15

I have interviewed the driver and his statement where he mentioned that Fairmont Hotel Doorman Stop Royal City Taxi Unit 85 to pick-up this customer. This kind of situation is experienced in past with other Royal City Drivers as well other Taxi Company when they drop off a customer at a hotel in Vancouver Area. They are stopped by Doorman and force Outside Taxi to pick-up the flag. Reason either local Taxis is not available for they refuse to service the customer.

Further Royal City Taxi Driver was not poaching nor did he try to flag in Vancouver Downtown. As per over charge to customer Royal City Taxi take a stand and would like to reimburse entire fare back to the customer. I believe the Vancouver Taxi Companies need to educate local business especially hotels doorman. I am not trying to blame nor do pointing out any particular taxi company. This is the fact due to lack of taxi Service by the local taxi company.

If you have any question, please do not hesitate to call me at 604-525-5616 or by email.

August 8, 2017 - the driver's rebuttal is as follows:

Here are my collections of events of the day in question. That day, I was dropping people from airport to Fairmont Hotel Vancouver, and was about to leave when I was motioned to stop by doorman. He walked up to me and asked if I could take the people standing outside to their destination, to which I said I am not allowed to pick up, he said it is okay, and explained that because of excessive luggage which can't fit in available or coming. Thinking they might miss their flight if I don't take them, I quickly loaded them up. They told me they were going to Canada Place upon arrival ask me how much and I said, have they come from Airport there will be no extra charge but for short trip and luggage that had I think they will have to pay $17 + $6.50 = $23.70. $17 is the cargo charges. They paid with $25 dollars cash and when asked if they need change the person said keep the change and went.

Q. Your question was I poaching/flagging and answer is no - as my top light stay off after dropping and only took them on doorman's request and was only doing what taxi was assigned and intended for.
Q. Did I overcharge them?
A. "Yes", I did after I was told there is no such thing as vehicle cargo.

Resolution: - I like to refund them their full amount of $25.00. You can deduct from monies that are owed to me and pay for it. I assure to you it will not happen again and apologise to customers and well to you and fellow driver for letting them down. I hope you all accept this from me and forgive.

s.22
Cab 85.

August 11, 2017 - a response was received from s.15,s.22 as follows:

Thank you for your email. Sorry for taking some time to reply, s.22 and have limited internet.

For your information, the payment was made by cash ($25). The driver just told us it was $23.70 at the end of the trip (from Fairmont Hotel Vancouver to the cruise ship terminal, Canada Place). When we asked him why as the meter only showed $6.70, he said it was for the luggages. When we ordered the taxi at Fairmont Hotel Vancouver, we were told by the concierge desk the trip was normally around $5-$6.

There were s.22 and we had 4 large suitcases and 2 smaller cabin size hand luggage that were put into the trunk of the taxi.

The vehicle was a disabled passenger taxi.

Please let me know if you require any further information.

Regards,
s.15,s.22

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00144**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 2, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 3, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 8, 2017
Subject	Operating outside the licensee's area of service (poaching)				

November 8, 2017 - General Manager Engineer provided the official receipt from the B C Cancer Foundation. (mgl)

Conclusion:

The complaint was filed by an individual who resides outside of British Columbia s.22 Due to the time difference, a call placed to the complainant to ascertain if how much baggage there was and if the charge was within the Board's rule. The call was not successful – nor were there any provisions to leave a message for the complainant.

The driver, in his written rebuttal, indicated that he was not poaching - but rather the doorman of the Fairmont Hotel insisted that the customer be transported to Canada Place. The driver explained that because of the amount of baggage, he thought that the baggage was excessive to the point it could not fit into the truck of a regular taxi - and that is why the doorman insisted that he transported the customer in his van.

It is not uncommon for drivers to admit that the doorman was causal in forcing them to originate trips in Vancouver to the Airport or Canada Place. Drivers should be aware of licensees' authorization that to originate fares in Vancouver is deemed poaching. The explanation of being forced to originate a trip should not be causal for engaging and completing the trip.

With respect to the excessive baggage - the Board's rules are clear with respect to personal baggage vs freight. The Rule states:
20. (a) No extra fees are charged for the transportation of personal baggage, mobility aids or assistance dogs. Personal baggage includes items such as luggage, parcels and equipment that would fit in the trunk of a mid-sized, sedan-style taxicab.
(b) In circumstances where it is difficult to determine whether an item is personal baggage or freight, the presumption is that it is personal baggage. Charges for freight do not require Board approval.

The complainant has since made contact with the Investigating Inspector and, based on further clarification, it is determined that the customer should be given a refund. The driver should have been aware when a fee is collected for freight vs personal baggage.

Summary:

The explanation provided by the driver is not uncommon in that door-persons at downtown hotels quite often will insist that taxis dropping off at their establishments take customers back to the Airport or Canada Place. Baggage fee was collected because the driver appeared not knowledgeable on what was deemed personal baggage. As such, the allegation was substantiated in part. The licensee is required to refund the fare.

(At the time of contact, the complainant was still travelling. Sometime has not elapsed and contact information had been provided to the complainant to contact Shashi Engineer, General Manager of Royal City to make arrangements for a refund. Shashi was contacted to determine if the complainant had contacted him. He said, "No. The complainant did not contact him with directions for the refund.)

The complaint has since verbally advised that the refund can be donated to charity. The manager has provided proof that the donation in the amount of $25 was donated to the Cancer Society.

The investigation is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00145**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 3, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 3, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 16, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Aug 3, 2017 - The following email was received by Consumer Protection BC and forwarded to the branch for investigaiton:

Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Yellow Cab
Driver's Name:
Taxi Number or License: #60

Incident
Date of incident: August 1, 2017
Time of incident: 3:00 p.m.
Location Pick Up: Cassandra Hotel on Kingsway, Vancouver BC
Location Drop Off: Rogers Arena, Vancouver BC

Summary of Incident: Complainant took cab and meter said that fare was approximately $24.00. Complainant got alert from bank later that evening saying that over $2031.32 was removed from account by cab company. Complainant has not yet reported to cab company.

I recommended complainant call cab company to report, and if complainant suspects that removal of funds was intentional, I provided him with non-emergency number for Vancouver PD. Also let him know email would be sent to Passenger Transportation Branch for follow-up.

Kind regards,
Lottie

End… (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00145**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 3, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 3, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 16, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Aug 3, 2017 - I called s.15,s.2 He said he had confirmation from bank cc charge for $2031.32 by YC and charge had gone thru. He remembers fare on meter as between $21 and $24. He did not get a receipt. Driver processed cc on wireless cc terminal. He phoned YC, left vm msg and then emailed them, no response yet. I asked him to send me the bank charge confirmation and to let me know if issue resolved; he agreed he would. (djp)

Aug 3, 2017 - Aclnowledgement email sent with request for copy of credit card charge confirmation. (djp)

Aug 3, 2017 - Sent email to YC:

Hello,

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation (note the complaint has been edited for privacy and clarity):

Taxi Info
Taxi Company: Yellow Cab
Taxi Number or License: #60

Incident
Date of incident: August 1, 2017
Time of incident: 3:00 p.m.
Location Pick Up: Cassandra Hotel on Kingsway, Vancouver BC
Location Drop Off: Rogers Arena, Vancouver BC

Summary of Incident: Complainant took cab and meter said that fare was approximately $24.00. Charge was processed on wireless credit card terminal. Complainant did not get receipt. Complainant got alert from bank later that evening saying that over $2031.32 was removed from account by cab company; following day charge went thru. Complainant has left voice mail message at Yellow Cab and sent email with no response.

Consumer Protection BC has recommended to the complainant that if they believe the removal of funds was intentional they should contact Vancouver Police Department. The Branch expects that a potential over charge of this nature be corrected in as expeditious a manner as possible. Please investigate this matter and respond by August 9, 2017.

Regards,

Douglas Pickering

End… (djp)

Aug 3, 2017 - Reply from s.15,s. with attached ss of charge confirmation:

Hello Douglas
this is a picture i just took of my celphone
due to my s.22 bank security a print screen isnt allowed
but if u need a better view I can print out my whole statement
anyway u can see last charge was made on my account by yellow cab #60 vancouver yesterday on august 1st for the amount of $2,031.32
Let me know if u need anything else
Thanks for your help.

End… (djp)

Aug 3, 2017 - Email from Carolyn:

Good morning Douglas I am in Victoria, looks to me that this is the same complaint that you sent me earlier. It has or is is being dealt with. See email below.
Carolyn
Sent from my iPhone
Begin forwarded message:
From: Carolyn Bauer <carolyn@yellow-cab.ca>

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00145**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 3, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 3, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 16, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Date: August 3, 2017 at 6:06:23 AM PDT
To: s.15,s.22
Cc: Mehrdad Jamshidpour <mehrdad@yellow-cab.ca>, "bali.yc@telus.net" <bali.yc@telus.net>, "kulwant.yc@gmail.com" <kulwant.yc@gmail.com>
Subject: Re: Full refund
Good morning s.15,s. , I am sorry for this mistake. As I am out of the office today I have cc'd this email to the controller and the senior operations Manager. I am confident they will be in touch with you today to have this corrected.
Kind regards
Carolyn Bauer
General Manager
Yellow Cab
604-258-4701
Sent from my iPhone
On Aug 3, 2017, at 3:30 AM, s.15,s.22 · wrote:
Hello good morning
Im s.15,s. you can reach me at s.22
My credit card was wrongly charged $2.031,32 by taxi #60 on a ride from Cassandra Hotel 3075 Kingsway to Rogers Arena Aug 1st. I already called the supervisor to leave an urgent message and haven't got anything back yet.
All that money has been taken out of my bank count and I was charged a few over draft fees I would like to know when I will get my full refund back? Thanks

End… (djp)

Aug 3, 2017 - My reply to Carolyn:

Hello Carolyn,

Thanks for the response. Good to hear you guys are on top of it. Please follow up by replying to us with a driver's statement .

And just to clarity if you got other emails on this they did not come from me. I sent you 1 email on this complaint at 10:01 am this morning.

s.22

Douglas Pickering

End… (djp)

Aug 3, 2017 - Email from Carolyn:

s.22 have meetings in Victoria. It is a beautiful day to be on the ferry. I will get an explanation from the driver when I get back tomorrow.
Carolyn

End… (djp)

Aug 4, 2017 - Email from s.15,s.2

I am now back in the office and understand that before I even responded to the email to the customer, the driver had come in to the office by himself that same day to say that a mistake was made by the passenger when the passenger entered the tip amount. The customer pressed OK and our drivers have no way to VOID or REFUND. Passenger has been refunded.

Carolyn

End… (djp)

Aug 10, 2017 - My email to s.15,s.22

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00145**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 3, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 3, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 16, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Hello s.15,s.22
Just following up on your complaint regarding Yellow Cab. Yellow Cab informed that they were processing a full refund for you. I just wanted to confirm that this has gone through.
Regards,
Douglas Pickering

End… (djp)

Aug 16, 2017 - Email from s.15,s.2

Hello mr Douglas
I apologize for taking time to respond you but I was still depending on s.22
s.22
Thank you so much for the follow up that's correct Yellow cab did my refund it went through and I will visit the Beautiful British Columbia again soon because I can trust it.

Sincerely,
s.15,s.22

End… (djp)

Conclusion:

Aug 16, 2017 - Complaint unsubstantiated. Complainant was overcharged by Yellow Cab by over $2000. Carolyn at Yellow Cab reported driver had notifed office of mistake immediately, passenger had made mistake when entering tip amount. Received email from s.15,s. Aug 16 stating he had gotten full refund. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00146**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 2, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 3, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 29, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

August 2, 2017 - the following complaint was filed through Consumer Protection BC and directed to the Passenger Transportation Branch for our investigation:

Inquiry #: 98207
Name: s.15,s.22
Taxi number or license: #147 (third taxi to refuse trip)
Operator: Yellow Cabs
Trace # Did not provide
Date of incident: 2017/07/29
Time of incident: 15:48
Location pick up: Downtown (Burrard and Smithe)
Location drop off: Richmond
Email or mailing address: s.22

Consumer claims that 3 Yellow Cabs, in a row, refused to take them to Richmond. Consumer claims that he had to lie to a fourth cab about his destination then switch it to Richmond mid trip in or to receive service.

END_____

August 3, 2017 - Acknowledgement letter directed to the complainant with the following request:

As an aside: The information provided by Consumer Protection BC indicates that three (3) drivers of Yellow Cab refused to take you to your destination, and that you had to lie to a fourth driver in order to be transported to Richmond. Only one unit number was provided for the third driver's cab. With respect to the other two drivers that refused service, did you take note of their Unit numbers? Also, what is the Unit number of the cab that actually took you to Richmond – did you pay by credit card or cash? Any additional information you can provide will help identify those cabs that were in the area of Burrard and Smithe on July 29, 2017 at approximately 1548 hours. (I await your response before commencing the investigation with the manager of Yellow Cab Company.) Please note, the outcome of our investigation depends on the information provided by you.

_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00146**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 2, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 3, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 29, 2017
Subject	Trip refusal				

August 10, 2017 - the following email was directed to Carolyn Bauer for her investigation:

Please be advised that the following complaint was filed through Consumer Protection BC. The complainant alleged that he engaged with three cabs before the third cab (Unit 147) transported him to Richmond. Clarification was sought, however, the complainant is not available until next week. In the meantime, it would be appreciated if you can view your vehicle movement to ascertain how many of your cabs were at the specific location, including unit 147 and provide us with a printout. Any additional clarification provided will be directed to you.

Complaint details

OUR COMPLAINT NO. 2017-00146

Taxi number or license: #147 (third taxi to refuse trip)
Operator: Yellow Cabs
Trace # Did not provide
Date of incident: 2017/07/29
Time of incident: 15:48
Location pick up: Downtown (Burrard and Smithe)
Location drop off: Richmond
Email or mailing address: s.22

Consumer claims that 3 Yellow Cabs, in a row, refused to take them to Richmond. Consumer claims that he had to lie to a fourth cab about his destination then switch it to Richmond mid trip in or to receive service.

_____

August 21, 2017 - the following response was provided by Carolyn Bauer:

"We have no way with this new system to see what taxis were in what area. Let me knowif you find out any further details."

Conclusion:

The complaint was directed to Carolyn Bauer for her investigation. Every attempt was made to obtain clarification from the complainant that would enable Carolyn to interview those drivers that were allegedly involved.

s.22

Summary

The complaint details were directed to Carolyn Bauer who advised that her company has no way with a new system to see what taxis were in what area. The information provided by the complainant was lacking and the drivers could not be identified. As a result, the allegations were not substantiated.

The investigation is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00147**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 8, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 8, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70538
License Type Special

ATTN: John Palis; Sukhi Sandhu
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604 664-0430
Fax 604 669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

August 8, 2017 - Consumer Protection BC directed the following complaint to the Passenger Transportation Branch:

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 98295

Consumer Name: s.15,s.22
Consumer contact
Taxi company: BlackTop Cabs
Taxi number: V157 – believes the licence plate number is JA-5691
Date of incident: 2017/07/29
Time of incident: approximately 9:55am to 10:00am
Pick up location: Sandman Suites on Davies
Proposed drop off location: Gastown in the intersection in front of Water st/Powell St and Alexander St (in front of the Gassy Jack statue)
Issue: Consumer alleges that the driver would only accept cash payment and took US dollars and did not take into account the exchange rate. Consumer also alleges that the driver told them that it was not his cab, consumer believes he may not have been legally allowed to drive them. Please see consumer email below.

Thank you,

END_____

August 8, 2017 - Acknowledgement letter directed to the complainant. (mgl)

_____

August 8, 2017 - complaint directed to the Manager of Vancouver Taxi for their investigation and rebuttal (mgl)

_____

August 14, 2017 - the manager faxed the driver's response as follows:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00147**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 8, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 8, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Whom It May Concern

Complaint No. 2017-00147

"At that time my credit card machine was not working because of this before sitting in the taxi, I say will you pay cash? They sit anyway in the Taxi. I give the side, either they did not listen when told them about cash, they were not happy with having to pay cash. They paid according to exchange rate. For this inconvenience to them I feel sorry and apologise."

s.22 driver of Unit V157

END _____

November 7, 2017 - the following email was directed to John Palis
I discussed this file with you when you came back from leave as General Manager. You indicated that you would review the file and let me know what your company's policy is with respect to driver requesting only cash payment, when the driver's point of sale terminal is allegedly not working. I have provided you with the email thread from Sukhi Sandhu and the driver. I do not believe the complaint was reviewed in a manner appropriate by the then acting manager, or the driver in statement provided.

I await your response on or before November 10, 2017, as this complaint remains outstanding.

Regards.

_____

November7, 2017 - John Palis provided the following response:

Our policy is that we accept all forms of payment are acceptable. Point of sale terminals do go down for various reasons such as
•Software updates (done by the banks)
•Network issues (all these devices are cellular)
•Tamper Lock Down (when someone enters their PIN incorrectly more than 3 times)

The policy is an individual machine which is not functioning for any of the above reasons should be replaced at the office if one is available and to advise dispatch.

s.22 failed to do so and was suspended in September. I have included a screenshot of his record indicating the suspension.
I hope this helps you resolve the matter.

(PLEASE NOTE A SCREEN PRINTOUT WAS PROVIDED WHEREIN IT INDICATED THAT THE DRIVER WAS SUSPENDED FROM SEPTEMBER 12, 2017 TO SEPTEMBER 22, 2017. THE SCREEN SNIP WAS PROVIDED INSTEAD OF A SUSPENSION LETTER, AS VANCOUVER TAXI DOES NOT ISSUE SUSPENSION LETTERS BECAUSE DRIVERS ARE DEEMED SELF-EMPLOYED).

Conclusion:

The complaint was directed to the then acting General Manager of Vancouver Taxi Ltd., Sukhi Sandhu. The manager provided a driver's statement as requested on August 15, 2017.

The manager failed to provide his rebuttal to the driver's statement. The driver's response is unclear. There was no explanation why the driver did not return the difference in exchange rate to the customers. The manager was asked to further address the issues, in writing, and what disciplinary action will be taken given the company's policy on when point of sale terminal is not working. The Acting/Manager appeared unsure on how to conduct an investigation. He was encouraged to seek guidance with his peers in the industry and submit his findings.

On November 7, 2017 - Email was directed to John Palis requesting that he reviews the driver's response directed to the Branch in conjunction with company's policy.

In response John Palis detailed his company policies with respect to drivers requesting cash payments when point-of-sale machines are not working. From his explanation, the driver did not adhere to company's policies and, as a result, was suspended from September 12 to September 22, 2017. Copy of driver's screen snapshot was provided indicating the suspension.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00147**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 8, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 8, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Summary

The allegations were addressed in part pertaining to cash payment instead of credit card payment. This was substantiated and driver was dealt with through licensee's in-house policy by way of suspension.

The investigation is closed. (mgl)

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Incident Detail

File Number	**2017-00148**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 13, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Aug 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70614
License Type Special

ATTN: Sarj Sanghera / Arvinder Singh
ALDERGROVE-LANGLEY TAXI LTD.
19687 56 AVE
LANGLEY BC V3A 3X7

Phone 604-530-4444
Fax 604-532-5555
Email info@langleytaxi.ca

Driver

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

Comments:

This complaint was received by Consumer Protection BC and forwarded to the Branch as follows:

Inquiry #: 97652
Taxi number or license: license Plate ER 2372 and cab al 79
Consumer name: s.15,s.22
Company name: Langley taxi
Date of incident: July 8 2017
Time of incident: 1:17am
Location pick up: Gastown
Location drop off: not applicable
Email or mailing address:
Brief summary of incident:
a Langley cab tried to pick me up in Gastown then refused me when I wasn't willing to pay cash. Occurred 1:17am on July 8th.

From: s.15,s.22
Sent: Saturday, July 08, 2017 1:14 PM
To: info@consumerprotectionbc.ca
Subject: Taxi Refusal for Not Paying Cash

Plate ER 2372 - a Langley cab tried to pick me up in gastown then refused me when I wasn't willing to pay cash. Occurred 1:17am on July 8th. Attached is a picture.

Thanks,
s.15,s.22

END_____

Sep. 14, 2017 - Called the complainant do varify allegations. The complainant was looking for a taxi. He stated that the driver appeared to be driving around and near where the other taxi's were waiting in Gastown and roled down his window to aske the complainant if he wanted and ride and where to and he had to pay cash. When the complainant responded to the westend the driver said that's too short and drove off. The complainant is aware that Langley taxi is not able to pick-up in Vancouver but his allegations are that the driver was driving around looking for a

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Incident Detail

File Number	**2017-00148**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 13, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Aug 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Trip refusal				

fare back out surrey/langley way. (nr)

The complaint was forwarded to Sarj, General Manager for his response. Email reads as follows:

Hello Sarj,

File: 2017-00148

The following complaint was received by the Branch from Consumer Protection BC. Please review and investigate and report your findings on or before September 22, 2017.

The complaint reads as follows:

A Langley cab tried to pick me up in Gastown then refused me when I wasn't willing to pay cash. Occurred 1:17am on July 8th. See photo attached.

Taxi number or license: license Plate ER 2372 and cab AL 79
Company name: Langley taxi
Date of incident: July 8 2017
Time of incident: 1:17am
Location pick up: Gastown (Downtown Vancouver)
Location drop off: not applicable

(nr)

END_____

Sep. 14, 2017 - Acknowledgement letter sent to complainant. See attached email.

(nr)

END_____

Sep. 22, 2017 - Sarj, General Manager, provided a response, as follows:

Good Morning Naomi
I have spoken to the driver, he told me after he unloaded his passenger in downtown Vancouver he was stopped in traffic and some people came to his vehicle window to get into the cab.They appeared drunk and he asked one them how many people and how he was going to pay the fare.He told the driver it does not matter..and carried on in a rude manner.He than drove way..

Best Regards,
Sarj Sanghera
General Manager
Aldergrove Langley Taxi Ltd.

END_____

Oct. 11, 2017 - The allegations could not be substantiated.

File closed. (nr)

END_____

Conclusion:

The allegations could not be substantiated. The complainant and driver's recollection of the events do not completely align. The Driver did not give a ride to the complainant as it was outside of Langley Taxi's service area. The manager was encouraged to remind his driver's they cannot pick up outside their service area.

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Incident Detail

File Number	**2017-00148**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 13, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Aug 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Trip refusal				

Investigation closed.

(nr)

END_____

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Incident Detail

File Number	**2017-00149**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 13, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 9, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Sep 22, 2017
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70476
License Type Special

ATTN: Moonyem Mohammad; Balvinder Singh Randhawa
NORTH SHORE TAXI (1966) LTD.
264 PEMBERTON AVE
NORTH VANCOUVER BC V7P 2R5

Phone 604 980-7011 ext 5
Fax 604 987-6735
Email gm@northshoretaxi.com; manager@northshoretaxi.com

Driver

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

Comments:

Sept. 14/17
Naomi gave this complaint to me as I was working on the same issues from the same complainant re: North Shore Taxi.
July 13/17 3:17 PM.
The following complaint was received by Consumer Protection BC and forwarded to the Branch and reads as follows:

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: North Shore Cabs
Sunshine Cabs
Driver's Name: N/A – see comments
Taxi Number or License: N/A – see comments

Incident
Date of incident: July 6, 2017
Time of incident: 3:00 p.m.
Location Pick Up: s.22 North Vancouver BC
Location Drop Off: s.22 North Vancouver BC

Summary of Incident: Complainant called North Shore Taxi to take her and dog home from vet. Was told would be 20 minutes but ended up waiting for close to an hour for cab. Complainant called 2 times during her wait to get status update. Was told by male dispatch officer that many of the cab drivers feel as though pets are livestock and do not like to transport them. However, when driver did arrive he claimed the late pickup time was due to traffic. She said she has also contacted Sunshine Taxi as well and was treated rudely on phone. Called wishes to remain anonymous with the taxi companies because she is concerned they may discriminate next time she needs cab service.

Sept. 14/17 11:08 AM.
Moonyem another inspector received the following information from the same complainant on July 13, 2017. Both complaints came through Consumer Protection BC.

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Incident Detail

File Number	**2017-00149**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 13, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 9, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Sep 22, 2017
Subject	Wait times (regular/accessible taxi)				

Taxi Info
Taxi Company: North Shore Cabs
Driver's Name: N/A – see comments
Taxi Number or License: N/A – see comments

Incident
Date of incident: July 6, 2017
Time of incident: 3:00 p.m.
Location Pick Up: s.22 North Vancouver BC
Location Drop Off: s.22 North Vancouver BC

Summary of Incident:
Complainant called North Shore Taxi to take her and dog home from vet. Was told would be 20 minutes but ended up waiting for close to an hour for cab. Complainant called 2 times during her wait to get status update. Was told by male dispatch officer that many of the cab drivers feel as though pets are livestock and do not like to transport them. However, when driver did arrive he claimed the late pickup time was due to traffic. Called wishes to remain anonymous with the taxi companies because she is concerned they may discriminate next time she needs cab service.

Conclusion:

X Referenced with 2017-00171.

_____
From: General Manager [mailto:GM@northshoretaxi.com]
Sent: Thursday, September 14, 2017 10:58 AM
To: Swan, Louise M TRAN:EX
Subject: RE: Taxi complaint from Consumer Protection BC

Hi Louise,

We are looking into both complaints detail and follow up with our response.

Thank you

Sincerely,
Moonyem Mohammad
General Manager

_____
Sept. 15/17 12:21 PM. (imported to correspondence tab)
Hi Louise,

Company name: North Shore Taxi
Taxi number or license: not provided, requested
Date of incident: 08/26/2017 (Saturday Night)
Time of incident: between 10:25 pm and 11:05 pm

"I see a North Shore cab across the street by the gas station and I go there hoping they can get me to work (a journey of 10 mins by car) I am told yes I will take you but not your dog I tell the cab driver he's not being helpful and that he's discriminating and its only 10 mins and that my cab I booked hasn't shown up he refuses to take me with my dog…."

We are unable to identify the driver or Taxi she has referred above. I can confirm from my GPS that NO North Shore Taxi was present at Husky s.22 North Vancouver between 10:30 PM or 11:00 PM. The driver may be filling up gas or off duty and therefore, unable to track it.

"I finally get hold of the cab company on the phone and I am told that just because I book at cab in advance doesn't mean it'll show up esp as its Saturday night.. WHAT!??.... I tell them that you cant just abandon a person whos going to work like that and that a booking is a booking"

North Shore Taxi always try to complete our prebooking within 15 min window. I believe considering the North Vancouver's construction, traffic, date and time we have completed the trip in a reasonable manner. Audio and trip details enclosed.

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Incident Detail

File Number	**2017-00149**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 13, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 9, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Sep 22, 2017
Subject	Wait times (regular/accessible taxi)				

"I want a complaint done asap this has happen too many times for me! The cab drivers discriminate all the timee here its disgusting. Secondly a booking IS a booking and has to show up.I've lived in s.22 and here in North Vancouver they act like a small town with its own rules. I want something done asap! I have complained before at another incident similar to this and I am so fed up! These companies discriminate and gets away with it. Someone please get in touch thanks"

I have not had any communication from her or from PTB prior to above complaint.

_____
Sept. 15/17 12:51 PM.
Thanks Moonyem for your response to the allegations.

Would you be willing to speak with this individual and explain to her how dispatch calls and pre bookings work?

_____
From: General Manager [mailto:GM@northshoretaxi.com]
Sent: Friday, September 15, 2017 1:34 PM
To: Swan, Louise M TRAN:EX
Subject: RE: Taxi complaint from Consumer Protection BC

Hi Louise,

Yes, I have no problem speaking to her. I have a meeting booked form 2:30. I would be happy to do it first thing Monday morning.

Thank you

Sincerely,
Moonyem Mohammad
General Manager

_____
Sept. 15/17 1:40 PM.
Moonyem I will ask her to see if she is agreeable and get back to you.

_____
Sept. 15/17 1:42 PM.
Hi s.15,s.2

Would you be willing to speak with the General Manager of North Shore taxi about the concerns you are having getting a cab to and from work?

_____
Sept. 15/17 1:40 PM.
Moonyem I will ask her to see if she is agreeable and get back to you.

_____
Sept. 15/17 1:42 PM.
Hi s.15,s.2

Would you be willing to speak with the General Manager of North Shore taxi about the concerns you are having getting a cab to and from work?

_____
Sept. 15/17 10:59 PM.
Tonight friday taxi prebooked to pick up at 10.40 at 10.42 I call I'm told they can't find a van that'll take a dog I say it's the law as support dog and I've told them when I booked it he says it dosent say but a cabs on the way .im still waiting and got work at 11..it's 11.52 now.
Do I need to contact a lawyer ?as this is continuously happening it's breaking the law refusing to take us.Its now 22.58 a cab finally arrives and dosent know where he's going ....What can I do? Thank you s.15,s.2
Sent from my iPhone

_____
Sept. 16/17 10:49 PM.
It's Saturday I'm stood waiting for my prebooked cab for 10.40 it's 10.46 and has not showed up I call and they can't find someone who will take me and my dog AGAIN! They then say prebooked dosent mean it'll show up ? I argue saying yes it does and if this was an airport run though the website then what !? He says he hates working there and will put my name on top of the pile! I want to complain again! I'll have to contact a lawyer now this is destrimination big time!
s.15,s.2
Sent from my iPhone

_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00149**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 13, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 9, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Sep 22, 2017
Subject	Wait times (regular/accessible taxi)				

Sept. 18/17 7:35 AM.
Good morning s.15,s.2

Thank you for your e-mail's.

Please see my e-mail below. I did not receive a response from you.

That is your decision if you want to engage a lawyer.

_____
Sept. 18/17 3:39 PM.
Moonyem the complainant is willing to speak with you regarding her issues. If possible can you please call her today or tomorrow. 604-362-2345.

The Branch received the following information from her over the weekend.

Tonight friday taxi prebooked to pick up at 10.40 at 10.42 I call I'm told they can't find a van that'll take a dog I say it's the law as support dog and I've told them when I booked it he says it dosent say but a cabs on the way .im still waiting and got work at 11..it's 11.52 now.
Do I need to contact a lawyer ?as this is continuously happening it's breaking the law refusing to take us.Its now 22.58 a cab finally arrives and dosent know where he's going ....What can I do?

It's Saturday I'm stood waiting for my prebooked cab for 10.40 it's 10.46 and has not showed up I call and they can't find someone who will take me and my dog AGAIN! They then say prebooked dosent mean it'll show up ? I argue saying yes it does and if this was an airport run though the website then what !? He says he hates working there and will put my name on top of the pile! I want to complain again! I'll have to contact a lawyer now this is destrimination big time!

Moonyem please provide your findings once you have spoken with her.

_____
This file is closed. Cross referenced with 2017-00171. See file 2017-00171 for latest update. Lms

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00150**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Aug 9, 2017
Location	MAPLE RIDGE	**Received via**	Email	**Completion Date**	Oct 11, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70274
License Type Special

ATTN: George Nestor, Sohan Singh Mehat
ALOUETTE TRANSIT SYSTEMS LTD.
20542 DEWDNEY TRUNK RD
MAPLE RIDGE BC V2X 3E3

Phone 604-465-5555
Fax 604-465-8251
Email alouette.taxi@yahoo.ca; sohan_mehat@shaw.ca

Driver

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

Comments:

July 17, 2017 - The following complaint was forwarded to the Branch by Consumer Protection BC and reads as follows:

Inquiry #97713
Consumer Name: s.15,s.22
Consumer Numbe
Company name Alouette Taxi
Taxi number or license: not provided
Date of incident: July 8th 2017
Time of incident: Between 11pm and 12am
Location pick up: s.22 Maple Ridge BC
Location drop off: , Maple Ridge BC
Email or mailing address: s.22
Brief summary of incident:
s.1 called for a taxi and was told there would be a 30 minute wait. s.1 waited an hour and called back, at this time she was told that her trip was not going to be completed because she was too far out. s.1 was requesting the same distance from the same locations as her previous trip.

(see full details in attached Consumer Protection Taxi Comments/Concerns Form)

END_____

Sep. 1, 2017 - Acknowledgment letter sent to complainant.

Complaint forwarded to the Manager of Alouette Taxi, as follows:

Hi George,

Please be advised that Consumer Protection BC directed the following complaint to the Branch for our investigation. I understand that you may already be aware of it. We are directing the complaint to you for your company's investigation. As a vehicle did not show up to service the customer we do not have the vehicle information. We would like to know why this customer was allegedly refused service. Your rebuttal should include the driver's licence and the vehicle registration number. Please provide your findings on or before September 8, 2017.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00150**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Aug 9, 2017
Location	MAPLE RIDGE	**Received via**	Email	**Completion Date**	Oct 11, 2017
Subject	Trip refusal				

The full complaint from the customer is attached. The complaint reads in part as follows:
Complainant called for a taxi at 11:00pm and was told there would be a 30 minute wait. Complainant waited an hour and called back (12:00 am midnight), at this time she was told that her trip was not going to be completed because she was too far out. Complainant was requesting the same distance from the same locations as her previous trip.

Company name: Alouette Taxi
Date of incident: July 8th 2017
Time of incident: Between 11pm and 12am
Location pick up: s.22 Maple Ridge BC
Location drop off , Maple Ridge BC

(nr)

Sep. 11, 2017 - Received email from General Manager George as follows:

s.22 - I will get into this and get back to you.

Thanks

George

(nr)

Sent email to General Manager Goerge as follows:

Thank you George.

(nr)

END_____

Sep 22, 2017 - George, General Manager, provided an email response as follows:

Naomi:

I have investigated this complaint and have spoken to both staff members in office at that time.

Computer records show that original call came in at 23:24 that night - The client was told an approximate 30 minute wait. At this time there were a few trips waiting and all cars were already loaded. Many had picked up at the three weddings that were breaking up in Pitt Meadows. Unfortunately most of these trips went west over the Pitt Bridge to Municipalities like Coquitlam, Burnaby, Vancouver etc. When the client called back at 00:09 he was told because of the destinations of these cars and the amount of trips waiting that we could not give him a pick-up time. There were then over 30 trips waiting - all over our service area. The client was NOT told that he would not be serviced but that because he was far out and that there were not even any cars loaded in that direction that would could not give him a time frame. This client was told as soon as there was a car available we would phone him. At 00:14 the client cancelled his trip. These times confirmed by computer records. We never refuse service but sometimes some trips are unexpected and most trips were going out of town that night. This caused all or our client to wait longer that night.

This was just a bad and busy night when everything was working against us. At one time over half the fleet was out of town.

I hope this answers to the complaint and you understand that we did not refuse service. There was probably a misunderstanding between the client and our phone staff.

With thanks

George

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00150**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Aug 9, 2017
Location	MAPLE RIDGE	**Received via**	Email	**Completion Date**	Oct 11, 2017
Subject	Trip refusal				

(nr)

END_____

Oct. 2, 2017 - The allegations were not substantiated. George, General Manager Alouette Taxi reviewed their call logs with dispatch, as follows:
23:24 - Original Call (30 minute wait)
00:09 - Complainant called back (no time frame given, dispatch was going to call complainant when a taxi was available)
00:14 - Complainant cancelled trip

The General Manager explained that it was a very busy night with a high call volume in the service area as there were 3 weddings they were providing service to. He explained that they did not refuse service it was just a longer wait time than initially anticipated due to the 30 trips waiting in the system. The Manager feels there could have been a misunderstanding between the client and the dispatch staff.

(nr)

END_____

Conclusion:

Oct. 11, 2017 - The allegations were not substantiated. The General Manager and the complainant both provided different information regarding the incident. It appears there may have been a misunderstanding between the dispatch staff and the complainant due to the longer than anticipated wait time that was initially communicated to the complainant. The complainant alleges trip refusal whereas the Alouette Taxi says it was a busy evening with long wait times and the complainant cancelled the trip at 00:14 hrs.

(nr)

Complaint closed.

END_____

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00151**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 25, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 9, 2017
Location	LANGLEY	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Taxi regulation and licensing				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70614
License Type Special

ATTN: Sarj Sanghera / Arvinder Singh
ALDERGROVE-LANGLEY TAXI LTD.
19687 56 AVE
LANGLEY BC V3A 3X7

Phone 604-530-4444
Fax 604-532-5555
Email info@langleytaxi.ca

Driver

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

Comments:

July 25, 2017 - the following complaint was directed to the Passenger Transportation Branch for our investigation.

A Consumer Inquiry

The information below was submitted today by a consumer using the inquiry form on our web site, or from the consumer awareness campaign link to send us an email. This information below can be used to create a new inquiry in IRIS, or can be forwarded to the appropriate person or organization.

Consumer Information
Name:s.15,s.22
Location:Lower Mainland
Phone Number s.22
Email:s.22
Type:I'm a consumer

Complaint Information
Business Type:Transport
Business Name:Langley Aldergrove Taxi
Business Location:Langley and Aldergrove BC
Transaction Date:2017-07-19
Transaction Channel:Other
Tried to resolve?Yes
Complaint Document:
Complaint Details:This company drove me from Langley to Maple Ridge. In the car there is no notification that they add the cost of the bridge toll BOTH directions. The driver didn't tell us they charge TWO tolls to go one way over the bridge. So when we got to our destination the driver added EIGHT DOLLARS onto the fair indicated on the meter.

When I asked, the driver insisted it was normal and even called his dispatcher to get his dispatcher to back him up. I informed the driver that the reason I was upset is because there is no indication to the customer that there would be TWO TOLLS charged. If they had informed us of that extra $8 charge in advance we would have made other arrangements, like the bus which doesn't charge tolls.

I called the company after paying the fair and tried to explain that there is nothing in the cab to notify the customer of the charge and the drive

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Incident Detail

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Location	LANGLEY	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Taxi regulation and licensing				

chose not to mention it. As a customer, this hidden charge of $8 on a $25 fair was an unwelcome surprise.

The dispatcher insisted on talking overtop of me, interrupting me, and not listening to what I was trying to say. I asked for a supervisor or manager to speak with and the dispatcher said there was none there. I asked for the managers number and the dispatcher said he didn't have it. He told me I'd have to call back to the same number tomorrow and then continued to interrupt me and Talk over top of me. I never had the chance to complete a single sentence without the dispatcher talking over me.

When I asked for him to stop interrupting Ng me so I could tell him why I called and why it was a problem, he called me names laden with profanity. He was rude and confrontational the entire time. And then he hung up on me.

All attempts to call back were met with being left on hold, and then placed back on hold when the hold duration expired. Eventually after being left on hold for as long as the system seemed to allow, someone would pick up the phone and hang up on me without a word.

This dispatcher should be fired immediately. This was some of the worst customer service I've had with a Metro Vancouver taxi company, and that's saying something.

The Taxi Bill of Rights states that I as a customer has a right to "Pay the posted rate by cash, or accepted credit card or TaxiSaver voucher". This TWO way toll fee is not posted in the cab anywhere. I asked the driver to show me where it's posted and he reached into the glovebox and pulled out a blank invoice slip that had the space for TOLL as if it's my fault that I didn't rummage through the glovebox for hidden fees.

_____

NOTE: July 25, 2017 at 12:01 pm Consumer Protection BC directed the following email to Aaron Davis:

From: info@consumerprotectionbc.ca
Sent: Tuesday, July 25, 2017 12:01 PM
To: s.22
Subject: RE: A new consumer inquiry has been received

Hello s.15,s.2

The Ministry of Transportation is working with Consumer Protection BC to provide telephone and web-based services for concerns and comments regarding taxi services. Consumer Protection BC's role is to receive, respond, track and refer inquiries and complaints related to taxi services. Your complaint will be referred to the Duty Inspector at the Passenger Transportation Branch for review. You may also want to contact the taxi company directly to voice your concerns.

In order for us to forward your taxi complaint to the Passenger Transportation Branch the following information is required. Please complete the information that are blank. The information regarding the dispatcher can be put with issues.

Consumer Name: s.15,s.22
Taxi company:
Taxi number:
Date of incident:
Time of incident:
Pick up location: Langley
Proposed drop off location: Maple Ridge
Issue:

Thank you,

_____

August 9, 2017 - s.15, was contacted by the Investigating Inspector to ascertain where the transportation service originated.

_____

Tolls and other Public Fees

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00151**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 25, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 9, 2017
Location	LANGLEY	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Taxi regulation and licensing				

17. In addition to approved metered or non-metered rates, passengers pay for:
(a) all ferry, bridge, and tunnel tolls and other public fees such as park entrance fees that apply to the taxi or its occupants (including the driver) and tolls for return trips even if the passenger is not returning with the taxi.

(b) notwithstanding (a) above, charges for crossing the Golden Ears Bridge as set out in the Board Rule Respecting Taxicab Toll Surcharges and the Golden Ears Bridge.

ALSO:

Background

The Golden Ears Bridge (GEB) links Pitt Meadows and Maple Ridge to Langley, Surrey and beyond. The GEB is a TransLink project. TransLink charges vehicle owners a toll forvehicles that cross the bridge. The amount of a TransLink toll depends on whether the vehicle owner has leased a QuickPass transponder, registered as a video customer or is unregistered. TransLink posts its GEB tolls at:
http://www.translink.ca/en/Driving/Golden-Ears-Bridge.aspx
TransLink started charging GEB tolls on July 16, 2009. At that time, the Passenger Transportation Board introduced a GEB toll surcharge that taxi operators charge passengers. The surcharge is in addition to the metered taxi fare.

Taxi operators pay TransLink a toll when crossing the bridge with passengers and again when returning back without passengers. The Board GEB toll surcharge for taxis is based on the two-way TransLink toll for video-registered cars. The current amendment of this rule brings Board policy in line with the TransLink toll increase of July 15, 2015.

II Rule

When passengers hire a taxicab and are transported over the Golden Ears Bridge, taxi operators must charge a toll surcharge of $7.50.
Taxi operators must advise passengers of the toll surcharge before the meter is turned on.

August 9, 2017 - contact was made with Avinder Singh of Aldergrove-Langley Taxi Ltd. and discussion was held with respect to the toll charges and the alleged behaviour of the dispatcher.

Avinder agreed that the driver should have notified the customer that the toll fee would be added onto the taxi rate. The customer felt that the hidden toll was an unwelcomed charge. The customer should have been notified of the toll charge in order to make an informed decision as to whether to continue the trip with the driver. Avinder was also advised that the dispatcher should have been aware of the reasons for the tolls and be equipped to have a meaningful discussion with the customer. He was advised that a copy of the complaint will be directed to the company so that they are informed of the customers' comments. (mgl)

August 9, 2017 - the complaint was directed to Avinder Singh, as indicated (mgl).

August 9, 2017 - Acknowledgement letter was directed to the complainant, s.15,s.22 - with the following aside: "Please advise if the Branch can provide your contact telephone number to the General Manager of Aldergrove-Langley Taxi for a possible refund of the fare that was paid on July 19, 2017. I await your response." (mgl)

Conclusion:

Discussion was first held with Avinder Singh with respect to the behaviour of the dispatcher, as well as the allegation of the driver not advising the passenger of the toll surcharge before the trip commenced. A copy of the complaint was also directed to Avinder for his investigation.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00151**	**Request Type**	Record Taxi Complaint	**Received Date**	Jul 25, 2017
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Location	LANGLEY	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Taxi regulation and licensing				

Conversation with Avinder resulted in him offering a refund to the customer. The toll surcharge is not something that is at the driver's discretion. The driver has a responsibility to advise the passenger that the toll surcharge will be added to the metered rate. Without any certainty, the passenger would be misinformed if the rationale was that the taxi company would not be charging the toll surcharge.

Because the complainant alleged that the driver did not advise him of the toll surcharge before the trip commenced the manager offer to refund the surcharge. In our Acknowledgement letter, the complainant was asked if the Branch can provide his contact telephone number of the taxi company for the purposes of a refund. At the time of concluding the investigation, a response was not received from the complainant.

Summary

The rule at the time the toll surcharge was enforced was that "when passengers hire a taxicab and are transported over the Golden Ears Bridge, taxi operators must charge a toll surcharge of $7.50. Taxi operators must advise passengers of the toll surcharge before the meter is turned on. The complainant alleged that the driver did not advise him of the toll surcharge before the trip commenced. Shortly after the complaint was received, notice was posted rescinding taxicab toll surcharges for the Golden Ears Bridge. TransLink recently announced that it is removing GEB tolls effective September 1, 2017. As a result, the Board is ending its GEB toll surcharge for taxi. The Board Rule was rescinded at 11:59 pm on August 31, 2017.

The investigation into the alleged charging of the toll surcharge without first advising the customer is closed because the complainant did not provide consent to releasing his contact information to the licensee for a refund. (mgl).

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00153**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 3, 2017
Requestor	Douglas Pickering	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 10, 2017
Location	DELTA	**Received via**		**Completion Date**	Aug 10, 2017
Subject					

Requestor

Douglas Pickering

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 812901
Owner SUNSHINE CABS LIMITED
1465 RUPERT ST
NORTH VANCOUVER BC V7J 1G1

Licensee

PT Number 70547
License Type Special

ATTN: Gurdip Sahota, Malkit (Singh) Sidhu
SUNSHINE CABS LIMITED
1465 RUPERT ST
NORTH VANCOUVER BC V7J 1G1

Phone 604 929-1221 ext 104 or 105
Fax 604-929-8644
Email gm@sunshinecabs.ca; operations@sunshinecabs.ca

Driver

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

Comments:

June 14, 2017 - At Nordel Way at Hwy 91 I conducted an inspection of BC Plate EW0949 Reg s.15 PT Plate 807547. At that time I instructed the driver to have the PT plate replaced as it was excessively worn or damaged.

Aug 3, 2017 - Sent email to Sunshine:

Hello,
On June 14, 2017 at Nordel Way at Hwy 91 we conducted an inspection of your unit BC Plate EW0949 Reg s.15 PT Plate 807547. At that time we instructed the driver to have the PT plate replaced as it was excessively worn or damaged. Our records indicate this has not yet been addressed. You are ordered to replace this plate within 7 days from receipt of this email. Failure to do so may result in the issuance of a penalty. If you believe we have issued this order in error please reply with any supporting documentation that you may deem relevant.
Regards,
Douglas Pickering

End… (djp)

Aug 8, 2017 - Plate replacement request completed.

Conclusion:

Aug 8, 2017 - Complaint substantiated. Instructed driver on June 14, 2017 at roadside inspection to replace plate. As of Aug 3, 2017 not replaced. Sent email. Plate replacement request done Aug 8, 2017. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00154**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 11, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 28, 2017
Subject	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70199
License Type Special

ATTN: Ony Chowdhury
MACLURE'S CABS (1984) LTD.
1275 75TH AVE W
VANCOUVER BC V6P 3G4

Phone 604-731-4999 (Ony)
Fax 604-731-9219
Email maclurescabs@hotmail.com

Driver

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

Comments:

Aug 9, 2017 - This complaint was noted in the monthly report as not being received at the Branch. We went back to Consumer Protection and they sent it to us on Aug 9:

Hi,

Consumer Protection BC has received the following taxi complaint.

Inquiry# 98097
Consumer name: s.15,s.22
Consumer phone number: s.22
Taxi company name: Maclure's Taxi
Taxi number or license: M117
Date of incident: July 28, 2017
Time of incident: 1:08 pm
Location pick up: N/A
Location drop off: N/A
Email or mailing address: s.22

Brief summary of incident:
Taxi pulled up to Main St and Terminal @ the (Skytrain station) letting passengers out front and in front of 2 buses and was causing traffic delays.

Thank you,

Jackie

LICENSING & INFORMATION OFFICER

End… (djp)

Aug 11. 2017 - Sent acknowledgement email. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00154**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 11, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 28, 2017
Subject	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger				

Aug 11, 2017 - I called s.1 and left a message asking if cab had stopped in a no stopping zone and asked him to call me.
I looked at Google street view and there is a Commercial Loading Zone in front of the main part of the station on Terminal between Main and Quebec. I checked the City of Vancovuer website and confirmed with Johnny at Parking Enforcement that this zone can be used by commercial vehicles for unloading passengers. (djp)

Aug 23, 2017 - Sent email to s.15,

Hello,

Sorry I missed your call.

I just needed to clarify in regards to the incident on July 28, 2017 was the cab stopped on Terminal (and if so was it east or west of Main) or was it stopped on Main?

And if you do have any information regarding another incident please send it to me.

Thank you again,

Douglas Pickering

End… (djp)

Aug 24, 2017 - Email from s.15,s

Hello, and thanks for contacting me.

Yes, the incident at Main St. Skytrain station was on Main St. on the. southbound side right in front of the station in a no stopping zone where the buses pick up passengers. I know cab drivers know better and they have all the opportunity in the world to pull around the corner to the right to drop off their clients on Terminal Ave. as there's an entrance to the Skytrain on that side as well.

Regarding the second incident, once you see the picture it's blatantly obvious what's going on, but what I witnessed was your typical passenger drop off and you can see the cab stopped in a no stopping zone and his passenger just stepped on to the curb (wearing a red shirt). I caught a bystander in the picture so you may want to blur out her image. The full details of the cab are in the picture I've attached.

Regards,

s.15,s.22

End… (djp)

Aug 25, 2017 - My email to s.15,s.

Hello,
Thanks s.15 The details and the photo are very helpful. Can you please tell me if you recall what was the date and time of the incident in the photo?
Doug Pickering

End… (djp)

Aug 26, 2017 - Reply from s.15,

Yes, all the photos are time stamped and this happened at 10:15 on Aug 21st

End… (djp)

Aug 28, 2017 - My email to Praneeta at city of City of Vancouver:

Hello Praneeta,

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00154**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 11, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 28, 2017
Subject	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger				

The following complaint was submitted to Consumer Protection BC and forwarded to our Branch for investigation but we think it would probably be better addressed by the City of Vancouver as it appears to involve a violation of city by-laws. The initial complaint describes a MacLure's taxi unloading in a bus zone on July 28, 2017. The 'second incident' he refers to is similar, MacLure's taxi unloading in a bus zone, and occurred on Aug 21, 2017 at 10:15 hrs. The attached photo is from the Aug 21 incident.

Inquiry# 98097
Consumer name: s.15,s.22
Consumer phone number: s.22
Taxi company name: Maclure's Taxi
Taxi number or license: M117
Date of incident: July 28, 2017
Time of incident: 1:08 pm
Location pick up: N/A
Location drop off: N/A
Email or mailing address: s.22

Brief summary of incident:
Taxi pulled up to Main St and Terminal @ the (Skytrain station) letting passengers out front and in front of 2 buses and was causing traffic delays.

Email from complainant s.15,s.22 Aug 24, 2017:

Hello, and thanks for contacting me.

Yes, the incident at Main St. Skytrain station was on Main St. on the. southbound side right in front of the station in a no stopping zone where the buses pick up passengers. I know cab drivers know better and they have all the opportunity in the world to pull around the corner to the right to drop off their clients on Terminal Ave. as there's an entrance to the Skytrain on that side as well.

Regarding the second incident, once you see the picture it's blatantly obvious what's going on, but what I witnessed was your typical passenger drop off and you can see the cab stopped in a no stopping zone and his passenger just stepped on to the curb (wearing a red shirt). I caught a bystander in the picture so you may want to blur out her image. The full details of the cab are in the picture I've attached.

If you do have any questions please let me know and if you can please copy me on the outcome to this complaint so I can update our file.

Regards,

Douglas Pickering

End… (djp)

Aug 30, 2017 - Email from Praneeta:

Yes, I did receive the complaint. Email has been forwarded to MacLures Cabs manager to investigate and to provide explanation on this matter. Therefore I'm hoping for a followup with MacLures soon.
If any passenger transportation vehicle is in contravention with city bylaws then we can definitely enforce after an investigation.

Hope this information helps.

Thanks

Praneeta Simadri | Vehicles for Hire Inspector, Licence Office

End… (djp)

Conclusion:

Aug 28, 2017 - Complaint unsubstantiated. Praneeta at City of Vancouver to address. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00155**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 25, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70391
License Type Special

ATTN: Mohammed Ullah (GM)/Yadwinder Sandhu
RICHMOND CABS LTD.
2440 SHELL RD
RICHMOND BC V6X 2P1

Phone 604 248-3131
Fax 604 276-2705
Email gm@richmondtaxi.ca

Driver

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

Comments:

Aug 14, 2017 - The following complaint was received by Consumer Protection and forwarded to the Branch for investigation:

Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone: Complainant did not provide. Information has been requested.

Taxi Info
Taxi Company: Richmond Taxi
Driver's Name: Complainant did not provide. Information has been requested.
Taxi Number or License: R 92

Incident
Date of incident: Complainant did not provide. Information has been requested.
Time of incident: Complainant did not provide. Information has been requested.
Location Pick Up: Sandman Suites – Davie Street, Vancouver BC
Location Drop Off: Westin Wall Center, Richmond BC.

Summary of Incident: Complainant took cab and driver refused to run the meter. When complainant arrived at destination driver demanded $40. Complainant feels it is exorbitant amount as the first time he took cab from Westin Wall Center to Sandman Suites he was only charge $32. Complainant would also like to know if drivers are allowed to operate cabs without running the meter.

Kind regards,
Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00155**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 25, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

End… (djp)

Aug 15, 2017 - Acknowledgement email sent with request for date, time and method of payment. (djp)

Aug 16, 2017 - Email from s.22

Hi Douglas,

Please see my response inline below:

Can you please tell us the date and time that this incident occurred? This occurred on 8/6/2017 at about 1:10 AM

Did you pay by cash or credit card and if it was by credit card can you provide a copy of any receipt? The driver demanded cash (would not accept a card) and would not provide a receipts (I suspect because he refused to use the meter).

End… (djp)

Aug 17, 2017 - Email sent to Richmond Taxi:

Hello,

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Incident
Date of incident: Aug 6, 2017
Time of incident: About 1:10 AM
Location Pick Up: Sandman Suites – Davie Street, Vancouver BC
Location Drop Off: Westin Wall Center, Richmond BC.
Taxi Number or License: R 92

Summary of Incident: Complainant took cab and driver refused to run the meter. When complainant arrived at destination driver demanded $40. Complainant feels it is exorbitant amount as the first time he took cab from Westin Wall Center to Sandman Suites he was only charge $32. Driver demanded cash, would not accept a credit card and would not provide a receipt.

Per Regulation the taxi meter must be engaged and the displayed amount charged for such a trip. Please investigate this incident and reply with your results including a driver's statement by Aug 25, 2017.

Regards,

Douglas Pickering

End… (djp)

Aug 24, 2017 - Email from Richmond Taxi:

BY EMAIL
Passenger Transportation Branch Complaint 2017-00155
Incident
Date of incident: Aug 6, 2017
Time of incident: About 1:10 AM
Location Pick Up: Sandman Suites – Davie Street, Vancouver BC
Location Drop Off: Westin Wall Center, Richmond BC.
Taxi Number or License: R 92
DL # s.22 · NAME: s.22

Hello Douglas
Here is my Rebuttal:
Findings:
As per our GPS report R92 was at Sandman Suites-Davies Street, Vancouver, BC about 01:10 am. And s.22 was driving R92. He was

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00155**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 25, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

not sure, but he can recall he drop-off some customers to Westin Wall center, Richmond, BC. There is no doubt that he performed the trip and meter was not on.
Analysis:
As a professional driver, s.22 should not forgot to turn meter on under any circumstances. It is very hard to prove or dis-prove are those customers were intoxicated or not. If they were intoxicated and forcefully entered the cab, it can distract driver in his regular responsibilities. Almost every weekend our valued team members are serving intoxicated vulnerable customers. And almost every weekend we help RCMP to transport intoxicated people to their residence.
Step Taken:
Richmond Cabs Ltd.(RCL) shows ZERO tolerance on this type of incidence. Although this is very first-time incidence for s.22 as per RCL policy, we are suspending him for 2 days starting August 24, 2017 3pm.
Moreover, we would like to send customer $40 gift certificate or any other form of payment as a gratuity.
Remarks:
It is very unfortunate that our valued customer had to face these types of incidence. Please provide us the customer details if you have as we can send our gift.
Feel free to contact me if you have any concern.
Thank you and have a nice day.

Sincerely

Mohammed Anwar Ullah
GM Richmond Taxi

Passenger Transportation Branch Complaint 2017-00155
Incident

Date of incident: Time of incident: Location Pick Up: Location Drop Off:
Taxi Number or License:

Aug 6, 2017
About 1:10 AM
Sandman Suites - Davie Street, Vancouver BC Westin Wall Center, Richmond BC.
R 92

TO WHOM IT MAY CONCERN
It was a very busy long-weekend night. I cannot exactly remember what happened that night. But I can remember one incident that night that while I was dropping-off a passenger from Richmond to Vancouver at Davie Street, some intoxicated people by force entered my cab R92 andforced meto drive them to Richmond. We religiously avoid any pick-up outside the Richmond if customer did not have any account with our company. When these customers entered my cab, they were too intoxicated and they told me that, they have account with Richmond taxi. It is my fault that Iforgot to turned on the Meter, because those customers were very intoxicated and forceful to get this ride. When Iasked them about their account number they cannot provide me that, too. While we complete the trip, we found out that,Iforgot to turned on the meter, which was very un-intentionally. Iapologies to the customers that Iforgot to turned on my meter, and they asked for an estimation. Itold them that it is around $35, and they gave me two $20 dollars bill and told me to keep the change.
As per our company policy, if customers are not happy with this type of situation we refund the full trip fare. I am extremely sorry that our valued customers were unhappy with my service. I don't mind to refund $40 to the customer as an apology. Moreover, Iwould like to say sorry to the customers in person if you allow and send him a SORRY card.
In my five years' experience as a Professional driver this is very first complaint about me. And almost every month, our dispatcher receive appreciation for my service. And Iam very proud member of Richmond Taxi since June 2015 and love to provide service to the taxi industry.
Thank you and have a nice day.

End… (djp)

Aug 24, 2017 - My email to s.15,s.

Hello,

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00155**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Aug 25, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

With the cooperation of Richmond Taxi we have verified the substance of your complaint. The driver will be disciplined and Richmond Taxi would like to send you a $40 gift certificate. If you wish to receive this you can send me your address and I will forward it to Richmond Cab.

Thank you again for bringing this matter to our attention. If you have any further questions or concerns please let me know.

Regards,

Douglas Pickering

End… (djp)

Aug 25, 2017 - Reply from s.15,s

Hi Douglas,

Thank you for the follow up. There is no need to send the gift certificate I'd more than likely forget about it before I use it since I rarely tax a taxi when visiting the area.

End… (djp)

Aug 25, 2017 - My email to Richmond Taxi:

Hello,

Thank you Mohammed for the detailed response. We appreciate your efforts and agree with your 'Step Taken.' The complainant has declined the offer of restitution but said thank you for the offer. Last thing we need before we can close this file is a copy of the driver's suspension letter or notice.

And just a reminder that future violations of this type, picking up a fare outside of your area of service and failing to charge by the meter, may result in different outcomes including Administrative Penalties such as fines.

Thank you again,

Douglas Pickering

End… (djp)

Sep 18, 2017 - Email from Consumer Protection:

Hello,

Consumer Protection BC has received answers to missing information regarding Inquiry #: 98463.

Taxi Info
Taxi #: 107

Please feel free to contact me directly should you have any further questions or concerns.

Kind regards,
Lottie

End… (djp)

Conclusion:

Aug 25, 2017 - Complaint substantiated. Driver picked up fare at Sandman Suites, Davies St, Vancouver and dropped off at Westin Wall center, Richmond, did not charge by the meter. Richmond Taxi acknowledged violations, suspended driver for 2 days and offered restituation. I cautioned them about future violations. Complainant declined restitution. Complaint closed. (djp)

Last Updated By: dpickeri Last Updated Date: Sep 19, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00157**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 9, 2018
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

August 15, 2017 - the following complaint was received at the Branch:

Inquiry #: 98481
Consumer name: s.15,s.22
Consumer numbe
Company name Yellow Cab/
Taxi number or license: 325
Date of incident: August 7th 2017
Time of incident: approximately 1:00am
Location pick up: not applicable (flagged at West Georgia & Seymour)
Location drop off: not applicable
Email or mailing address: s.22
Brief summary of incident:
s.15 attempted to flag down a cab in downtown Vancouver. The driver asked where he was going, s.1 said "South Burnaby" the driver said that this was too far and drove away.

Thanks.

(NOTE THE ACTUAL COMPLAINT FILED WITH CONSUMER PROTECTION IS AS FOLLOWS:

Hi,

I'm writing to report a taxi refusal complaint.

On August 7th at approximately 01:00am PDT we (myself and s.22 flagged down Yellow Cab #325. The driver rolled down the passenger window and asked where we were going, I stated "South Burnaby" and he said that was too far and proceeded to drive away.

This incident took place in downtown Vancouver.

If you require any additional information please let me know.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00157**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 9, 2018
Subject	Trip refusal				

Thanks,
s.15,s.22

END_____

August 15, 2017 - Acknowledgement letter was directed to the complainant (mgl)

_____

August 15, 2017 - the complaint was directed to Carolyn Bauer for her investigation and response.

Please be advised that Consumer Protection BC directed the following complaint to the Branch for our investigation. We are directing the complaint to you for your company's investigation. Please provided your findings on or before August 24, 2017. As the customer is alleging trip refusal, please provide vehicle movement printout for Unit 325. Your rebuttal should include the driver's D/L and the vehicle registration number.

Complaint

OUR FILE NO. 2017-00157

Company name Yellow Cab
Taxi number or license: 325
Date of incident: August 7th 2017
Time of incident: approximately 1:00am
Location pick up: not applicable (Aug 15, 2017 consumer confirmed that the driver was flagged at West Georgia and Seymour Street)
Location drop off: not applicable
Email or mailing address: s.22
Brief summary of incident.

s.15, attempted to flag down a cab in downtown Vancouver. The driver asked where he was going, s.1 said "South Burnaby" the driver said that this was too far and drove away.

_____

October 2, 2017 - the following email was directed to Carolyn:

It appears that you have not yet participated in the investigation for the alleged trip refusal. Your response was due on August 24, 2017 and is now overdue. Please provide the requested information.

_____

October 2, 2017 - Carolyn responded:

So sorry, I guess this got lost in my emails. I am in meetings for the rest of the day. I will get on this tomorrow morning.

_____

October 3, 2017 - Good afternoon Margaret, please see trip schedule for Taxi 325, you will see that the last trip I have for him is at 20:18 on the 6th of August and the first trip I have for him is at 03:51am, the driver rememebrs that night because he was experienceing serious computer issues. Upon checking his trips from other days he is travelling to abbotsoford, langley, whiterock, So I do not believe that this driver refused this passenger. The driver said that he was not in that area as he was at the office trying to fix his computer.

Thanks

(The vehicle screen printout accompanied the email.)

_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00157**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 9, 2018
Subject	Trip refusal				

October 5, 2017 - Carolyn responded:

He was off the road from 20:18 on the 6th to 3:51 pm on the 7th. I have no GPS records for him. The spreadsheet below shows his last trip and when he coulg get signed back on.

_____

October 6, 2017 - email from Carolyn as follows:

Good morning Bali, I know we spoke yesterday about; but you were so busy. Could you please help me to blow this up so Margaret can read this properly. I have tried but no luck. She needs this by noon today. Thanks.

_____

October 10, 2017 - s.15,s.22 directed the following email to Consumer Protection BC:

Do you have any updates on this matter?

Fraser, Licensing and Information Officer wrote:

Once we have recorded it the next step is a review by Passenger Transportation Branch. You will have to contact the Passenger Transportation Branch directly regarding any actions taken or decisions made by the PTB. Here is a link to the contact information for the Passenger Transportation Branch. Please feel free to contact Consumer Protection BC if you have any more questions. Thank you.

_____

October 11, 2017 - Consumer Protection directed the following email to the Branch:

Inquiry: 98481
Consumer name: s.15,s.22
Company name: Yellow Cabs

Consumer is requesting more information about INQ 98481. This complaint was reported August 15, 2017 . If you need any more information feel free to contact me.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER

_____

October 11, 2017 - Consumer Protection BC advised the Branch that the consumer is requesting more information about Inquiry 98481.

_____

October 11, 2017 - the following email was directed to the complainant:

Hello s.15,s.

Consumer Protection advised the Passenger Transportation Branch (Branch) that you have inquired about the outcome of the complaint.

Please be advised that the Branch conducts the investigation into allegations filed through Consumer Protection BC. The complaint is currently being investigated with the Manager for Yellow Cabs who believes that Unit Y325 was not at West Georgia & Seymour on August 7, 2017 at approximately 1:00 am. Either the date or time of incident is not correct. Please confirm if the date and time you initially provided is correct and is there anything that can help in placing the driver at the mentioned location. Without further clarification, it may be that you complaint of trip refusal cannot be substantiated.

I await your response. It will be appreciated if you can contact me by telephone between 8:30 and 4:00 Monday to Friday. (mgl)

Conclusion:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00157**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 9, 2018
Subject	Trip refusal				

The complaint was directed to the General Manager for Yellow Cab Company Ltd., for their investigation. The Manager responded that the driver's last trip was on August 6, 2017 at 2018 hours, and his first trip was at 3:51 am. The Manager cited that, generally, the driver was off road at 2018 hours on August 6 to 3:51 pm on August 7th. The Manager said the driver alleged serious computer issues. The driver reportedly said he was not in the area but was at the office fixing his computer. The Manager's assessment of trip "Refusal" by the driver is not substantiated based on previous trips conducted, by the driver, on other days to Abbotsford, Langley and White Rock.

Summary

The allegation of 'Trip Refusal' was not substantiated by the Manager on behalf of the licensee. The Manager advised that vehicle movement records indicate that the driver was off the road at the time and date provided by the complainant. The complaint did not respond to a request to verify if the time and date initially provided is correct.

The investigation is closed. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00158**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 26, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70547
License Type Special

ATTN: Gurdip Sahota, Malkit (Singh) Sidhu
SUNSHINE CABS LIMITED
1465 RUPERT ST
NORTH VANCOUVER BC V7J 1G1

Phone 604 929-1221 ext 104 or 105
Fax 604-929-8644
Email gm@sunshinecabs.ca; operations@sunshinecabs.ca

Driver

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

Comments:

August 15, 2017 - the following complaint was directed to the Branch through Consumer Protection BC:

Consumer Name: s.15,s.22
Consumer contact
Taxi company: Sunshine Taxi
Taxi number: S80
Date of incident: 2017-08-14
Time of incident: 11:25 AM
Pick up location: Hyatt downtown on Burrad
Proposed drop off location: s.22 North Vancouver
Issue: The driver said he would take her, loaded her suitcase in the trunk. She got in the cab and he asked where she was going. She told him and claims he then proceeded to tell her that he was an “airport taxi” and only does airport trips. Made her get out. Consumer also believes that this company may not be authorized to pick up consumers in this area.

Thank you

END_____

August 15, 2017 - Acknowledgement letter was directed to the complainant (mg)

_____

August 15, 2017 - the complaint was directed to General Manager Reshma Singh for her investigation. (mgl)

_____

August 18, 2017 - Reshma confirmed the following:

Cab # 80
Reg # s.15
Lic Plate: SC80

Last Updated By: mglovell Last Updated Date: Sep 26, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00158**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 26, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Driver's Name: s.22
Bcdl: s.22
I have interviewed our driver regarding this incident. Here is his response. VMR from 10:30 to 10:50 will follow within a few days. Have a great weekend.
Reshma

August 16, 2017 - Driver s.22 provided the following written statement:

To whom it may concern:

On Monday, August 14, 2017, I started my shift at the airport in Richmond, British Columbia at 10:40 am. I picked up my first client from YVR and took her to her destination at the Hyatt Regency Hotel in downtown Vancouver.

Once we arrived at the hotel, the client paid cash and when I took the luggage out from the trunk she asked me to write her a receipt. While sitting in my car in front of the hotel to write a cash receipt, I noticed that my trunk got opened by who I believe was a hotel employee. I finished writing the receipt and in the time I gave the receipt to the passenger, I noticed that another person entered my taxi cab. This new person asked that I drive her to North Vancouver, however, I replied: "I am sorry this is an airport cab I am not allowed to pick up passengers from the hotel I am only allowed to pick up passengers from the airport, that's it". I tried to tell her that if I was to pick her up I could get a fine for $1,500 but it didn't seem that she wanted to listen to me. I politely tried to assist her in showing her where she could get another cab who was authorized to pick her up and I apologized again. She was upset that I would not drive her but I again told her that an airport car can't pick up customers from Downtown. I helped her take her luggage out of the trunk and she left.

I am aware of the rules of pick up and drop off associated with the airport plate and I always abide by them. I won't do anything illegal that jeopardizes my job or subjects me to a fine.

Please feel free to contact me if you have any questions or concerns.

s.22

September 21, 2017 - Operations Manager Reshma Singh complied with the Investigator's request for vehicle movement evidence of Unit 80 on the incident date of August 14, 2017. Reshma complied by providing the information which indicates that the vehicle was at the location indicated and had not left the location identified. Also, the Operations Manager confirmed that the driver of Unit 80 operated exclusively from YVR.

Her rebuttal is as follows:

I spoke to the driver and I have reviewed his GPS reading. Our tech support confirms that he did not leave the hotel and furthermore the language may have been the case. He only drives from YVR exclusively .At the present time I am inclined to believe him and also would like to mention that the front hotel staff often request taxis to take customers. In this case, driver wasn't approached by hotel staff-he was finishing off with the YVR customer when the lady entered his cab.
Thank you.

(mgl)

Conclusion:

The complaint was directed to Sunshine Cabs Limited for their investigation.

The Operations Manager participated in the investigation. The driver provided a written statement in which he indicated that he was already at the hotel when the customer entered his cab requesting to be transported to North Vancouver. He did not comply because he is not allowed to originate fares in Vancouver. Without any certainty, it appears there may have been a misunderstanding between the driver and the complainant. The driver is not allowed to originate fares in Vancouver and to provide the trip would be in violation of the licensee's terms and conditions of licence. (mgl).

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00158**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Aug 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 26, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Summary

The complaint filed was not substantiated by the driver or Operations Manager of Sunshine Cabs Limited, as the licensee is not authorized to originate fares in Vancouver. It appears there may have been a communication problem between the driver and the complainant.

The complaint is closed. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00159**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 17, 2017
Location		**Received via**	Email	**Completion Date**	Aug 18, 2017
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Aug 17, 2017 - The following complaint was received by Consumer Protection and forwarded to the branch for investigation:

Inquiry #: 98565
Consumer name: s.15,s.22
Company name: Yellow Cab
Taxi number or license: Y117
Date of incident: August 11 2017
Time of incident: 7:35 am
Location pick up: not provided, requested Location drop off: not provided, requested Email or mailing address s.22 Brief summary of incident:
The consumer requested a taxi via phone application. the application allows the use to track the taxi with gps. she sent a message to the company and was told that the car was en-route. She checked the gps and saw that the car was not moving after being told that it en-route. The taxi took 20 minutes to arrive. I have the consumer back referred back to taxi company and advised that if she is unable to resolve the complaint to contact the passenger transportation branch and requested pick up and drop off locations. See the consumer description below.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER Consumer Protection BC

-----Original Message-----
From: s.15,s.22
Sent: Friday, August 11, 2017 8:15 AM
To: info@consumerprotectionbc.ca
Subject: Complaint

Hi

I saw this email address on the taxi cab window...about comments and complains.....this morning I ordered a taxi at 7.35....at 7.42 I still had not received a text message to say they had received my order and that the driver is enroute (note I live s.22 from yellow cab office so getting a taxi does not normally take long in mornings) so I phoned yellow cab office. The automated voice told me my taxi would be approximately one min

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00159**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 17, 2017
Location		**Received via**	Email	**Completion Date**	Aug 18, 2017
Subject	Wait times (regular/accessible taxi)				

so was just confirming and asked the guy on the phone was the taxi enroute and he said it was on its way almost there. Then the text message came through about tracking the cab and on that it said the taxi was still at yellow cab office... not sure if this was a coincidence or if they confirmed the job when I rang.....I sat there for another five mins and watched the cab still not moving! So I rang again and still no one gave me an answer the guy who answered the call just transferred me to the driver (who by the way never answer them calls so not sure why it's a feature on their app). Finally after 20 mins of waiting for a cab to come s.22 I am now very late for work and am very annoyed. I understand that sometimes it's busy but if a driver is not actually ready for 20 mins to come pick you up from a distance of one minute drive why are they allowed to accept the jobs in the first place when another actual available cab could be sent. The driver was very nice and not his fault I overslept and missed my bus and but had it arrived when it was supposed to arrive it wouldn't have been an issue.

The taxi cab was Y117 and I couldn't read what his license said to get his name as it was too far away.

I know nothing will come of this but just wanted to share my thoughts on the inefficiency of yellow cab vancouver. (Not the first time this had happened)

Thanks
s.15,s.22

End… (djp)

Aug 17, 2017 - Acknowledgement email sent. (djp)

Aug 17, 2017 - Email sent to Carolyn:

Hello,

The following complaint was received by Consumer Protection and forwarded to the Branch for investigation:

Company name: Yellow Cab
Taxi number or license: Y117
Date of incident: August 11 2017
Time of incident: 7:35 am
Location pick up: not provided.
Location drop off: not provided.
Brief summary of incident:
The consumer requested a taxi via phone application. the application allows the use to track the taxi with gps. she sent a message to the company and was told that the car was en-route. She checked the gps and saw that the car was not moving after being told that it en-route. The taxi took 20 minutes to arrive.
“this morning I ordered a taxi at 7.35....at 7.42 I still had not received a text message to say they had received my order and that the driver is enroute (note I live s.22 from yellow cab office so getting a taxi does not normally take long in mornings) so I phoned yellow cab office. The automated voice told me my taxi would be approximately one min so was just confirming and asked the guy on the phone was the taxi en route and he said it was on its way almost there. Then the text message came through about tracking the cab and on that it said the taxi was still at yellow cab office... not sure if this was a coincidence or if they confirmed the job when I rang.....I sat there for another five mins and watched the cab still not moving! So I rang again and still no one gave me an answer the guy who answered the call just transferred me to the driver (who by the way never answer them calls so not sure why it's a feature on their app). Finally after 20 mins of waiting for a cab to come s.22 I am now very late for work and am very annoyed. I understand that sometimes it's busy but if a driver is not actually ready for 20 mins to come pick you up from a distance of one minute drive why are they allowed to accept the jobs in the first place when another actual available cab could be sent. The driver was very nice and not his fault I overslept and missed my bus and but had it arrived when it was supposed to arrive it wouldn't have been an issue.”

Any complaints involving wait times for taxis are of particular interest to the Branch. While we understand that 20 minutes is not an excessive wait time we would like some clarification on how this trip was dispatched and tracked for the customer, namely the discrepancy between the automated phone voice telling the customer the wait would be 1 minute and the actual result. Also was the repeated prompting by the customer required to have the booking serviced? Please reply with any information you may consider relevant by August 28, 2017.

Regards,

Douglas Pickering

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00159**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 17, 2017
Location		**Received via**	Email	**Completion Date**	Aug 18, 2017
Subject	Wait times (regular/accessible taxi)				

End… (djp)

Aug 18, 2017 - Email from Carolyn with screenshots:

Good morning Doug, the driver had his vehicle in the garage for a headlight repair once done he accepted the trip as he was pulling out of the garage the mechanic noticed another taillighht out it took not even two minutes to change it.
It took 13 minutes for her to be picked. Really this is crazy. I wonder what she would do if she had to wait an hour? I realize you have to answer your complaints. s.22

Have a great weekend.

Carolyn

End… (djp)

Aug 18, 2017 - My reply to Carolyn:

Hello,

Thank you for the information. I understand responding to these inquiries can be time consuming and I appreciate your efforts.

In regards to this inquiry I will share the relevant information with the complainant and barring any further communication that will close this file.

Regards,

Douglas Pickering

End… (djp)

Aug 18, 2017 - My email to s.15,s.22

Hello,

We have reviewed your complaint concerning Yellow Cab. Based on the booking logs this trip was created at 7:35:18, taxi arrived at pick up destination at 7:48:10 and made contact with passenger at 7:48:52. Yellow Cab has acknowledged that this vehicle was briefly delayed in their garage. We have determined that this incident does not represent a violation of the regulations or Taxi Bill of Rights.

We do appreciate your feedback and want you to know that all complaints are recorded and attached to the carriers Passenger Transportation Licence profile where they are periodically reviewed such as when a licencee makes an application to expand their fleet or alter their service area.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Aug 18, 2017 - Complaint unsubstantiated. According to complainant time to service trip was 20 minutes. According to log submitted by Carolyn time was 14 minutes. Neither represents an excessive wait time. Sent findings to complainant. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00160**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 19, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70285
License Type Special

ATTN: Don Guilbault / Maheshinder Sidhu
DELTA SUNSHINE TAXI (1972) LTD.
13425 71A AVE
SURREY BC V3W 2L2

Phone 604-594-1718 / 604-594-1111 / 604-594-1723
Fax 604-594-1785
Email manager@deltataxi.com; deltasunshinetaxi@shaw.ca

Driver

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

Comments:

Aug 23, 2017 - Received the following complaint from Consumer Protection BC:

Consumer claims to have been charged more than the listed zone fare.

Inquiry #: 98714
Name: s.15,s.22
Taxi number or license: #64
Operator: Delta Sunshine Taxi
Fare: $39.00
Date of incident: 2017/08/23
Time of incident: 00:11
Location pick up: Vancouver Airport
Location drop off: s.22
Email or mailing address: s.22
Phone: s.22

ROBERT WILLIAMS | LICENSING & INFORMATION OFFICER

End… (djp)

Aug 23, 2017 - I called s.15,s left msg for him to call me. I want to confirm his name and email address, how he paid for the fare, if he got a receipt and the time of day. (djp)

Aug 23, 2017 - Sent acknowledgement email with some questions for s.15,s

File No: 2017-00160

August 23, 2017

s.15,s.22

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00160**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 19, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Dear s.15,s.22

Re: Complaint about Delta Sunshine Taxi received Aug 23, 2017

Thank you for providing important information to the Passenger Transportation Branch regarding a potential violation(s) of the Passenger Transportation Act and/or Regulations.

Can you confirm for the date and time of the incident in question? How did you pay the fare and do you have any record of the payment such as a receipt or credit card statement that you could send us a copy of?

We value your submission and may contact you for further details. Based on all of the information received, an investigation will be initiated to substantiate the allegations. If a violation has indeed occurred, the Branch will apply whatever penalty is deemed appropriate. However, due to privacy concerns, we are not able to divulge what level or type of penalty was administered.

If you have any questions or concerns please contact us by phone at 604-527-2198 or email at passengertransportationbr@gov.bc.ca.

Regards,

Douglas Pickering

End… (djp)

Aug 23, 2017 - Email from s.15,s.22 with photo of receipt and screenshot of his cell phone call log showing 2 calls to Delta Sunshine:

Hi Douglas,

Thanks for your email.

I have attached a photo of the credit card receipt I received that has the time and value.

I made payment at 00:11:40am on August 23 (Tuesday night). I had landed from s.22 which landed at 11:36pm - so I probably entered the taxi around midnight after disembarking and getting through customs. I paid on my MasterCard. The taxi took me to my home address of s.22 which he asked me to enter the address directly into his phone for directions. There were no other stops.

I knew there were flat rates for Taxis from YVR to Vancouver but as I recently moved from s.22 and as it was late, I did not think to challenge the driver on the fare in the moment. It was after I got home and looked up the rates that I realised they had mischarged me. I immediately called the company number (Delta Sunshine Taxi) and inquired to the dispatch as to the rates and he provided false information saying the rate can depend on how long the taxi was waiting in line at the airport. (Have a time stamp on my phone of making the call at 00:20 for a minute conversation and then i tried again at 00:23 but no one answered).

I also did notice that the meter was running when i entered the taxi and as we drove off from the airport he turned off the meter - and i believe there was about $5 in charges on it at that point. I didn't make anything of it at the time.

Please let me know any other information you require. At this point I wanted to report to ensure this does not happen to other people as I believe this is very dishonest on both the driver's fault as well as the dispatch who i called afterwards. If there is any way to get the difference in value and the tip back I would hope that's possible as well.

I was travelling with my partner who witnessed the above.

Thanks
s.15,s.22

End… (djp)

Aug 24, 2017 - Email to Delta Sunshine:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00160**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 19, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Hello,

The following complaint was submitted to Consumer Protection BC and forwarded to the Branch for investigation:

Operator: Delta Sunshine Taxi
Fare: $39.00 (paid total including tip $45 via Mastercard)
Date of incident: 2017/08/23
Time of incident: 00:11
Location pick up: Vancouver Airport
Location drop off: s.22
Comments: I made payment at 00:11:40am on August 23 (Tuesday night… I probably entered the taxi around midnight after disembarking and getting through customs. I paid on my MasterCard. The taxi took me to … address of s.22 which he asked me to enter the address directly into his phone for directions. There were no other stops.
I knew there were flat rates for Taxis from YVR to Vancouver but as I recently moved from s.22 and as it was late, I did not think to challenge the driver on the fare in the moment. It was after I got home and looked up the rates that I realised they had mischarged me. I immediately called the company number (Delta Sunshine Taxi) and inquired to the dispatch as to the rates and he provided false information saying the rate can depend on how long the taxi was waiting in line at the airport. (Have a time stamp on my phone of making the call at 00:20 for a minute conversation and then i tried again at 00:23 but no one answered).

Per Board rules rate for this trip should have been $28. Please investigate this complaint and respond including a driver's statement by Sept 1, 2017.

Regards,

Douglas Pickering

End… (djp)

Aug 29, 2017 - Received reply from Delta Sunshine including driver's statement. Driver's handwritten statement is saved to correspondence; driver acknowledges overcharging. Text of email:

Good morning,

The enclosed is a hand-written statement from our driver s.22

The night time "Open System" policy at YVR is attracting suburban drivers that feel they can increase their earning potential. Due to this initiative, taxi shortages have reduced dramatically, thus making for happier travellers that are already weary…

s.22 is not a new driver. He also is not a YVR driver. s.22 spends the majority of his driving shift serving South Delta. As with many taxi drivers, he is also an opportunist. By his own account herein, he knew there was a flat fare system – all circumstances aside, the passenger is correct when she states that she was mischarged.

We anticipated this shift of business and have been advising all our drivers of their requirement to carry a Zone Fare map from YVR in the taxi and they must only charge the authorized rate for passengers terminating in Richmond and Vancouver.

This is the time of the season when we begin to recruit new staff due to students returning to class. The on-duty dispatcher that night s.22 The purported response he gave for the rate for YVR taxis triggered dialogue with my assistant. She advises he will receive some additional training hours and be scheduled for call taker shifts to increase his industry knowledge.

From a corporate level, we wish to offer a full refund and an apology by way of this response. Due to our high presence at YVR, I would like to know this same passenger would smile when the next taxi in the queue is on of ours.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00160**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Aug 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 19, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Don Guilbault
General Manager
Delta Sunshine Taxi (1972) Ltd.

End… (djp)

Aug 30, 2017 - I called Don, explained to him that an APF will be issued and gave him our rationale behind it; two employees, driver and dispatcher, involved in the offence, no discipline for the driver indicated in Delta's response and they have recently had a warning for this type of violation. (djp)

Aug 31, 2017 - Issued APF 101415. (djp)

Conclusion:

Aug 31, 2017 - Complaint substantiated. Customer overcharged on trip from YVR. Received reply from Delta Sunshine with driver's statement acknowledging driver over charged and dispatch gave false information to customer. Issued APF 101415. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00163**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 6, 2017
Subject	Driving ability				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Aug. 28/17 11:55 AM.
Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 98804

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Yellow Taxi
Taxi number: Y247
Date of incident: 2017-08-16
Time of incident: 9:40 PM
Place of incident: The intersection of David and Burrard
Issue: Consumer claims this taxi tried to run him off the road. Please see complaint below.

Thank you,

JULIE McNAMARA | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2805
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

Connect with us on Facebook, Twitter, LinkedIn, YouTube and our blog.
Stay up to date by subscribing to get alerts & news via email.
Tell us how we are doing by taking our survey

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Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00163**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 6, 2017
Subject	Driving ability				

copies thereof.

From: Consumer Protection BC [mailto:info@consumerprotectionbc.ca]
Sent: Wednesday, August 16, 2017 9:49 PM
To: info@consumerprotectionbc.ca
Subject: A new consumer inquiry has been received

A Consumer Inquiry
Consumer Information
Name:Pender
Location:Other Province
Phone Number:s.22
Email:s.22
Type:Other

Complaint Information
Business Type:Transport
Business Name:Yellow taxi
Business Location:Vancouver
Transaction Date:2017-08-15
Transaction Channel:Not Applicable
Tried to resolve?No
Complaint Document:
Complaint Details:Yellow Taxi y247 tried to run me off the road. I was turning left at the intersection of David and Burrard at 9:40 pm on august 16 and this taxi started honkinh his horn at me because he also wanted to turn left and then started edging me off to the right lane so he could pass me. As he did he yelled at me and aggressively continued to shove me aside with his car. This is psychotic behavior bordering on criminal behavior. Does yellow taxi tolerate drivers like this without any reprimand? I would seriously like to know.

Consumer Protection BC
INQUIRY CENTRE#307 - 3450 UPTOWN BLVD.
Victoria BC V8Z 0B9
Toll Free: 1 888 564-9963
Telephone: 604 320-1667
Facsimile: 250 920-7181
consumerprotectionbc.ca

_____
Aug. 29/17 8:04 AM.
Good morning Carolyn,

The Passenger Transportation Branch received the following complaint through Consumer Protection BC on August 28, 2018. (should have read 2017)

We have recently undertaken a review of our complaint and investigation process, in particular customer service issues.

As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed.

We have also referred the complainant to contact Yellow Cab at 604-258-4700, and ask them to speak with yourself as the General Manager.

The following information was provided by the complainant.

Taxi company: Yellow Taxi
Taxi number: Y247
Date of incident: 2017-08-16
Time of incident: 9:40 PM
Place of incident: The intersection of David and Burrard

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00163**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 6, 2017
Subject	Driving ability				

Yellow Taxi y247 tried to run me off the road. I was turning left at the intersection of David and Burrard at 9:40 pm on august 16 and this taxi started honking his horn at me because he also wanted to turn left and then started edging me off to the right lane so he could pass me. As he did he yelled at me and aggressively continued to shove me aside with his car. This is psychotic behavior bordering on criminal behavior. Does yellow taxi tolerate drivers like this without any reprimand? I would seriously like to know.

We may request the outcome of your investigation with the driver, as we record complaints and report them to the Passenger Transportation Board upon request, this is normally done as part of the application process.

If you have any questions, please do not hesitate to contact us.

_____

Aug. 29/17 11:33 AM.
Good morning s.15,s.22

Please find attached an acknowledgement for the information you provided to Consumer Protection BC.

_____

Conclusion:

Sept.06/17 Moving violation. (draiving habits of driver) not covered under the PTA & PTR. E-mail sent to licensee. (unsubstantiated)
File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00164**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 29, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 18, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone **Fax**
Cell s.22
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70538
License Type Special

ATTN: John Palis; Sukhi Sandhu
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604 664-0430
Fax 604 669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

Aug. 29/17 10:05 AM.
Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Vancouver Taxi
Driver's Name: s.22
Taxi Number or License: V54

Incident
Date of incident: August 15, 2017
Time of incident: 8:20 a.m.
Location Pick Up: s.22
Location Drop Off: s.22 North Vancouver, BC.

Summary of Incident: Complainant states that driver was upset she was not waiting for him when she arrived. Complainant stated she was in the elevator at time of call and was only 20 seconds away. Complainant states driver became angry when she told him her destination s.22 s.22 because he did not know where it was located. She stated she gave him more detailed directions and said that he should know where it is because she takes cabs to work 4 – 5 days a week. She said he kicked her out of cab on Seymour and cursed at her multiple times.

Kind regards,
Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2808

Last Updated By: lmswan Last Updated Date: Sep 13, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00164**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 29, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 18, 2017
Subject	Behaviour of the driver				

A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9

_____
Aug. 29/17 11:58 AM.
Good morning Sukhi,

The Passenger Transportation Branch received the following information from Consumer Protection BC today. The complaint reads in part as follows:

Taxi Info
Taxi Company: Vancouver Taxi
Taxi Number or License: V54

Incident
Date of incident: August 15, 2017
Time of incident: 8:20 a.m.
Location Pick Up: s.22
Location Drop Off: s.22 North Vancouver, BC.

Summary of Incident:
Complainant states that driver was upset she was not waiting for him when she arrived. Complainant stated she was in the elevator at time of call and was only 20 seconds away. Complainant states driver became angry when she told him her destination s.22 s.22 because he did not know where it was located. She stated she gave him more detailed directions and said that he should know where it is because she takes cabs to work 4 – 5 days a week. She said he kicked her out of cab on Seymour and cursed at her

Sukhi you are requested to interview the driver in question and report back your findings to the allegations by Wednesday, September 06, 2017.

_____
Aug. 31/17 11:31 AM.
Good morning Patricia,

Please find attached an acknowledgement for the information you provided to Consumer Protection BC.

_____
Driver statement imported to the correspondence tab.
From: 6046069311@apps-kam-1.gov.bc.ca [mailto:6046069311@apps-kam-1.gov.bc.ca]
Sent: Thursday, September 7, 2017 11:19 AM
To: PTBranch, 604-527-2205 TRAN:EX
Subject: Message Received from 6046640412 on 9/7/2017 at 11:19:07 AM.

You have just received a new inbound fax from s.22 on 9/7/2017 at 11:19:07 AM containing a total of 1 page(s).

Your entry number in AccuRoute Fax was JobID: 1719893

_____
Sept. 07/17 1:26 PM.
Good afternoon Sukhi,

I received the driver statement via e-mail address s.22 (not sure if this is the driver or not)

Sukhi please review the "Taxi Bill of Rights".

As a Taxi Driver you must obey all laws and have the right to refuse to transport a passenger:

•If the passenger is acting in an offensive manner

Does Vancouver Taxi support the driver's decision to not provide service because of a passengers attitude?

Please provide your response by Tuesday, September 12, 2017.

_____
Sept.12/17 16:49 PM. (response imported to the correspondence tab)
See attached, attn: Louise

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00164**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 29, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 18, 2017
Subject	Behaviour of the driver				

From: 6046069311@apps-cal-1.gov.bc.ca [mailto:6046069311@apps-cal-1.gov.bc.ca]
Sent: Tuesday, September 12, 2017 5:50 PM
To: PTBranch, 604-527-2205 TRAN:EX
Subject: Message Received from 6046640412 on 9/12/2017 at 5:49:37 PM.

You have just received a new inbound fax from s.22 on 9/12/2017 at 5:49:37 PM containing a total of 1 page(s).

Your entry number in AccuRoute Fax was JobID: 1735566

_____
Sept. 13/17 9:16 AM.
Good morning Sukhi,

Thank you for your response.

Please provide a copy of the suspension letter.

Conclusion:

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00165**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 29, 2017
Location	TWAWWASSEN	**Received via**	Email	**Completion Date**	Sep 12, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70974
License Type Special

ATTN: Davinder Kainth (Office Manager)/JATINDER BHULLAR
NEWTON WHALLEY HI WAY TAXI LTD.
107-13119 84TH AVE
SURREY BC V3W 1B3

Phone 604-597-3811 EXT 2
Fax 604-597-8002/604-597-3811
Email manager@whalleytaxi.ca

Driver

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

Comments:

Aug. 29/17 2:27 PM.
Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Newton Whalley HI-Way Taxi
Driver's Name: Complainant did not provide – information has been requested.
Taxi Number or License: Complainant did not provide – information has been requested.

Incident
Date of incident: August 13, 2017
Time of incident: 8:00 p.m.
Location Pick Up: Tsawwassen Ferry Terminal, Tsawwassen BC
Location Drop Off: s.22

Summary of Incident: Complainant states that driver was upset that he had such long time to get a small fare. Complainant states that drive then drove erratically (speeding, tailgating and not staying in yellow lines). Complainant reported to taxi company and was told that they will talk to driver. Complainant does not feel that that is adequate and is requesting a full refund and an apology.

Kind regards,
Lottie

_____
Aug. 29/17 2:56 PM.
Good afternoon Davinder,

The Passenger Transportation Branch received the following information from Consumer Protection BC. The complaint reads in part as follows:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00165**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 29, 2017
Location	TWAWWASSEN	**Received via**	Email	**Completion Date**	Sep 12, 2017
Subject	Behaviour of the driver				

Taxi Info
Taxi Company: Newton Whalley HI-Way Taxi
Driver's Name: Complainant did not provide – information has been requested.
Taxi Number or License: Complainant did not provide – information has been requested.

Incident
Date of incident: August 13, 2017
Time of incident: 8:00 p.m.
Location Pick Up: Tsawwassen Ferry Terminal, Tsawwassen BC
Location Drop Off: s.22

Summary of Incident:
Complainant states that driver was upset that he had such long time to get a small fare. Complainant states that drive then drove erratically (speeding, tailgating and not staying in yellow lines). Complainant reported to taxi company and was told that they will talk to driver. Complainant does not feel that that is adequate and is requesting a full refund and an apology.

Further to our telephone conversation this afternoon you are requested to interview the driver in question and report back your findings to the allegations by Wednesday, September 06, 2017.

_____
Aug. 31/17 9:54 AM.
Good morning Tim Flanagan,

Please find attached an acknowledgement letter for the information you provided to Consumer Protection B.C.

Conclusion:

Sept. 06/17 (driver statement imported to the correspondence tab)
Hi Louise

I am attaching herewith driver statement.

It was common conversation with driver and customer. I updated driver that please don't say anything small trip or small fare in future. We are ready to refund customer. Money will be refund to customer visa or debit account within 10 business days.

With Regards
Davinder K Kainth
Manager
Newton Whalley Hi-Way Taxi Ltd.
107-13119 - 84th Avenue
Surrey, B.C. V3W 1B3
Office: 604 597 3811 Ext 3
Fax: 604-597-8002
Email:manager@whalleytaxi.ca

_____
Sept.06/17 11:57 AM.
Thank you for your findings Davinder.

Do you have the information you require to refund the money to the complainant?

_____
Sept.12/17 09:35 AM.
I spoke with Davinder. He said they have the information and did refund the money to the complainant. To send me an e-mail.

_____
Sept. 12/17 9:38 AM.
We returned $13.44 on sept 06, 2017 on same credit card and it will take 10 business day to returned.

With Regards
Davinder K Kainth

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00165**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 29, 2017
Location	TWAWWASSEN	**Received via**	Email	**Completion Date**	Sep 12, 2017
Subject	Behaviour of the driver				

Manager
Newton Whalley Hi-Way Taxi Ltd.
107-13119 - 84th Avenue
Surrey, B.C. V3W 1B3
Office: 604 597 3811 Ext 3
Fax: 604-597-8002
Email:manager@whalleytaxi.ca

Sept. 12/17 Driver behaviour sustantiated. Refunded money to customers credit card. File closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00166**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 29, 2017
Location	DELTA	**Received via**	Email	**Completion Date**	Sep 6, 2017
Subject	Driving ability				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 812536
Owner WHITE ROCK SOUTH SURREY TAXI LTD.
3-17921 55 AVE
SURREY BC V3S 6C4

Licensee

PT Number 70404
License Type Special

ATTN: Tim Land
WHITE ROCK SOUTH SURREY TAXI LTD.
3-17921 55 AVE
SURREY BC V3S 6C4

Phone 604-574-0966 / 604-533-3333
Fax 604-576-2900
Email pacificcabs@telus.net

Driver

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

Comments:

Aug. 29/17 2:54 PM.
Consumer name: s.15,s.22
Consumer phone number: s.22
Company name: not provided, left message to requesting more information
Taxi number or license: taxi number: W93 License plate: LH1373
Date of incident: August 21st 2017
Time of incident: 7:45am
Consumers email address: s.22
Location pick up: not applicable
Location drop off: not applicable
Brief summary of incident:
s.1 states that a taxi was driving eastbound on the Alex Fraser bridge and cut across s.1 path from the left. The taxi was headed toward highway 17. s. feels that the taxi driver made an unsafe turn and the taxi was in danger of colliding with s.1 car. s. states that the taxi continued to cut off other cars while heading towards highway 17.

_____
Aug. 30/17 12:42 PM.
To whom it may concern,

The consumer called me back and I asked her for the taxi company name. She told me that she was unable to see the company name on the car during the incident so she does not know it. The inquiry number is 98858 and I sent it to this email address on August 29th 2017.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
Aug. 30/17 2:55 PM.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00166**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 29, 2017
Location	DELTA	**Received via**	Email	**Completion Date**	Sep 6, 2017
Subject	Driving ability				

Good afternoon s.15

The Passenger Transportation Branch received your taxi complaint from Consumer Protection BC yesterday. Thank you for bringing this matter forward.

We recommend that you contact the company directly at 604-596-6666 and ask to speak with the General Manager, Tim Land as they would be interested in receiving this information.

Taxi number or license: taxi number: W93 License plate: LH1373
Date of incident: August 21st 2017
Time of incident: 7:45am
Location pick up: not applicable
Location drop off: not applicable
Brief summary of incident:
s.15 states that a taxi was driving eastbound on the Alex Fraser bridge and cut across s.15 path from the left. The taxi was headed toward highway 17. s.15 feels that the taxi driver made an unsafe turn and the taxi was in danger of colliding with s.15 car. s.15 states that the taxi continued to cut off other cars while heading towards highway 17.

The more information you can provide to Tim Land will assist in identifying who the driver is.

I hope the above information will be of assistance to you.

Conclusion:

Aug. 30/17 11:48 AM.
Good morning Tim,

The Passenger Transportation Branch received the following complaint through Consumer Protection BC on August 29, 2017.

We have recently undertaken a review of our complaint and investigation process, in particular customer service issues.

As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed.

We have also referred the complainant to contact Pacific Cabs at 604-596-6666, and ask them to speak with yourself as the General Manager.

The following information was provided by the complainant.

Company name: White Rock South Surrey Taxi Ltd. Dba Pacific Cabs
Taxi number or license: taxi number: W93 License plate: LH1373
Date of incident: August 21st 2017
Time of incident: 7:45am
Location pick up: not applicable
Location drop off: not applicable
Brief summary of incident:
s.15 states that a taxi was driving eastbound on the Alex Fraser bridge and cut across s.15 path from the left. The taxi was headed toward highway 17. s.15 feels that the taxi driver made an unsafe turn and the taxi was in danger of colliding with s.15 car. s.15 states that the taxi continued to cut off other cars while heading towards highway 17.

We may request the outcome of your investigation with the driver, as we record complaints and report them to the Passenger Transportation Board upon request, this is normally done as part of the application process.

If you have any questions, please do not hesitate to contact us.

_____
Aug. 30/17 1:42 PM.
THANKS; I WILL SPEAK TO HIM. TIM PS I WILL DOCUMENT IT AS WELL.

_____
Sept.06/17 (unsubstantiated)
Moving violation (driving habits of driver) not covered under the PTA&PTR. E-mail sent to licensee. Tim Land said he would speak to the driver and document the findings for driver file.

Last Updated By: lmswan | Last Updated Date: Sep 6, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00166**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 29, 2017
Location	DELTA	**Received via**	Email	**Completion Date**	Sep 6, 2017
Subject	Driving ability				

File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00167**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 29, 2017
Location	VANCOUVER INTERNATIONAL	**Received via**	Email	**Completion Date**	Sep 5, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

Aug.29/17 4:02 PM.
Consumer name: s.15,s.22
Company name: Royal City Taxi
Taxi number or license: 62
Date of incident: Aug 21, 2017
Time of incident: 3:30
Location pick up: Vancouver airport
Location drop off: s.22 Vancouver BC.
Email or mailing address: s.22
Brief summary of incident:
Taxi service from Vancouver International Airport is broken up into different zones. The taxi driver charged me the price in the green zone ($28), but where he dropped me off should have been in the pink zone ($20) as I live at s.22 Vancouver BC. I am wondering if it is possible if I can get my money back ($8).I attached my receipt as evidence of the charge. Please let me know if you need my driver's license to confirm my address.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
Aug.29/17 4:06 PM.
I did not provide the INQ #. The INQ for this complaint is 98861.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00167**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 29, 2017
Location	VANCOUVER INTERNATIONAL	**Received via**	Email	**Completion Date**	Sep 5, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
Aug. 30, 2017 11:32 AM.
Hi Shashi,

The Passenger Transportation Branch received the following information from Consumer Protection BC yesterday. The complaint reads in part as follows:

Company name: Royal City Taxi
Taxi number or license: 62
Date of incident: Aug 21, 2017
Time of incident: 3:30
Location pick up: Vancouver airport
Location drop off: s.22 Vancouver BC.
Brief summary of incident:
Taxi service from Vancouver International Airport is broken up into different zones. The taxi driver charged me the price in the green zone ($28), but where he dropped me off should have been in the pink zone ($20) as I live at s.22 Vancouver BC. I am wondering if it is possible if I can get my money back ($8).I attached my receipt as evidence of the charge. Please let me know if you need my driver's license to confirm my address.

Shashi you are requested to interview the driver in question and report back your findings to the allegations by Thursday, September 7, 2017.

_____
Aug. 30/17 12:53 PM.
Good afternoon s.15,s.22

Could you please confirm the date and time of the incident.

Information received from Consumer Protection BC shows a date of August 21, 2017 at 3:30.
(am or pm)
Taxi receipt shows a date of August 23, 2017at 3:30. (am or pm)

Please confirm date and time as soon as you are able.

_____
Aug. 30/17 1:17 PM.
Hello Louise,

The incident happened on August 23 at 12:03am when the driver dropped me off. I believe the receipt was misread as it is a 24 hr clock "00:03:30". I believe it is read as 12:03 am and 30 seconds.

Please confirm.

Thanks,

s.15,s.22

_____
Aug. 30/17 4:08 PM.
Thank you s.15,s.22

The receipt displays time as 00:03:30 date 2017/08/23.

_____
Aug. 31/17 9:06 AM.
Good morning s.15,s.22

I have the Manager, Shashi Engineer following up on the information you provided.

_____
Aug. 31/17 Shashi Engineer has identified the driver and will be following up on the allegations and will get back to me with his findings.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00167**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 29, 2017
Location	VANCOUVER INTERNATIONAL	**Received via**	Email	**Completion Date**	Sep 5, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Conclusion:

Aug. 31/17 9:50 AM.
Hello MS. Swan;

I have identified the driver Name: s.22 BCDL # s.22 who has to join Royal City Taxi in May 2017. Regardless driver must know about the flat Rate from yvr. This driver is part time I will try to reach him and get his information. As per investigation on System GPS Cab Tracker yes this $20.00 flat Rate Zone.

Further, I am not going to wait for driver's statement. But I am going to refund $15.00 back to Customer for that I need information what was the method of payment Cash/Credit Card/ so we can reimburse $15.00 or if the customer can provide I can mail the cheque to the customer for which again I will need a mailing address.

I will have a talk with Driver and take disciplinary action against the driver so that he does not repeat this mistake again.

Once the refund process is complete I would like to request to close this case.

If you have any question please do not hesitate to call me at 604-525-5616 or by email.

Thank you,
Shashi Engineer
General Manager
Royal City Taxi Ltd.

_____
Aug. 31/17 10:32 AM.
Hello MS. Swan;

TO Refund I will need Credit Card # with Expiry Date. I believe the best thing to do is mail cheque for $15.00 to the customer. All I need is

Name: _____

Address: _____

Thank you,

Shashi Engineer

_____
Aug. 31/17 11:02 AM.
s.15,s. Royal City Taxi would like to refund you $15.00. Could you please provide you mailing address for the licensee to send you a cheque. Should the cheque be made payable to s.15,s.22

_____
Aug. 31/17 10:58 AM.
Thanks Shashi.

I will get the information from the complainant and then send you the information.

_____
Aug. 31/17 3:14 M.
Hi Louise,

Please send the cheque to

s.22

Yes, please make the cheque payable to s.15,s.22

Thanks for all your help,

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00167**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Aug 29, 2017
Location	VANCOUVER INTERNATIONAL	**Received via**	Email	**Completion Date**	Sep 5, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Wesley

_____
Aug. 31/17 3:37 PM.
Hi Shashi,

Please send the cheque to

s.22

Yes, please make the cheque payable to s.15,s.22

Please let me know once you have mailed the cheque to the complainant.

_____
Sept. 01/17 4:29 PM. (copy of cheque imported to the correspondence tab)
Hello Ms. Swan;

Here I have attached the Cheque photo copy that is mailed to Customer as per you provided.

If you have any question Please do not hesitate to call me at 604-525-5616 or by email.

Have a Nice Long Weekend.

Thank you,
Shashi Engineer
General Manager
Royal City Taxi Ltd.

_____
Sept. 05/17 9:12 AM.
Hello Ms. Swan Good Morning;

As far as Customer Service Concern, I try my best to resolve the issue to best of my knowledge. An I hope Customer was satisfied with the resolution.

Thank you,
Shashi Engineer
General Manager
Royal City Taxi Ltd.

_____
Sept. 05/17 Wrong zone rate from YVR charged to customer. Allegations substantiated. Refund sent to complainant. File closed. Lms

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00169**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 25, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Aug 30, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Sep 14, 2017
Subject	Mechanical vehicle safety issues				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

August 25, 2017 - This complaint was directed by Consumer Protection BC to the Passenger Transportation Branch for our investigation, as follows:

Consumers' s.22 was at a s.22 which required the s.2 to take a taxi. Consumer claims that when her s.22 entered the taxi she noticed that the seat belt did not work. She immediately got out of the cab and the taxi driver told her to get back in and that she did not need to wear a seat belt. Consumer is upset that the taxi driver (essentially) made her s.22 ride in a car with no seat belt. Consumer has tried to resolve issue with Taxi company.

Inquiry #: 98766
Name: s.15,s.22
Taxi number or license: Unknown
Operator: Royal City Taxi
Fare: ~ $13.10
Date of incident: 2017/08/24
Time of incident: 15:30
Location pick up: s.22
Location drop off: s.22
Email or mailing address: s.22
Phone: s.22

END_____

August 30, 2017 - CVSE also received this complaint and forwarded the complaint to the Branch for investigation, as follows:

Date/Time of call: Friday, August 25, 2017, 2pm
Caller name and number: s.15,s.22

Regarding: cabs without seatbelts
Location of incident: s.22 New Westminster
Date/Time of incident: Thursday, August 24, 2017, 330pm

Info received:

Last Updated By: nrotgans Last Updated Date: Sep 14, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00169**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 25, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Aug 30, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Sep 14, 2017
Subject	Mechanical vehicle safety issues				

Group of s.22 went to the park and were picked up by the group of taxis to return to their s.22 location. At the time, the caller's s.22 got out of the taxi due to a missing buckle for her belt, and was told to get back in and that she would be fine (by the driver). The s.22 buckle was also inoperable due to gum jamming it up.

NSC Carrier details:
The vehicle indicated in this call is registered under: 200-022-520 issued to Royal City Taxi Ltd. operating out of: New Westminster

436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

END_____

August 30, 2017 - Investigating Officer Rotgans called the complainant, to see if she could provide any more infomraiton to identify the vehicle. Unfortunatly the complainant's s.22 (passenger) did not record that info and the adult supervisors from the s.22 did not as they were distracted with loading other children in other taxi's.

In addition, Officer Rotgans advised the complainant she may wish to follow up with the s.22 program provider or a regulatory body with her complaint and concerns regarding child supervision ratios as it did not appear as though an adult was in the taxi with her s.22 and the other children. (nr)

August 30, 2017 - Acknowledgement letter sent.

(nr)

END_____

August 31, 2017 - Complaint forwarded to the Manager at Royal City Taxi.

Hi Shashi,

The following complaint was received by the Branch and I understand that you may already be aware of it. There is a safety concern as it appears at least two of the seatbelts in the back seat were not in working condition at the time of the incident.

Please identify what vehicle was involved and provide me this information. Would you please confirm whether all the seatbelts in the vehicle are there and working properly? If you could send a couple photos that would be appreciated. Please provide your findings by September 7, 2017.

The complaint reads in part as follows:
Consumers' s.22 was at a s.22 which required the s.2 to take a taxi. Consumer claims that when her s.22 entered the taxi she noticed that the seat belt did not work. She immediately got out of the cab and the taxi driver told her to get back in and that she did not need to wear a seat belt. Consumer is upset that the taxi driver (essentially) made her s.22 ride in a car with no seat belt. Consumer has tried to resolve issue with Taxi company.

Operator: Royal City Taxi
Fare: ~ $13.10
Date of incident: August 24, 2017
Time of incident: 15:30
Location pick up: s.22
Location drop off:

(nr)

END_____

Aug. 31, 2017 - General Manager, Shashi Engineer, sent email as follows:

I spoke to the customer and she could not give me information that I was looking for. Anyhow the dispatcher who was on the duty s.22
s.22 The reason I tried to find but could not find any driver drop off at s.22

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00169**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 25, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Aug 30, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Sep 14, 2017
Subject	Mechanical vehicle safety issues				

s.22 during that time.

If a customer has any information that can help me in the investigation.

If you have any question please do not hesitate t o call me at 604-525-5616 or by email.

Thank you,
Shashi Engineer

(nr)

END_____

Sep. 7, 2017 - Recevied email and outcome from the General Manager, Shashi Engineer's investigation as follows:

As per our conversation, I have called all the cabs that were dispatch to s.22
Cab # RC 54, RC 88, RC 77, RC 149, RC 53, RC 16 AND RC 47. I personally inspected this cabs and every cab seat belt front as well back seat belts are in working order. I have also interrogated the driver of those cabs none of them said the seat belt isn't working. Besides cabs # 54, 88, 77, 149, 16 this new cabs.

The dilemma is this due to multiple cabs order it is hard to guess and or figure out which cab would be that and or driver. None of this cab was off the road for past few weeks for any kind of repair work. That put them in spacious. Unless I get more information narrow down the search like receipt, or unit # or car model Toyota corolla, prius or Accessible Van.

If you have any other idea that I could do to resolve. Besides When I spoke to the customer I apologise to her on behalf of Royal City Taxi. What more can I do to resolve this matter

If you any more information, please do not hesitate to call me at 604-525-5616.

Thank you,
General Manager

(nr)

END_____

Sep. 14, 2017 - Sent email to complainant to see if she can provide a receipt. From past conversation it sounded like the s.22 s.22 paid for the taxi and the complainant did not have vehicle or receipt info. The email reads as follows:

Hi s.15,s.22

Your complaint file continues to be an active investigation at this time. As part of the investigation are you able to get a hold of a copy of the receipt for the trip? If so, could you please provide.

Kind regards,

Naomi Rotgans

(nr)

END_____

Sep. 14, 2017 - Sent email to General Manager notifying him there is no more vehicle infomraiton at this time and the investigation is closed unless more information is provided by the complainant.(see attached email).

The General Manager, Shashi Engineerreported that he could not identify the exact vechile that the complainant's s.22 road in as vechile identification information was not provided. Shashi did report that 7 vehciles were dispatched to s.22 to pickup and take customers to the

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00169**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 25, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Aug 30, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Sep 14, 2017
Subject	Mechanical vehicle safety issues				

s.22 Shashi inspected vehciles # RC 54, RC 88, RC 77, RC 149, RC 53, RC 16 AND RC 47. He reported every cab seat belt front as well back seat belts are in working order. He"interrogated the driver of those cabs none of them said the seat belt isn't working." He also noted cabs # 54, 88, 77, 149, 16 are new vehciles.

From the information provided it appears the General Manager did his due diligence and inspected all 7 possible vehicles involved. It appears all seatbelts in the 7 vehicles are in working properly. He also spoke with the dispatcher but could not identify the specific vehicle involved. The complainant was not able to provide vehicle or receipt identification information to identify the specific cab involved. If the complainant can provide this information we will re-open the file.

(nr)

END_____

Conclusion:

STATUS:
The complaint was not substantiated due to the vehicle not being identified. The complaint was that at one or two of the seat belts in the the back seat were not working. From the information provided it appears the General Manager did his due diligence and inspected all 7 possible vehicles dispatached to the location. It appears all seatbelts in the 7 vehicles are working properly. He also spoke with the dispatcher but could not identify the specific vehicle involved. The General Manager did aplogize on behalf on Royal City Taxi when the complainant called the manager directly. The complainant was not able to provide vehicle or receipt identification information to identify the specific cab involved. If the complainant can provide this information we will re-open the file.

Investigation Closed.

(nr)

END_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00174**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Sep 11, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Sep 11, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70476
License Type Special

ATTN: Moonyem Mohammad; Balvinder Singh Randhawa
NORTH SHORE TAXI (1966) LTD.
264 PEMBERTON AVE
NORTH VANCOUVER BC V7P 2R5

Phone 604 980-7011 ext 5
Fax 604 987-6735
Email gm@northshoretaxi.com; manager@northshoretaxi.com

Driver

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

Comments:

Sept 8, 2017 - Original complaint email from Consumer Protection:

Inquiry #: 99091
Consumer name: s.15,s.22
Company name: North Shore Taxi
Taxi number or license: N 423
Date of incident: August 27 2017
Time of incident: between 12:30 am and 1:00 am
Location pick up: s.22
Location drop off: t.
Email or mailing address: s.22
Brief summary of incident:
One of the passengers put his foot on the back of the drivers arm rest. When this happened the driver stopped the car abruptly, turned on all the lights in the car and yelled at the passenger because his foot was on the arm rest. The passenger moved his foot and apologized. The driver continued the trip with the interior light on while yelling at the passengers. s.15,s. felt that the driver was not paying enough attention to the road because he was yelling. The passengers expressed that they did not feel safe and asked the driver to pay attention to his driving. The driver continued to act this way after they exited the cab and asked for the passengers name. s.15,s. states that the passengers agreed that the passenger should not have put his foot on the arm rest but the drivers reaction was excessive and reckless.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

End… (djp)

Sep 11, 2017 - My email to s.15,s.2

File No: 2017-00174

September 11, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00174**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Sep 11, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Sep 11, 2017
Subject	Behaviour of the driver				

s.15,s.22

Re: Complaint about NORTH SHORE TAXI (1966) LTD. received Sep 8, 2017

Thank you for providing important information to the Passenger Transportation Branch regarding a potential violation(s) of the Passenger Transportation Act and/or Regulations. Upon review we have determined that the complaint as submitted does not suggest there has been a violation of the Act and/or Regulations.

More information regarding the rules governing commercial passenger transportation in BC can be found at http://www.th.gov.bc.ca/rpt/

We recommend that if you believe a criminal offence has occurred that you report this incident to the local police.

If you have any questions or concerns please contact us by phone at 604-527-2198 or email at passengertransportationbr@gov.bc.ca.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Sep 11, 2017 - Complaint unsubtantiated. Complainant alleges driver became irate and drove in an unsafe manner after passenger put foot on drivers arm rest. I advised complainant there's no violation of the PT Act or Regs and referred them to the police. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00175**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 12, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Sep 15, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 71373
License Type Special

ATTN: Joginder S. Wahlla (President) Hafiz R. Khan (GM)
GARDEN CITY CABS OF RICHMOND LTD.
148-2633 VIKING WAY
RICHMOND BC V6V 3B6

Phone 604-238-1111 / 604 214 5618 Charles
Fax 604-247-4002
Email hrkhangcc@gmail.com; gm@gardencitycabsrichmond.co

Driver

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

Comments:

Sept.12/17 10:56 AM.
Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 99178

Consumer Name: s.15,s.22
Consumer contact
Taxi company: Garden City
Taxi number: GC 81
Date of incident: 2017-09-12
Time of incident: Picked up at 9:00 am – dropped off around 9:40 am
Pick up location: Bridgeport Station
Proposed drop off location: s.22
Issue: Taxi meter wasn't used, consumer claims that the driver told him that the credit card machine wasn't working and he'd have to pay cash. Consumer also believes that the driver got lost (or at least did not take a direct route) and then tried to charge him for the extra driving.

Thank you,

JULIE McNAMARA | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2805
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____

Sept.12/17 11:35 AM.
Good morning,

The Passenger Transportation Branch received the following complaint from Consumer Protection BC. The information reads in part as follows:

Taxi company: Garden City
Taxi number: GC 81

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00175**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 12, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Sep 15, 2017
Subject	Payment issues				

Date of incident: 2017-09-12
Time of incident: Picked up at 9:00 am – dropped off around 9:40 am
Pick up location: Bridgeport Station
Proposed drop off location: s.22
Issue:
Taxi meter wasn't used, consumer claims that the driver told him that the credit card machine wasn't working and he'd have to pay cash. Consumer also believes that the driver got lost (or at least did not take a direct route) and then tried to charge him for the extra driving.

You are required to interview the driver in question and report back your findings to the allegations by Wednesday, September 20, 2017.

_____
Sept. 12/17 1:21 PM.
To.
Louise Swan
Passenger Transportation Inspector
passenger Transportation Branch.

Hello Louise,
Good Afternoon. Your complaints have been noted and the investigation has been in process. After investigating the whole matters, I will come back to you with a full report.

Warmest regards,
Hafiz Khan
General Manager.
Direct: 604-238-1111/604-214-5617
Cell: 604-644-0214
Fax: 604-247-4002

_____

Conclusion:

Sept. 14/17 2:38 PM. (impoorted to the correspondence tab)
Hello Louise,
Good After Noon. Please enclosed you will find my report for the Drivers interview.
Regards,
Hafiz

_____
Sept. 15/17 11:26 AM.
Good morning Hafiz,

Thank you for providing your findings.

_____
Sept. 15/17 Allegations of meter not running unsubstantiated. Credit machine was malfunctioning. Confirmed by licensee.
File closed. Lms

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00176**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 12, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 20, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone
Fax
Cell
Email s.22

Vehicle

Reg/VIN
Jurisdiction
Plate #
Owner

Licensee

PT Number 70242
License Type Special

ATTN: Harinder Gill, Manjurul (Emon) Bari, Harjit Bains
BONNY'S TAXI LTD.
5759 SIDLEY ST
BURNABY BC V5J 5E6

Phone 604-412-0281
Fax 604-435-6757
Email emon@bonnystaxi.com

Driver

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

Comments:

Sept. 12/17 11:14 AM.
Inquiry: 99179
Consumer name: s.15,s.22
Company name: Bonny's Taxi
Taxi number or license: car: b102, License: dj0256
Date of incident: September 03, 2017
Time of incident: not provided, requested
Location pick up: Capilano suspension bridge
Location drop off: Shangri-la hotel
Email or mailing address: s.22
Brief summary of incident:
Consumer states that the trip from his hotel to the destination was $20 but because the driver did not take the Stanley park bridge on the way back to the hotel the cost of the trip was $40.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
Sept. 12/17 1:32 PM.
Hi Emon,

The Passenger Transportation Branch received the following complaint from Consumer Protection BC. The information provided reads in part as follows:

Company name: Bonny's Taxi
Taxi number or license: car: b102
Date of incident: September 03, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00176**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 12, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 20, 2017
Subject	Behaviour of the driver				

Time of incident: not provided, requested
Location pick up: Capilano suspension bridge
Location drop off: Shangri-la hotel
Brief summary of incident:
Consumer states that the trip from his hotel to the destination was $20 but because the driver did not take the Stanley park bridge on the way back to the hotel the cost of the trip was $40.

Emon please follow up with the driver on the above allegations (operating outside licence area) and report back your findings by Wednesday, September 20, 2017.

_____
Sept. 12/17 4:27 PM.
Good afternoon Asad Abedi,

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

_____
Sept. 13/17 8:37 AM.
To whom it may concern,

Consumer responded to my request. The time of the incident was 11am.

Thank you,
Fraser

From: s.15,s.22
Sent: Tuesday, September 12, 2017 10:32 PM
To: info@consumerprotectionbc.ca
Subject: Re: Taxi complaint #99179

It was around 11 am

Sent from my iPhone

_____
Sept. 13/17 8:52 AM.
Hi Emon,

Time of incident was 11:00 am.

_____

Conclusion:

Sept. 19/17 2:53 PM. (suspension letter imported to the correspondence tab)
Hi Louise
Please see the attached suspension and the drivers statement.

_____
Sept. 20/17 7:52 AM.
Good morning Emon.
Thank you for your findings.

_____

Sept. 20/17 Driver was suspended from Sept.18-22/17. The allegations of taking the longer route and accepting an unathorized flag (picking up outside area of service) substantiated.
File closed. Lms

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00177**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 12, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 13, 2017
Subject	Driving ability				

Requestor

s.15,s.22

Phone
Fax
Cell s.22
Email

Vehicle

Reg/VIN
Jurisdiction
Plate #
Owner

Licensee

PT Number 70526
License Type Special

ATTN: Michael Small, General Manager
SURDELL KENNEDY TAXI LTD.
103-12975 84TH AVE
SURREY BC V3W 1B3

Phone 604-588-1330
Fax 604-581-2017
Email michael@surdelltaxi.com

Driver

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

Comments:

Sept. 12/17 11:51 AM.
Inquiry: 99180
Consumer name: s.15,s.22
Consumer numbe
Consumer Surdell Kennedy Taxi
Taxi number or license: car: SK52 , License: EF8659
Date of incident: September 1st, 2017
Time of incident: 1:14 pm
Location pick up: not applicable
Location drop off: not applicable
Email or mailing address: s.22
Brief summary of incident:
The complainant states that the driver of cab sk52 pulled in front of him in a dangerous fashion that almost caused a collision. Another driver that was also reacting the incident honked their horn and the driver of the cab made a rude gesture with his hand toward the driver that honked which caused the complainant to honk as well. Complainant states the honking caused the driver to pull in front of his car and slam his breaks intentionally. Complainant states that he had a child in the vehicle. see email for picture and full description.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

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BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00177**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 12, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 13, 2017
Subject	Driving ability				

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If you have received this transmission by error, please notify us immediately by return email and destroy the original transmission immediately and all copies thereof.

From: s.15,s.22
Sent: Sunday, September 03, 2017 2:55 PM
To: info@consumerprotectionbc.ca
Subject: Complaint - Surdell Taxi # SK52

On Friday Sep 1st, 2017 around 1:14 pm, I was travelling westbound on Georgia street, just passed Burrard Street when the driver of Surdell Taxi # SK52 (License plate # EF8659) who was parked on the north side of Georgia street merged into the traffic (without shoulder check “I guess") and almost got into a collision with the vehicle in-front of us as well as our vehicle. The driver of the 1st vehicle honked at him and as a result the cab driver gave him the middle finger. After avoiding a highly possible collision, I honked at the taxi driver as well. At that point, he sped up and slammed his brakes intentionally so that we would rear-end him. This was an extremely aggressive behaviour which shook me (especially that I was with a kid in the vehicle). The driver pulled to the side to confront me. At that point I had called his cab company to log a complaint. I haven’t heard of them since.

I don’t need an apology from the taxi driver nor his company, but I would like to log this complaint as the behaviour was so aggressive that it could repeat itself.

Thank you!

_____

s.15,s.22

_____
Sept. 13/17 10:54 AM.
Good morning s.22

The Passenger Transportation Branch received your taxi complaint from Consumer Protection BC on September 12, 2017. Thank you for bringing this matter forward.

We recommend that you contact the company directly at 604-588-8888 and ask to speak with the General Manager, Michael Small, as they would be interested in receiving this information.

Consumer Surdell Kennedy Taxi
Taxi number or license: car: SK52 , License: EF8659
Date of incident: September 1st, 2017
Time of incident: 1:14 pm
Location pick up: not applicable
Location drop off: not applicable

Brief summary of incident:

On Friday Sep 1st, 2017 around 1:14 pm, I was travelling westbound on Georgia street, just passed Burrard Street when the driver of Surdell Taxi # SK52 (License plate # EF8659) who was parked on the north side of Georgia street merged into the traffic (without shoulder check “I guess") and almost got into a collision with the vehicle in-front of us as well as our vehicle. The driver of the 1st vehicle honked at him and as a result the cab driver gave him the middle finger. After avoiding a highly possible collision, I honked at the taxi driver as well. At that point, he sped up and slammed his brakes intentionally so that we would rear-end him. This was an extremely aggressive behaviour which shook me (especially that I was with a kid in the vehicle). The driver pulled to the side to confront me. At that point I had called his cab company to log a complaint. I haven’t heard of them since.

Please be advised that we also sent the information you provided to Surdell Kennedy attention Michael Small via e-mail. We do not release your name or contact information.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00177**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 12, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 13, 2017
Subject	Driving ability				

I hope the above information will be of assistance to you.

Conclusion:

Sept.12/17 2:19 PM.
Good afternoon Michael,

The Passenger Transportation Branch received the following complaint through Consumer Protection BC today.

We have recently undertaken a review of our complaint and investigation process, in particular customer service issues.

As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed.

We have also referred the complainant to contact Surdell Kennedy at 604-588-8888, and ask them to speak with yourself as the General Manager.

The following information was provided by the complainant.

Consumer Surdell Kennedy Taxi
Taxi number or license: car: SK52 , License: EF8659
Date of incident: September 1st, 2017
Time of incident: 1:14 pm
Location pick up: not applicable
Location drop off: not applicable

Brief summary of incident:

On Friday Sep 1st, 2017 around 1:14 pm, I was travelling westbound on Georgia street, just passed Burrard Street when the driver of Surdell Taxi # SK52 (License plate # EF8659) who was parked on the north side of Georgia street merged into the traffic (without shoulder check “I guess") and almost got into a collision with the vehicle in-front of us as well as our vehicle. The driver of the 1st vehicle honked at him and as a result the cab driver gave him the middle finger. After avoiding a highly possible collision, I honked at the taxi driver as well. At that point, he sped up and slammed his brakes intentionally so that we would rear-end him. This was an extremely aggressive behaviour which shook me (especially that I was with a kid in the vehicle). The driver pulled to the side to confront me. At that point I had called his cab company to log a complaint. I haven’t heard of them since.

I don’t need an apology from the taxi driver nor his company, but I would like to log this complaint as the behaviour was so aggressive that it could repeat itself.

We may request the outcome of your investigation with the driver, as we record complaints and report them to the Passenger Transportation Board upon request, this is normally done as part of the application process.

If you have any questions, please do not hesitate to contact us.

_____
Sept. 13/17 11:30 AM.
Hello Louise,

Thank you for forwarding this to me, I have zero tolerance for this sort of behavior and the driver in question has been suspended as a result.

Thanks,

Michael Small
General Manager
Surdell Kennedy Taxi Ltd
103-12975 84 Avenue
Surrey BC V3W1B3
PH: 604-588-1330
FAX: 604-507-6420

_____
Sept.13/17 Allegations substantiated. Driver suspended. Driver behaviour issue not covered under PTA/PTR.

Last Updated By: lmswan Last Updated Date: Sep 13, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00177**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 12, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 13, 2017
Subject	Driving ability				

File closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00178**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 13, 2017
Requestor	s.15	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 13, 2017
Location	NEWTON	**Received via**	Email	**Completion Date**	Sep 15, 2017
Subject	Behaviour of the driver				

Requestor

s.15

Phone s.15 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 72293
License Type Special

ATTN: SAJJAN SINGH GREWAL
KUBER TAXI LTD.
209-12815 85TH AVE
SURREY BC V3W 0K8

Phone 604-596-1359
Fax 604-596-1303
Email kubertaxi@gmail.com

Driver

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

Comments:

Sept. 13/17 12:08 PM.
Hi

We would like to inform you about the threat incident which involved Kuber Cab Driver 101 at Newton Exchange Stand on September 12, 2017, 10.00 AM. Kuber Cab Driver was found first at Newton Stand when a customer approached Newton Whalley Cab - 80 parked third at the Newton Exchange stand. Our driver recommended the customer to take the first cab at stand which was the Kuber Cab during the incident.

But the customer approached the Surdel Cab 89. While Surdel cab 89 was moving from the stand to serve the customer, Kuber Cab driver 101 started yelling and F word at the Surdel cab driver 89. He then yelled at the Newton Whalley Cab drivers 80 and 111 saying why they recommended Surdel cab parked second at the stand.

After this incident, the Kuber driver called there offices and few other Kuber cabs came there. Our both drivers 80 and 111 got trip and left the place of incident. Our drivers feel scared as the Kuber drivers have called few other cabs to threaten. We strongly believe that the other cab drivers were not supposed to be called.

We would like to avoid any further issues at our stand or any public place. We would like to resolve this matter at an earliest and avoid similar situations in future to avoid RCMP involvement.

You are requested to take appropriate action against Kuber Taxi.
s.15

_____
Sept. 13/17 12:14 PM.
Thank you for this information, we also received a complaint from s.15 and we will be following up with you both.

Last Updated By: lmswan Last Updated Date: Sep 15, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00178**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 13, 2017
Requestor	s.15	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 13, 2017
Location	NEWTON	**Received via**	Email	**Completion Date**	Sep 15, 2017
Subject	Behaviour of the driver				

As well please advise your drivers that Kuber is licensed to operating in the City of Surrey and are permitted to use parking stall designated for taxi use.

Thanks

Jas Rehal

Conclusion:

Sept. 13/17 1:06 PM. Cc: to Jas Rehal, Mgr. Bylaws & Licensing Services
Good afternoon and thank you for bringing this matter forward to the Passenger Transportation Branch.

Unfortunately these matters are not regulated under the Passenger Transportation Act and Regulations. Your local Police establishment and municipal bylaws should be contacted to handle these issues.

_____

Sept. 15/17 Bylaws and or Police matter. Jas Rehal, Mgr. Bylaws & Licnesing Services for the City of Surrey sent s.15 an e-mail.
Not covered by the PTA/R.
File closed. Lms

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00179**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 14, 2017
Location	VANCOUVER INTERNATIONAL	**Received via**	Email	**Completion Date**	Sep 15, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70538
License Type Special

ATTN: John Palis; Sukhi Sandhu
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604 664-0430
Fax 604 669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

Sept. 13/17 4:09 PM.
Inquiry: 99231
Consumer name:s.15,s.22
Consumer numb
Company name: Vancouver Taxi
Taxi number or license: car V2, License: 3162HV
Date of incident: September 6th 2017
Time of incident: 4pm
Location pick up: YVR airport
Location drop off: s.22
Email or mailing address: s.22
Brief summary of incident:
The driver tried to use the meter for a trip from YVR. s.15,s.2 protested and the driver responded saying that his car was a "vancouver taxi, not an airport taxi" s.15,s.2 argued this and the driver did agree to stop using the meter and use the flat rate. See attached documents for further details.

Thank you,

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Consumer Protection BC

TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

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Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00179**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 14, 2017
Location	VANCOUVER INTERNATIONAL	**Received via**	Email	**Completion Date**	Sep 15, 2017
Subject	Behaviour of the driver				

prohibited.
If you have received this transmission by error, please notify us immediately by return email and destroy the original transmission immediately and all copies thereof.

From: s.15,s.22
Sent: Wednesday, September 06, 2017 8:05 PM
To: info@consumerprotectionbc.ca
Subject: Complaint

Dear Consumer Protection,

Unfortunately, I am again a victim of an attempted charge by meter taking a taxi ride from Vancouver International Airport. Last time it happened, I made a phone call complaint. That incident occurred in May this year.

Today, the driver turned on his meter as we started our ride. We protested, but he claimed he didn't have to go by the flat rate, as he was a 'Vancouver taxi' and not an 'Airport taxi'. We argued, and he turned off his meter.

We'd just had a wonderful holiday, and we were in great spirits until we had this incident. As I'd said in my previous complaint in May, this has happened more times in the past, but I never reported it. I used to have a soft spot for taxi drivers, but these days, I despise having to take a taxi.

Thank you for your attention to this matter.

Sincerely,

s.15,s.22

_____
Sept. 13/17 4:31 PM.
Good afternoon Sukhi,

The Passenger Transportation Branch received the following information from Consumer Protection BC today.

The information provided reads in part as follows:

Company name: Vancouver Taxi
Taxi number or license: car V2, License: 3162HV
Date of incident: September 6th 2017
Time of incident: 4pm
Location pick up: YVR airport
Location drop off: s.22
Brief summary of incident:
The driver tried to use the meter for a trip from YVR. Raymond protested and the driver responded saying that his car was a "vancouver taxi, not an airport taxi" Raymond argued this and the driver did agree to stop using the meter and use the flat rate.
A phone call complaint. That incident occurred in May this year.

We'd just had a wonderful holiday, and we were in great spirits until we had this incident. As I'd said in my previous complaint in May, this has happened more times in the past, but I never reported it. I used to have a soft spot for taxi drivers, but these days, I despise having to take a taxi.

Sukhi you are required to interview the driver in question and report your findings by Friday, September 15, 2017. All taxi drivers should know that Zone Rates apply to all taxi companies picking up at YVR.

_____
Sept. 14/17 1:18 PM.
Good afternoon Sukhi,

The Passenger Transportation Branch received the following information from Consumer Protection BC today.

The information provided reads in part as follows:

Company name: Vancouver Taxi
Taxi number or license: car V2, License: 3162HV

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00179**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 14, 2017
Location	VANCOUVER INTERNATIONAL	**Received via**	Email	**Completion Date**	Sep 15, 2017
Subject	Behaviour of the driver				

Date of incident: September 6th 2017
Time of incident: 4pm
Location pick up: YVR airport
Location drop off: s.22
Brief summary of incident:
The driver tried to use the meter for a trip from YVR. Raymond protested and the driver responded saying that his car was a "vancouver taxi, not an airport taxi" Raymond argued this and the driver did agree to stop using the meter and use the flat rate.
a phone call complaint. That incident occurred in May this year.

We'd just had a wonderful holiday, and we were in great spirits until we had this incident. As I'd said in my previous complaint in May, this has happened more times in the past, but I never reported it. I used to have a soft spot for taxi drivers, but these days, I despise having to take a taxi.

Sukhi you are required to interview the driver in question and report your findings by Friday, September 15, 2017. All taxi drivers should know that Zone Rates apply to all taxi companies picking up at YVR.

_____
Sept. 15/17 9:34 AM.
Good morning s.15,s.22

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

_____

Conclusion:

Sept. 15/17 12:58 PM.
GOOD afternoon louise swan
Hi I talk to driver he said he drop customer at departure lavel commisnor send him down because they need cab. When customer sit in cab want to go u B C,as usely habit he start meter. When customer complaint he talk to dispetcher and shut down meter,and charge flat rate.He said this is first time he picked up from airport. He is night driver
Regard pal cheema

_____
Sept. 15/17 1:32 PM.
Thank you for your response Pal Cheema,

It is the responsibility of the licensee to ensure all drivers charge Zone approved rates by the Passenger Transportation Board when picking up at YVR. Based on your response this could also happen to another driver within your fleet whether he or she is a day or night time driver. You may wish to convey this message to all drivers via your DDS or post a notice in your office where all drivers would see the message. If you have driver meetings this message could be conveyed to them.

_____
Sept. 15/17 2:19 PM.
HI
I will going to convay massage on cumpter,we already post on notice board
Regard
Pal cheema

_____
Sept. 15/17 2:22 PM.
Thank you Pal Cheema.

I will close this file.

_____
Sept. 15/17 Allegations substaniated. Driver started the trip using the meter from YVR and then turned it off after he checked with dispatch. 1st time driver picked up at the airport. Commissionaire asked the driver to go down to domestic level after he dropped off at International level. Not an airport cab.
File closed. Lms

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00180**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 18, 2017
Subject	Driving ability				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70404
License Type Special

ATTN: Tim Land
WHITE ROCK SOUTH SURREY TAXI LTD.
3-17921 55 AVE
SURREY BC V3S 6C4

Phone 604-574-0966 / 604-533-3333
Fax 604-576-2900
Email pacificcabs@telus.net

Driver

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

Comments:

Sept. 14/17 1:18 PM.
Inquiry: 99260
Consumer name: s.15,s.22
Company name: Pacific Cabs
Taxi number or license: car 32
Date of incident: September 7, 2017
Time of incident: 4:30 pm
Location pick up: YVR airport
Location drop off: s.22 (address not provided)
Email or mailing address: s.22
Brief summary of incident:
s.1 feels that the driver was driving too close to the cars in front of him which caused the driver to make abrupt stops that were unsafe. s.1 states the driver made repeated lane changes and on one occasion made a lane change without signaling. s.1 states that the driver did not speak to him at all, ask how his day was or greet him like most drivers do. s.1 states that he chose to give a 10% tip and when the driver saw the tip amount he refused to get out of the cab to help s.1 with his luggage. See the email below for the complete explanation.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

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Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00180**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 18, 2017
Subject	Driving ability				

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From: s.15,s.22
Sent: Thursday, September 07, 2017 6:19 PM
To: pacificcabs@telus.net
Cc: info@consumerprotectionbc.ca
Subject: Taxi Complaint / Comment / Rant- Pacific Cabs

Hey,

I wanted to share an experience today (9-07-17) I had with one of your Pacific Cabs drivers (Car 32), around 4:30pm, leaving YVR.

I was greeted at the airport in an excellent manner, the driver waved to me, and pulled up. He lifted my suitcase in the trunk for me, and I entered a clean looking, and clean smelling vehicle.
The driver asked me where I was going s.22 I told him. So far, this is a perfect cab experience.

The driver then, prior to even leaving sea island, had two hard stops, which were a result of following too closely to the driver in front of him. My body weight shifted forward and my uppre body lifted well off the backrest of the vehicle.

The driver then proceeded to drive up Granville Street, primarily staying in the far right lane, which traffic was flowing. On Granville Street, he probably had 5-6 hard brake applications, all as a result of the driver not respecting his following distance. If there were any event recorders (i.e., DriveCam) in the vehicle, clearly you would see this triggering activities. Likewise, if this is a company owned vehicle, you likely see high brake pad wear and tear on this unit.

Every 10 blocks or so, he would change lanes all the way to the left, and then back all the way to the right. One one occasion, he changed 2 lanes of traffic without signalling.

Upon reaching s.22 the driver confirmed my address. Unfortunately, this was the only words the driver spoke the entire trip. He did even pretend to ask how my day was or greet me like most drivers do.

As I feel like the driver did not drive in a professional manner, and showed no signs of any customer service, I gave the driver the minimum tip option, 10%. Arguably, a tip should be a tip, and this should be 0% as I received neither good service or professional driving.

When the driver saw the tip, he then (unassumingly) refused to get out of the cab, and I removed my bags from the trunk myself, and closed the trunk. I then had one quick look from the driver, and a small wave in the air, and he was gone.

I'm not looking for any follow-up or needing any resolution, but I want to pass on 2 comments:

1. I feel like it's important that the driver knows that he can work on both his customer service as well as being a professional driver. Likewise, the driver understanding the definition of a gratuity or tip is important to differentiate between an entitlement.
2. It's no doubt that Uber or ride sharing is coming to the marketplace soon. I want to support local companies, and am not a fan of a lot of what Uber stands for. The challenge is, Uber has a place in the marketplace because of cab drivers like mine today. Technology is only part of their business model, friendly professional drivers is the other half. If local companies want to compete against the Ubers of the world, they need to be professional, offer positive customer service, and drive in a professional manner. So I challenge you, we (you) either need to be better at competing with them prior to their arrival, or not complain when an industry disruptive movement comes in.

Thanks for hearing my complaint / rant.

s.15,s.22

Conclusion:

Sept. 15/17 2:12 PM.
Good afternoon,

Last Updated By: lmswan Last Updated Date: Sep 18, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00180**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 18, 2017
Subject	Driving ability				

The Passenger Transportation Branch received the following complaint through Consumer Protection BC yesterday.

We have recently undertaken a review of our complaint and investigation process, in particular customer service issues.

As this is a driver behavior matter, we are referring this matter to you so it can be addressed with your driver, as needed.

The following information was provided by the complainant.

Company name: Pacific Cabs
Taxi number or license: car 32
Date of incident: September 7, 2017
Time of incident: 4:30 pm
Location pick up: YVR airport
Location drop off: s.22 address not provided)
Brief summary of incident:

I wanted to share an experience today (9-07-17) I had with one of your Pacific Cabs drivers (Car 32), around 4:30pm, leaving YVR.

I was greeted at the airport in an excellent manner, the driver waved to me, and pulled up. He lifted my suitcase in the trunk for me, and I entered a clean looking, and clean smelling vehicle.
The driver asked me where I was going s.22 I told him. So far, this is a perfect cab experience.

The driver then, prior to even leaving sea island, had two hard stops, which were a result of following too closely to the driver in front of him. My body weight shifted forward and my upper body lifted well off the backrest of the vehicle.

The driver then proceeded to drive up Granville Street, primarily staying in the far right lane, which traffic was flowing. On Granville Street, he probably had 5-6 hard brake applications, all as a result of the driver not respecting his following distance. If there were any event recorders (i.e., DriveCam) in the vehicle, clearly you would see this triggering activities. Likewise, if this is a company owned vehicle, you likely see high brake pad wear and tear on this unit.

Every 10 blocks or so, he would change lanes all the way to the left, and then back all the way to the right. On one occasion, he changed 2 lanes of traffic without signalling.

Upon reaching s.22 the driver confirmed my address. Unfortunately, this was the only words the driver spoke the entire trip. He did even pretend to ask how my day was or greet me like most drivers do.

As I feel like the driver did not drive in a professional manner, and showed no signs of any customer service, I gave the driver the minimum tip option, 10%. Arguably, a tip should be a tip, and this should be 0% as I received neither good service or professional driving.

When the driver saw the tip, he then (unassumingly) refused to get out of the cab, and I removed my bags from the trunk myself, and closed the trunk. I then had one quick look from the driver, and a small wave in the air, and he was gone.

1. I feel like it's important that the driver knows that he can work on both his customer service as well as being a professional driver. Likewise, the driver understanding the definition of a gratuity or tip is important to differentiate between an entitlement.
2. It's no doubt that Uber or ride sharing is coming to the marketplace soon. I want to support local companies, and am not a fan of a lot of what Uber stands for. The challenge is, Uber has a place in the marketplace because of cab drivers like mine today. Technology is only part of their business model, friendly professional drivers is the other half. If local companies want to compete against the Ubers of the world, they need to be professional, offer positive customer service, and drive in a professional manner. So I challenge you, we (you) either need to be better at competing with them prior to their arrival, or not complain when an industry disruptive movement comes in.

We may request the outcome of your investigation with the driver, as we record complaints and report them to the Passenger Transportation Board upon request, this is normally done as part of the application process.

If you have any questions, please do not hesitate to contact us.

Sept. 16/17 8:08 AM.
LOUISE: IT WAS s.22 AND I DEALT WITH THIS COMPLAINT PREVIOUSLY FROM OUR COMPLAINT PAGE. s.22 WAS HAVING s.22 AND TO

Last Updated By: lmswan Last Updated Date: Sep 18, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00180**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 18, 2017
Subject	Driving ability				

s.22

THANKS TIM

_____

Sept. 18/17 Driving behaviour allegations substantiated by the Gen. Mgr. PTR & A doesn't cover this issue.
File closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00181**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 26, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Sept. 14/17 1:44 PM.
Inquiry: 99264
Consumer name: s.15,s.22
Company name:
Taxi number or license: Y-192
Date of incident: September 7, 2017
Time of incident: Approximately 8:45 pm Location pick up: s.22 Vancouver BC.
Location drop off: Rosewood Georgia Hotel Email or mailing address: s.22 Brief summary of incident:
s.15. states that the driver took an extremely indirect route to intentionally charge more for the trip. She states that the driver should not be taking advantage of tourists in this way.

Thank you,

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-----Original Message-----
From: s.15,s.22
Sent: Thursday, September 07, 2017 9:42 PM

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00181**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 26, 2017
Subject	Behaviour of the driver				

To: info@consumerprotectionbc.ca
Subject: Cheated by driver for Yellow

To Whom It May Concern:

We were just cheated by a taxi driver from the Yellow Cab company. We were in taxi number Y-192.
The driver picked us up in front of s.22 and was asked to take us to the Rosewood Georgia Hotel.
He took an extremely indirect route and cheated us. The incident took place on September 7, 2017 at approximately 8:45 PM.
This driver should not be taking advantage of tourists in this way.
Thank you for your assistance.
Sincerely,
s.15,s.22

_____
Sept. 15/17 8:02 AM.
Good morning Carolyn,

The Passenger Transportation Branch received the follow information from Consumer Protection BC yesterday. The information provided reads in part as follows:

Taxi number or license: Y-192
Date of incident: September 7, 2017
Time of incident: Approximately 8:45 pm Location pick up: s.22 Vancouver BC.
Location drop off: Rosewood Georgia Hotel
Brief summary of incident:
We were just cheated by a taxi driver from the Yellow Cab company. We were in taxi number Y-192.
The driver picked us up in front of s.22 and was asked to take us to the Rosewood Georgia Hotel.
He took an extremely indirect route and cheated us. The incident took place on September 7, 2017 at approximately 8:45 PM.
This driver should not be taking advantage of tourists in this way.
Thank you for your assistance.

Carolyn please follow up on the above allegations and report back your findings by Friday, September 22, 2017.

_____
Sept. 15/17 9:05 AM. Carolyn read taxi complaint.

_____
Sept. 15/17 10:57 AM.
Attention: s.15,s.22

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

Conclusion:

Sept. 15/17 9:14 AM. (screenshot for Y192 imported to the correspondence tab)
Good morning Louise , please find attached screenshot for Car Y192, he did not do this trip. I did check the other two pick ups from the Empire Landmark next door to the Listel, but both those trips went to a different location.

Carolyn

_____
Sept. 15/17 9:22 am.
Hi Carolyn,

Thank you for your findings.

_____
Sept. 26/17 Allegations unsubstantiated. Driver of Y192 did not do the trip. Supporting documentation imported to the correspondence tab. File closed. Lms

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00182**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Sep 15, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Sep 25, 2017
Subject	Exterior appearance of vehicle				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate #
Owner

Licensee

PT Number 70547
License Type Special

ATTN: Gurdip Sahota, Malkit (Singh) Sidhu
SUNSHINE CABS LIMITED
1465 RUPERT ST
NORTH VANCOUVER BC V7J 1G1

Phone 604 929-1221 ext 104 or 105
Fax 604-929-8644
Email gm@sunshinecabs.ca; operations@sunshinecabs.ca

Driver

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

Comments:

Sep 15, 2017 - Email from CVSE Pete Handler received with photos of FB839W s.15 saved to correpsondence:

Hey Doug

This vehicle was in Vancouver today - thought it was a taxi - it was at one time but no longer - could sure easily be mistaken for an active taxi and in the wrong hands - used for some trouble. Wonder when companies sell old cars they be required to ensure any markings that could make one think it's a taxi should be removed

s.15,s.22

End… (djp)

Sep 15, 2017 - My reply to s.15,s.22

I totally agree, just looks shady, but I went thru our regs and there's nothing prohibiting that. We strongly encourage the taxi companies to completely remove all of their markings when a car goes out of their service. I will remind Sunshine.

Thanks s.15,s.2

Doug

End… (djp)

Sep 15, 2017 - My email to Sunshine:

Hello,

We received a complaint regarding vehicle FB839W as depicted in the attached photos. We are aware this vehicle is no longer in service with Sunshine Cabs Limited. The complaint seems to be based on confusion created by the company markings on the vehicle. We encourage all licensees to completely remove taxi markings from a vehicle when it leaves service. This is to prevent confusion on the part of the public and other operators and serves to protect the public image and interests of your company.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00182**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Sep 15, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Sep 25, 2017
Subject	Exterior appearance of vehicle				

Thank you for your cooperation and if you do have any questions or concerns please contact us.

Regards,

Douglas Pickering

End… (djp)

Sep 19, 2017 - Email from Reshma:

Hi Doug,
Will be getting this removed as soon as possible.
Thank you.
Reshma

End… (djp)

Conclusion:

Sep 15, 2017 - Complaint unsubstantiated. CVSE reported a vehicle bearing Sunshine Cab markings but seems to be no longer in their service. I informed CVSE there's no reg requiring the markings to be removed. I emailed Sunshine and told them we encourage them to remove the markings when vehicle leaves their service to prevent confusion. Reshma emailed back saying they would correct. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00183**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 21, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70538
License Type Special

ATTN: John Palis; Sukhi Sandhu
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604 664-0430
Fax 604 669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

Sept. 15/17 4:31 PM.
Inquiry: 99305
Consumer name: s.15,s.22
consumer numbe
Company name: Vancouver Taxi
Taxi number or license: v23
Date of incident: September 14th 2017
Time of incident: Approx. 4:00 pm
Location pick up: not applicable
Location drop off: not applicable
Email or mailing address: s.22
Brief summary of incident:
s.15,s.22 works at a company that has an exit in to an alley. The Alley runs parallel with s.22 s.1 has reached out city to get speed bumps installed in the alley but it has not happened. Cab drivers use the alley a short cut. Frequently cab drivers quickly down the alley, at the end of the alley there is a side walk and a bike lane. Yesterday Clint saw a cab drive down the alley, and he did not stop which resulted in the cab hitting a cyclist. The cab driver got out of his car, cut off other cyclists and was short and angry with the cyclist that he hit.

Thank you,

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Good morning s.15,s.

The Passenger Transportation Branch received your taxi complaint from Consumer Protection BC on September 15, 2017. Thank you for bringing this matter forward.

We recommend that you contact the company directly at 604-871-1111 and ask to speak with the Acting Manager, Sukhi Sandhu, as they would be interested in receiving this information.

Last Updated By: lmswan Last Updated Date: Sep 21, 2017

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00183**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 21, 2017
Subject	Behaviour of the driver				

Company name: Vancouver Taxi

Taxi number or license: v23
Date of incident: September 14th 2017
Time of incident: Approx. 4:00 pm
Location pick up: not applicable
Location drop off: not applicable
Brief summary of incident:
Complainant works at a company that has an exit in to an alley. The Alley runs parallel with s.22 Complainant has reached out to the city to get speed bumps installed in the alley but it has not happened. Cab drivers use the alley as a short cut. Frequently cab drivers so quickly down the alley, at the end of the alley there is a side walk and a bike lane. Yesterday the complainant saw a cab drive down the alley, and he did not stop which resulted in the cab hitting a cyclist. The cab driver got out of his car, cut off other cyclists and was short and angry with the cyclist that he hit.

Please be advised that we also sent the information you provided to Vancouver Taxi attention Suki Sandhu via e-mail. We do not release your name or contact information.

I hope the above information will be of assistance to you.

_____

Conclusion:

Sept. 18/17 11:14 AM.
Good morning Sukhi,

The Passenger Transportation Branch received the following complaint through Consumer Protection BC on Friday, September 15, 2017.

We have recently undertaken a review of our complaint and investigation process, in particular customer service issues.

As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed.

We have also referred the complainant to contact Vancouver Taxi at 604-871-1111, and ask them to speak with yourself as the Acting Manager.

The following information was provided by the complainant.

Company name: Vancouver Taxi
Taxi number or license: v23
Date of incident: September 14th 2017
Time of incident: Approx. 4:00 pm
Location pick up: not applicable
Location drop off: not applicable

Brief summary of incident:

Complainant works at a company that has an exit into an alley. Complainant has reached out to the city to get speed bumps installed in the alley but it has not happened. Cab drivers use the alley as a short cut. Frequently cab drivers go quickly down the alley. At the end of the alley there is a side walk and a bike lane. Yesterday the complainant saw a cab drive down the alley, and he did not stop which resulted in the cab hitting a cyclist. The cab driver got out of his car, cut off other cyclists and was short and angry with the cyclist that he hit.

We may request the outcome of your investigation with the driver, as we record complaints and report them to the Passenger Transportation Board upon request, this is normally done as part of the application process.

If you have any questions, please do not hesitate to contact us.

_____

Sept. 21/17 Driver behaviour matter and moving violations. Complaint advised to contact the Acting Gen. Mgr. Sukhi Sandhu. Not covered by the PTA & R. Allegations are considered unsubstantiated. File closed. Lms

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00184**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 21, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

Sept. 15/17 4:46 PM.
Inquiry: 99300
Consumer name: s.22
Consumer numbe
Company name: Black Top Cabs
Taxi number or license: car BT 359
Date of incident: September 13th 2017
Time of incident: 10:50 am
Location pick up: s.22
Location drop off: s.22 hospital(s.22
Email or mailing address: s.22
Brief summary of incident
s.15,s had an medical appointment at 11am. s.15,s lives 10 to 15 minute drive from hospital. She called at 10:15 for a taxi and was told it would be there shortly. She called back at 10:30 and was told that the car would be there soon. She called 10 minutes later and was told that the driver was in s.22 and would arrive soon. The cab arrived at 10:50, she got in the cab and the driver berated her for slamming the door. The driver continued to berate her all the way to hospital. She asked him 5 times to focus on the road or his driving. The driver continued to berate her and told her that he would continue until she apologizes. s.15,s states that the driver taking a very convoluted route. She state that she would have asked him to stop so she could get out but she chose not to because they were in allies or on side streets for the entire trip. The driver continued to berate her until she exited the cab. When paying she asked for drivers name or license. The driver said he was not going to give her anything and pointed at the car number. s.15, called cab company twice the next day and did not get a call back. She called again the day after that 3 more time and left one message. She has not heard back from the company.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

Sept. 18/17 9:45 AM.
Good morning,

The Passenger Transportation Branch received the following information from Consumer Protect BC on Friday, September 15, 2017.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00184**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 21, 2017
Subject	Behaviour of the driver				

The information provided reads in part as follows:

Company name: Black Top Cabs
Taxi number or license: car BT 359
Date of incident: September 13th 2017
Time of incident: 10:50 am
Location pick up: s.22
Location drop off: s.22 hospital s.22
Brief summary of incident
Complaint had a medical appointment at 11am. Complainant lives 10 to 15 minute drive from hospital. Complainant called at 10:15 for a taxi and was told it would be there shortly. Complainant called back at 10:30 and was told that the car would be there soon. Complainant called 10 minutes later and was told that the driver was in s.22 and would arrive soon. The cab arrived at 10:50, complainant got in the cab and the driver berated the complainant for slamming the door. The driver continued to berate the complainant all the way to hospital. Complainant asked him 5 times to focus on the road or his driving. The driver continued to berate the complainant and told her that he would continue until she apologizes. Complainant states that the driver taking a very convoluted route. Complainant states that she would have asked him to stop so she could get out but she chose not to because they were in allies or on side streets for the entire trip. The driver continued to berate her until she exited the cab. When paying she asked for drivers name or license. The driver said he was not going to give her anything and pointed at the car number. Complainant called cab company twice the next day and did not get a call back. She called again the day after that 3 more times and left one message. She has not heard back from the company.

You are required to interview the driver in question and report back your findings to the allegations by Monday, September 25, 2017.

_____
Sept. 18/17 10:30 AM.
Good morning s.15,s.2

Please find attached an acknowledgement for the information you provided to Consumer Protection BC.

_____
Sept. 18/17 2:39 PM.
Ms. Swan,

We are currently looking into this complaint. The lady had called our office 3 times over the weekend and left message to call her back but did not mention anything about this issue.

As we were closed for the weekend so will be following up on this issue and getting our report to you asap.

Thank you,

Saurabh Bahl
Operations Manager
Black Top and Checker Cabs
604 891 8504

_____

Conclusion:

Sept. 20/17 3:14 PM.(driver statement imported to the correspondence tab)
Ms. Swan,

We have interviewed the driver in regards to this complaint and he has provided us a signed statement which is attached with this email.

In case you require any further information from our end, kindly let us know.

Thank you,

Saurabh Bahl
Operations Manager
Black Top and Checker Cabs
604 891 8504

_____

Last Updated By: lmswan Last Updated Date: Sep 21, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00184**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 21, 2017
Subject	Behaviour of the driver				

Sept. 21/17 8:36 AM.
Good morning Saurabh and thank you for providing your findings.

_____

Sept. 21/17 Allegations of driver taking the longer route is unsubstantiated. Fare was $7 cash. File closed. Lms

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00185**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 18, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Sep 19, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone **Fax**
Cell s.22
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70974
License Type Special

ATTN: Davinder Kainth (Office Manager)/JATINDER BHULLAR
NEWTON WHALLEY HI WAY TAXI LTD.
107-13119 84TH AVE
SURREY BC V3W 1B3

Phone 604-597-3811 EXT 2
Fax 604-597-8002/604-597-3811
Email manager@whalleytaxi.ca

Driver

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

Comments:

Aug. 21/17 3:56 PM.
Consumer believes that the cab driver intentionally took a specific route in order to charge him more money.

Inquiry #: 98663
Name: s.15,s.22
Taxi number or license: #81
Operator: Whalley Taxi Ltd
Trace # Did not provide
Fare: $41.30
Date of incident: 2017/08/01
Time of incident: 14:12-14:51
Location pick up: King George Skytrain Station
Location drop off: s.22
Email or mailing address: s.22
Phone: s.22
ROBERT WILLIAMS | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2810
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
Sept. 18/17 11:56 AM.
Good morning s.15,s

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

_____
Sept. 18, 2017 1:01 pm.
Good afternoon Davinder,

The Passenger Transportation Branch received the following information from Consumer Protection BC on Monday, August 21, 2017. The information received reads in part as follows:

Taxi number or license: #81

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00185**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 18, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Sep 19, 2017
Subject	Behaviour of the driver				

Operator: Whalley Taxi Ltd
Trace # Did not provide
Fare: $41.30
Date of incident: 2017/08/01
Time of incident: 14:12-14:51
Location pick up: King George Skytrain Station
Location drop off: s.22

Brief explanation of incident:

Consumer believes that the cab driver intentionally took a specific route in order to charge him more money.

You are required to interview the driver in question and report back your findings to the allegations by Tuesday, September 19, 2017.

_____
Sept. 18/17 1:03 PM.
Davinder please change the response date required to Tuesday, September 26, 2017 not September 19, 2017.

_____
Sept. 19/17 8:46 AM.
Good morning s.22

Do you happen to have a copy of the receipt for the fare? If so please send a copy.

_____
Sept. 19/17 12:37 PM.
Good day Ms. Louise,

I am sorry but I do not have the copy anymore. I have deleted my whole phone memory recently and in the process deleted the picture.

s.15,s.22

Conclusion:

Sept. 19/17 2:12 PM.
Hi Davinder,

The complainant advised “he deleted his whole phone memory recently and in the process deleted the picture too”.

I will close this file Davinder.

_____
Sept.19/17 Allegations of cab driver taking a longer route to get to destination unsubstantiated. GPS shows cab was not in the area at the time given. Complainant deleted a copy of the receipt from phone. File closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00186**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 18, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Sep 28, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70404
License Type Special

ATTN: Tim Land
WHITE ROCK SOUTH SURREY TAXI LTD.
3-17921 55 AVE
SURREY BC V3S 6C4

Phone 604-574-0966 / 604-533-3333
Fax 604-576-2900
Email pacificcabs@telus.net

Driver

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

Comments:

Aug. 22/17 11:12 AM.
Inquiry #: 98679
Consumer name: s.15,s.22
Consumer numbe
Company name: Pacific cabs
Taxi number or license: w51
Date of incident: August 21st 2017
Time of incident: around 1:30 pm
Location pick up: s.22 white rock
Location drop off: s.22 surrey
Email or mailing address: s.22 white rock
Brief summary of incident:
s.22 called a cab, picked her up. During the trip the driver turned north on to 152nd and went to 20th Ave. She was counting taxi saver coupons. Driver said she will need 10 dollars. She said she will see at the end of the trip. She saw his hand on the meter and thought he changed the meter. He turned the meter off before she looked up so she was unable to read it. The driver told her the cost was $8.50. She told the driver that she does not think the cost should be $8.50. The driver said she did not have to pay for the trip. She insisted on paying but told him he was dishonest. She also called a cab to go home after s.22 appointment and she asked the driver if he the same driver that took her on the previous trip. He said he could not remember but seemed very flustered. She only game him a $1 tip because she thinks it was the same driver from the previous trip. The driver was wearing a green t shirt. She told me that the driver was s.22

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
Sept. 18/17 Acknowledgement sent to complainant via regular mail.
_____

Last Updated By: lmswan Last Updated Date: Sep 28, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00186**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 18, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Sep 28, 2017
Subject	Behaviour of the driver				

Sept. 18/17 1:18 PM.
Good afternoon Tim,

The Passenger Transportation Branch received the following complaint from Consumer Protection BC on August 22, 2017. The information provided reads in part as follows:

Company name: Pacific cabs
Taxi number or license: w51
Date of incident: August 21st 2017
Time of incident: around 1:30 pm
Location pick up: s.22 white rock
Location drop off: s.22 surrey
Email or mailing address: s.22 white rock
Brief summary of incident:

Complainant called a cab, picked her up. During the trip the driver turned north on to 152nd and went to 20th Ave. She was counting taxi saver coupons. Driver said she will need 10 dollars. She said she will see at the end of the trip. She saw his hand on the meter and thought he changed the meter. He turned the meter off before she looked up so she was unable to read it. The driver told her the cost was $8.50. She told the driver that she does not think the cost should be $8.50. The driver said she did not have to pay for the trip. She insisted on paying but told him he was dishonest. She also called a cab to go home after her s.22 appointment and she asked the driver if he was the same driver that took her on the previous trip. He said he could not remember but seemed very flustered. She only game him a $1 tip because she thinks it was the same driver from the previous trip. The driver was wearing a green t shirt. She told me that the driver was s.22

Tim you are required to interview the driver in question and report back your findings to the allegations by Tuesday, September 26, 2017.

_____
Sept. 18/17 I contacted the complainant to get her mailing address so I could mail the acknowledgement letter to her.

_____

Conclusion:

Sept. 18/17 2:24 PM.
LOUISE: THE DRIVER s.22 DOESN'T REMEMBER THIS TRIP VERY CLEARLY. IN MY ESTIMATION IT WOULD RUN ABOUT 7.00. I TOLD HIM YOU JUST DON'T SHUT THE METER OFF. I ASKED HIM IF HE OFFERED HER A FREE RIDE IF SHE WASN'T SATISFIED AND HE DID NOT RECALL THIS. IF HE PICKED HER UP FOR THE RETURN TRIP AS WELL THEN I AM SURE HE WOULD REMEMBER THIS. PERPLEXED TIM

_____
Sept. 28/17 Driver allegedly couldn't remember the trip. Tim Land told the driver you just don't turn off the meter. Standard Rules for Taxcab Rates states in part as follows "have a fare display that a passenger with normal eyesight seated in the rear of the taxicab is able to read at all times". Allegations unsubstanted. File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00187**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 6, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Aug. 22/17 12:18 PM.
Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone: Complainant did not provide – information has been requested.

Taxi Info
Taxi Company: Yellow Cab
Driver's Name: Complainant requested but driver would not provide.
Taxi Number or License: Y214

Incident
Date of incident: August 12, 2017
Time of incident: 5:45 p.m.
Location Pick Up: Cruise Ship Terminal, Vancouver BC
Location Drop Off: Stanley Park, Vancouver, BC.

Summary of Incident: Complainant states that driver refused to give ride to his s.22 . According to complainant, reason for refusal from driver was "too much traffic". Complainant told driver that he could not refuse them service. Complainant asked for drivers information but driver left without providing name or license.

Kind regards,
Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2808
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

Last Updated By: lmswan Last Updated Date: Oct 6, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00187**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 6, 2017
Subject	Trip refusal				

Sept. 18/17 2:27 PM.
Good afternoon Carolyn,

The Passenger Transportation Branch received the following information from Consumer Protection BC on August 22, 2017. The information provided reads in part as follows:

Taxi Info
Taxi Company: Yellow Cab
Driver's Name: Complainant requested but driver would not provide.
Taxi Number or License: Y214

Incident
Date of incident: August 12, 2017
Time of incident: 5:45 p.m.
Location Pick Up: Cruise Ship Terminal, Vancouver BC
Location Drop Off: Stanley Park, Vancouver, BC.

Summary of Incident:
Complainant states that driver refused to give ride to his s.22 According to complainant, reason for refusal from driver was "too much traffic". Complainant told driver that he could not refuse them service. Complainant asked for drivers information but driver left without providing name or license.

Carolyn, please interview the driver in question and report back your findings to the allegations by Wednesday, September 27, 2017.

Sept. 19/17 9:10 AM.
Good morning s.15,s.22

Please find attached an acknowledgement for the information you provided to Consumer Protection BC.

Sept. 28/17 11:37 AM.
Hi Carolyn,

Have you completed your findings to the allegations listed below?

Sept. 28/17 12:08 PM.
s.22 I will look into this in the morning.

Carolyn

Oct. 03/17 9:36 AM.
Hi Carolyn,

This taxi complaint is still outstanding for a response. (see e-mail below

Thank you

Oct. 03/17 9:36 AM.
Hi Carolyn,

This taxi complaint is still outstanding for a response. (see e-mail below)
Sept. 29/17 11:57 AM.

Conclusion:

Oct. 06/17 6:50 AM. (documents imported to the correspondence tab)
Good morning Louise, the driver was in the area at that time dropping off a customer. That was the last trip of the day for this driver. He remembers someone approaching his taxi while he was dropping off and asked him to take them to West Vancouver, he told them he could not as

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00187**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 6, 2017
Subject	Trip refusal				

this was his last trip of the day.

Sorry for my delay.

Carolyn

_____
Oct. 06/17 6:50 AM.
Good morning Carolyn.

Thank you for your findings.

It's our understanding the driver is to call for a cab in this type of situation and wait with the passengers until the cab arrives? Has the policy of the 4 Vancouver taxi cab companies changed?

_____
Oct. 06/17 8:24 AM.
Good morning, no not when it is the end of the shift. His shift ended at 6:00 and the other driver was already waiting. What they do is inform Dispatch that there is a flag waiting. Considering this was a Saturday and a RED day at the Cruise Terminal my guess is taxis were sparse especially in that area.

Carolyn

_____
Oct. 06/17 8:51 AM.
Thanks Carolyn.

I will close this file.

_____
Oct. 06/17 Allegations of a trip refusal were unsubstantiated.
File closed. Lms

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00188**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 26, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone **Fax**
Cell s.22
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Aug. 22/17 3:12 PM.
Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Yellow Cab
Driver's Name: Complainant did not provide – information has been requested.
Taxi Number or License: Y55

Incident
Date of incident: August 12, 2017
Time of incident: 6:30 p.m.
Location Pick Up: s.22 Vancouver BC
Location Drop Off: s.22 North Vancouver, BC.

Summary of Incident: Complainant states that driver refused to give ride and made complainant get out of cab. According to complainant, reason for refusal from driver was the trip would take him over an hour with traffic. Complainant told driver that he could not refuse service because of traffic.

Kind regards,
Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2808
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

Last Updated By: lmswan Last Updated Date: Sep 26, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00188**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 26, 2017
Subject	Trip refusal				

_____
Sept. 19/17 9:29 AM.
Good morning s.15,s.22

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

Conclusion:

Sept. 26/17 8:44 AM. (supporting documents imported to the correspndence ta)
Good morning Louise, Yellow Cab Taxi 55 was not at that location at that time. Please see details below.

Thanks

Carolyn

Sept. 26/17 9:43 AM.
Good morning Carolyn,

Thank you for your findings. I will close this file.

_____
Sept. 26/17 Allegations of trip refusal unsubstantiated. File closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00189**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 26, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Aug. 21/17 9:28 AM.
Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Yellow Cab
Driver's Name:
Taxi Number or License: YC190

Incident
Date of incident: August 20, 2017
Time of incident: 10:30 p.m.
Location Pick Up: s.22 Vancouver BC
Location Drop Off: s.22 Vancouver BC
& Safeway or s.22 Vancouver, BC.

Summary of Incident: Complainant's s.22 has a HandyCard and is eligible for TaxiSaver. When complainant arrived at destination she went to pay with TaxiSaver. Driver told complainant when using a TaxiSaver she needs to tell the driver before they begin the trip. Complainant said she will not tell drivers ahead of time because she does not want s.22 to be discriminated against.

Then driver demanded to see I.D. Card of the Complainant's s.22 Complainant showed driver her husband's I.D. Card by holding it 12 to 14 inches from driver's face. Driver insisted complainant give card for him to look at, but complainant would not comply. Driver then called dispatch on complainant. Complainant did give s.22 I.D. Card to driver to view while dispatch was on the phone to driver. It is complainant's belief she s.22 were being illtreated because they were using TaxiSaver

Kind regards,

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00189**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 26, 2017
Subject	Behaviour of the driver				

Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2808
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
Sept. 19/17 9:36 AM.
Good morning s.15,s.22

Please find attached an acknowledgement for the information you provided to Consumer Protection BC.

_____

Conclusion:

Sept. 26/17 9:02 AM. (documentation imported to the correspondence tab)
Good morning Louise, this is a touchy one, please find attached What MVT tells us we must take when using their account. It is so confusing to our drivers (this is their porster). We did have this posted for all drivers to see in the drivers room but have since removed this because as you will see this poster says no taxi savers. This is for MVT account only but many of our drivers were getting confused and not sure whether they should be accepting them. I have made it clear to our operators that all taxi savers must be accepted, the driver still has the right to ask for picture ID as we do receive many fraudulent taxi savers, so without verification the driver would not get paid.

On another note, in our new system, we must put in that we are taking taxi savers before the trip starts, this is entered as an account in our system and allows us to track the taxi savers. Otherwise the driver has to come in and we have to adjust it. I did speak with the driver he was not clear on the processes but can assure you that he will have no problems in the future.

Carolyn

_____
Sept. 26/17 11:55 AM.
Hi again Carolyn,

You have explain the process and may also wish to advise the driver of the Taxi Bill of Rights.

_____
Sept. 26/17 11:49 AM.
Good morning Carolyn,

Thank you for your findings. I will close this file.

_____
Sept. 26/17 Driver training issue and supporting documentation from MVT is confusing. When to accept taxi savers when riding in a taxi. Allegations substantiated in part. File closed. Lms

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00190**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 22, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Sep 19, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Oct 2, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

Aug 22, 2017 - Email received from Consumer Protection with attached complaint form:

Consumer name: s.15,s.22
Consumer numbe
Company name: Royal City Taxi
Taxi number or license: 01
Date of incident: August 1 2017 and a previous date that the consumer did not provide
Time of incident: 5:35 pm
Location pick up: s.22 New Westminster
Location drop off: s.22 New Westminster
Email or mailing address: s.22
Brief summary of incident:
The driver did not help her with groceries and she was visibly struggling with putting the groceries in the car. s.15,s said to the driver "thanks for help" and the driver replied to her "I'm not your servant" because of this s.15,s. asked for her tip to be returned to her.

During a different trip that occurred on August 1st the same driver from the previous incident. The driver asked s.15,s if the man that was with was her s.22 and she said "yes" The driver opened the trunk and asked her if her s.22 was going to help her with groceries? s.15,s s.22 s.22 so he was unable to lift heavy items. She loaded the items in to the car but an argument occurred so the driver did not want to help her. The driver became upset and told s.15,s to "F$#k off" and raised his middle finger at her. Driver stated she remembered her from the previous incident and he won't pick her up next time. s.15,s. states that she gave him a $1.05 tip.

End… (djp)

Sep 19, 2017 - Sent acknowledgement email asking if she had subsequently been refused service. (djp)

Sep 19, 2017 - s.15,s called, left msg on my vm saying she had not been refused service but was asking not to have that driver when she books with Royak City. (djp)

Sep 20, 2017 - Caleld s.15,s back, confirmed details. She said she has not been refused service. I advised her of the Taxi Bill of Rights and told her I would address with Royal City. (djp)

Sep 20, 2017 - Sent Shashi an email:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00190**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 22, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Sep 19, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Oct 2, 2017
Subject	Behaviour of the driver				

Hello Shashi,

Hope you are doing well.

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Company name: Royal City Taxi
Taxi number or license: 01
Date of incident: August 1 2017 and a previous date that the consumer did not provide
Time of incident: 5:35 pm
Location pick up: s.22 New Westminster
Location drop off: s.22 New Westminster
Email or mailing address: s.22
Brief summary of incident:
The driver did not help complainant with groceries and complainant was visibly struggling with putting the groceries in the car. Complainant said to the driver "thanks for help" and the driver replied to complainant "I'm not your servant" because of this complainant asked for tip to be returned to her.

During a different trip that occurred on August 1st the same driver from the previous incident. The driver asked complainant if the man that was with was her s.22 and she said "yes" The driver opened the trunk and asked her if her s.22 was going to help her with groceries? Complainant's s.22 so he was unable to lift heavy items. She loaded the items in to the car but an argument occurred so the driver did not want to help her. The driver became upset and told complainant to "F$#k off" and raised his middle finger at her. Driver stated she remembered her from the previous incident and he won't pick her up next time. s.15,s states that she gave him a $1.05 tip.

The Taxi Bill of Rights specifies:

> As a Taxi Passenger you have the right to:
> … A courteous driver who provides assistance, if requested

We are requesting that you address this matter with the driver and remind the driver of the requirements of the Taxi Bill of Rights. Please reply with any feedback you consider relevant and acknowledge compliance by Sep 27, 2017.

Regards,

Douglas Pickering

End… (djp)

Sep 20, 2017 - Talked to Shashi on the phone, he said driver was initially suspended and then left the company. Shashi sent us email s.15, had sent him describing her complaint. I replied to Shashi:

Hello Shashi,

Thank you for the reply. I know you mentioned a suspension on the phone but I do still need a written response from you describing how Royal City handled this including details of any disciplinary actions.

Regards,

Douglas Pickering

End… (djp)

Sep 25, 2017 - Email from Shashi:

Hello, Mr Pickering;

As per our conversation in regards to the issue of s.15,s.22 When I spoke to her on phone I asked her to email me the complaint so I can look into and investigate. When I received the complaint I interviewed the driver. I found the Driver provided poor service as well as his bad

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00190**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 22, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Sep 19, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Oct 2, 2017
Subject	Behaviour of the driver				

behaviour. Under Royal City Taxi Code of Conduct driver was suspended for 3 days

a. For not assisting Customer.
b.For lack of Customer Service
c. For arguing with Customer

Further Driver is no longer with Royal City Taxi as of September 1, 2017. No further action necessary and I would like to request to close this file due to the driver is not anymore with Royal City Taxi.

If you have any questions, please do not hesitate to call me at 604-525-5616 or cell 778-791-6666 or by email.

Thank you,
Shashi Engineer
General Manager
Royal City Taxi Ltd.

End… (djp)

Oct 2, 2017 - My email to s.15,s.2

Hello s.15,s.

I hope you are doing well.

In response to your complaint about Royal City Taxi it has been reported to us by the company that the driver involved was disciplined and subsequently no longer works there. If in the future you do encounter this driver working for Royal City Taxi please let me know.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Oct 2, 2017 - Complaint unsubstantiated. Complainant alleged driver was rude and woud not help with groceries. Company responded that driver had been suspended for poor custoemr service and subsequently left the company. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00191**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Sep 20, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Sep 27, 2017
Subject	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70391
License Type Special

ATTN: Mohammed Ullah (GM)/Yadwinder Sandhu
RICHMOND CABS LTD.
2440 SHELL RD
RICHMOND BC V6X 2P1

Phone 604 248-3131
Fax 604 276-2705
Email gm@richmondtaxi.ca

Driver

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

Comments:

Sep 19, 2017 - Email from Consumer Protection:

Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Richmond Taxi
Driver's Name: Complaint did not have name but said drive was male.
Taxi Number or License: 83

Incident
Date of incident: August 14, 2017
Time of incident: 3:30 p.m.
Location Pick Up: s.22 , Richmond BC
Location Drop Off: Watermania Riverport

Summary of Incident: Complainant states that driver caused s.22 to cross 4 lanes of traffic by parking on East side of the street in a no parking zone. He also claims driver started moving before s.22 was fully in the car. Drive also did not wear a seatbelt. Complainant has called Richmond Taxi but so far no one has followed up on his complaint.

Kind regards,
Lottie

End… (djp)

Sep 20, 2017 - Sent email to Mohammed at Richmond Cabs:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00191**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Sep 20, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Sep 27, 2017
Subject	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger				

Hello Mohammed,

The Passenger Transportation Branch received the following complaint through Consumer Protection BC today.

We have recently undertaken a review of our complaint and investigation process, in particular customer service issues. As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed. We have also referred the complainant to contact Richmond Cabs Ltd. at 604-248-3131, and ask them to speak with yourself as the General Manager.

The following information was provided by the complainant:

Taxi Info
Taxi Company: Richmond Taxi
Driver's Name: Complaint did not have name but said drive was male.
Taxi Number or License: 83

Incident
Date of incident: August 14, 2017
Time of incident: 3:30 p.m.
Location Pick Up: s.22 Richmond BC
Location Drop Off: Watermania Riverport

Summary of Incident: Complainant states that driver caused s.22 to cross 4 lanes of traffic by parking on East side of the street in a no parking zone. He also claims driver started moving before s.22 was fully in the car. Drive also did not wear a seatbelt. Complainant has called Richmond Taxi but so far no one has followed up on his complaint.

We may request the outcome of your investigation with the driver, as we record complaints and report them to the Passenger Transportation Board upon request, this is normally done as part of the application process.

If you have any questions, please do not hesitate to contact us.

Regards,

Douglas Pickering

End… (djp)

Sep 20, 2017 - Sent email to s.15,s.22

File No: 2017-00191

September 20, 2017

Dear s.15,s.22

Re: Complaint about RICHMOND CABS LTD. received Sep 19, 2017

The Passenger Transportation Branch received your taxi complaint from Consumer Protection BC on September 19, 2017. Thank you for bringing this matter forward.

We recommend that you contact the company directly at 604-248-3131 and ask to speak with the General Manager, Mohammed Ullah, as they would be interested in receiving this information.

Taxi Info
Taxi Company: Richmond Taxi
Driver's Name: Complaint did not have name but said drive was male.
Taxi Number or License: 83

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00191**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Sep 20, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Sep 27, 2017
Subject	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger				

Incident
Date of incident: August 14, 2017
Time of incident: 3:30 p.m.
Location Pick Up: s.22 Richmond BC
Location Drop Off: Watermania Riverport

Summary of Incident: Complainant states that driver caused s.22 to cross 4 lanes of traffic by parking on East side of the street in a no parking zone. He also claims driver started moving before s.22 was fully in the car. Drive also did not wear a seatbelt. Complainant has called Richmond Taxi but so far no one has followed up on his complaint.

Please be advised that we also sent the information you provided to Richmond Cabs Ltd. attention Mohammed Ullah via e-mail. We do not release your name or contact information.

I hope the above information will be of assistance to you.

Regards,

Douglas Pickering

End… (djp)

Sep 20, 2017 - Email from Mohammed:

Hi Douglas
I will investigate the issue and get back to asap.
Thanks
Mohammed Anwar Ullah
GM Richmond Taxi

End… (djp)

Sep 20, 2017 - Email from s.15,s.22

I did contact him and followed up
He acknowledged my email bu didn't get back to me
Thus I'm contacting you

My reply to s.15,s.2

Hello s.15,s.22

I understand. He has responded to my email today and says he is looking into this. For privacy reasons we do not typically forward a complainant's contact info so it could be helpful to you to try calling him again and hopefully this time you get a better result.

Regards,

Douglas Pickering

End… (djp)

Sep 27, 2017 - Email from Mohammed:

Hello Douglas

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00191**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Sep 20, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Sep 27, 2017
Subject	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger				

Here is my Rebuttal:

Findings:
Customer requested for the cab at 15:44, and s.22 accepted the job at 15:46. It took 6 minutes for s.22 to arrive the customer address due to traffic. At 15:51 when s.22 arrived opposite side of the pick-up address customer was in very rush. He requested driver to make a U-turn, which was not safe. s.22 requested them to wait them in front of their house and he is coming to them. But customer voluntarily crossed the street because they were in rush and don't wanted to stuck in the traffic.

Analysis:
s.22 is driving Richmond Taxi since s.22 His driving record with us is very clean. It not very unlikely that, when customer in rush they offered driver, they want to cross the street if they assume that it will save their time and money.
His National Safety Code abstract shows that, s.22 Moreover, I found him a very humble gentleman in my 5 months working with Richmond Cabs Ltd.

Step Taken:
Richmond Cabs Ltd.(RCL) shows ZERO tolerance on this type of incidence. Although this is very unlikely that, s.22 encourage that customer to cross the street, but as a professional driver, he is responsible for any discomfort of the customer. Therefore, as a fleet manager, I am issuing him a warning letter.
Moreover, we would like to send customer $10 gift certificate as a gratuity.

Remarks:
I personally supervise all customer complaints. And I follow-up with all complainant. Please provide the customer my email address gm@richmondtaxi.ca. I would like to check why his complaint was not followed up.

Feel free to contact me if you have any concern.

Thank you and have a nice day.

Sincerely

Mohammed Anwar Ullah
GM Richmond Taxi

End… (djp)

Sep 27, 2017 - My email to s.15,s.

Hello,

We have received a response from the General Manager at Richmond Taxi, Mohammed Anwar Ullah, providing evidence of the driver's prior clean record and stating this driver has been issued a warning for this incident. Mr. Ullah would like to speak with you about your complaint and offer you a $10 gift certificate. He invites you to contact him by email at gm@richmondtaxi.ca. I recommend when communicating with him you cite Passenger Transportation Branch Complaint number 2017-00191.

Regards,

Douglas Pickering

End… (djp)

Sep 27, 2017 - Email from s.15,s.

Thank you for handling the file. I will not be contacting him know or do I need a gift certificate. The reason of my complaint was for passenger safety, and that got addressed with the driver being issued a warning

End… (djp)

Sep 27, 2017 - My email to Mohammed:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00191**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Sep 20, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Sep 27, 2017
Subject	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger				

Hello Mohammed,

Thank you very much for your response.

We have shared these results with the complainant and they have indicated they are satisfied and are not going to pursue the matter further. Barring any further communications we consider this file closed.

Thank you again and regards,

Douglas Pickering

End… (djp)

Conclusion:

Sep 27, 2017 - Complaint unsubstantiated. Complainant alleged driver s.22 in no stopping zone and drove while s.22 still enterihng vehicle. Referred complainant to Richmond GM and forwarded info to same. GM replied offering compensation to complainant. Contesting some elements of the complaint and that driver had been warned. Complainant declined compensation. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number 2017-00192
Requestor s.15,s.22
Location VANCOUVER
Subject Trip refusal

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

Received Date Sep 20, 2017
Assigned Date Sep 21, 2017
Completion Date Dec 18, 2017

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 801280
Owner YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

License Num: s.22 **Class:** 1
Driver Name: **Expiry Date:** s.22
Birthdate: **Jurisdiction** BC

Comments:

September 20, 2017 - Consumer Protection directed the following complaint to the Passenger Transportation Branch:

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone: Complainant did not provide but information has been requested.

Taxi Info
Taxi Company: Yellow Cab
Driver's Name: Complainant did not provide but information has been requested.
Taxi Number or License: Y65

Incident
Date of incident: September 1, 2017
Time of incident: 4:00 p.m.
Location Pick Up: s.22 Vancouver BC
Location Drop Off: Commercial Drive, Vancouver BC

Summary of Incident: Complainant states that he hailed a cab (with taxi light on) that stopped at s.22 When complainant attempted to enter the cab, the driver locked the door and rolled down the window and asked complainant where he wanted to go. Driver would not let complainant into cab until he received an answer. When complainant told him Commercial drive the driver refused and started to drive away with complainant still holding door handle. Complainant has reported to company but has not received a response.

Kind regards,

END_____

September 21, 2017 - Acknowledgement letter directed to the complainant (mgl).

_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00192**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Sep 21, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Dec 18, 2017
Subject	Trip refusal				

September 21, 2017 - complaint was directed to Carolyn Bauer for her investigation and response. (mgl)

_____

October 2, 2017 - Carolyn Bauer responded as follows:

Good morning Margaret, please find attached screenshots of a trip that taxi Y065 was on prior to 4:00pm. He went to North Vancouver and completed his trip at 3:32pm. I did speak with the driver who said that was his last trip of the day, he remembers traffic being very heavy on the Lions Gate bridges and took the Taxi driectly to 59th and knight where he switches with the night driver. He has no recollection of refusing anyone.

_____

On November 7, 2017 - the complainant was contacted to discuss the Manager's finding which alleged that the driver of Unit Y065 was not at the location alleged. The complainant was adamant that Unit Y065 did in fact refuse him transportation. He explained that he flagged the cab as he was leaving work at s.22 He reiterated the same information that was providing to Consumer Protection. He was asked if there was anything further he could add that would help the Investigator placing the vehicle at the pick-up location. The complainant said he remembered the vehicle had damage on the passenger side towards the back door. (mgl)

_____

On November 8, 2017 - Contact was made with Carolyn Bauer to discuss the additional information provided by the complainant. It was explained that the vehicle movement snapshot was not useful, as the complainant advised that the vehicle was flagged at s.22 Carolyn was advised that the complainant indicated that there was damage to the vehicle. She was asked if there was any damaged to the vehicle before or during the complaint period. She indicated that she would have to refer to her ICBC File. Carolyn placed a telephone call to the Investigator wherein she stated: "the car was in an accident on August 20, 2017. There was damage on the rear door; however was repaired on September 20". Carolyn was told that in light of the new evidence, if she still thinks that the driver was not at the location alleged by the driver, she said she believes the driver was not at the location alleged. Carolyn then proceeded to question the fairness of the investigation toward her company and that she could have lied like the other managers. They know what to tell the Inspectors. The conversation ended on this note. (mgl)

Conclusion:

The complaint was directed to Carolyn Bauer, General Manager for Yellow Cab Company Ltd., for her investigation. Carolyn submitted a screenshots of a trip that taxi Y065 was on prior to 4:00 pm. She said the driver went to North Vancouver and completed the trip at 3:32 pm. She said she did speak with the driver who said that was his last trip of the day - he remembers traffic being heavy on the Lions Gate Bridge and took the Taxi directly to 59th and Knight where he switches with the night driver. He has no recollection of refusing anyone.

Further information provided by the complainant indicated that the vehicle incurred damage on the passenger side rear door. This was confirmed by Carolyn to be the case. She confirmed that the damage occurred on August 20 and repaired on September 20, 2017. The complainant said the date of the trip refusal was September 1, 2017.

STATUS: Carolyn was asked to provide a copy of the ICBS report for the vehicle/driver's statement and vehicle registration number. As of December 18, 2017, she has not responded.

Summary

The allegations were not substantiated by the manager who provided a screen shot that indicates the driver was not at the location alleged. The manager said the driver went to North Vancouver and completed his trip at 3:32 pm. The driver said it was his last trip of the day. The manager concluded the investigation by advising the driver has no recollection of refusing anyone.

The complaint is not substantiated based on feedback provided by the General Manager of the licensee. The investigation is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00193**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Sep 21, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 27, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

September 20, 2017 - Consumer Protection directed the following complaint to the Passenger Transportation Branch:

Inquiry number: 99413

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Black up
Taxi number: BT 105
Date of incident: 2017-09-20
Time of incident: 1:15 pm
Pick up location: s.22
Proposed drop off location: s.22
Issue: s.15,s.2 is calling on behalf of his s.22 She ordered a cab at her school, got into the cab and gave the driver her the drop off address. When she tried to give the driver some tips about how to get to the location, consumer claims the driver started to get hostile and agressive, saying things like “Do you want to drive the cab yourself?”. When she got to the location she advised that her s.15,s.22 would be coming out to pay. At this point the consumer alleges that the driver turned around and reached back towards her. They claim he started grabbing her leg, and arm and tried to grab her bag. When s.15,s.2 arrived at the cab he opened the back door and asked what was going on, claims he threatened to call the police and driver just sped off. Consumer has phoned Black Top where he was advised to phone the police. At the time of the call, he wasn’t able to get through the non-emergency line but will try again.

Thank you,

END_____

September 22, 2017 - Acknowledgement letter directed to the complainant (mgl)

_____

September 22, 2017 - complaint directed to Black Top Cabs Ltd. for their investigation and response. (mgl)

_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00193**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Sep 21, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 27, 2017
Subject	Behaviour of the driver				

September 26, 2017 - email response was received from Operations Manager Saurabh Bahl, who advised the following:

We interviewed the following driver:

Name: s.22
Drivers Licence number: s.22
Car number: 105
Registration number: s.15
YOUR FILE NO. 2017-00193

Driver had notified dispatch and myself about this trip and he had also notified VPD as well informing them that the customer was not willing to pay and assaulted him. He had called the police on his own even before we got the complaint.

The customer's s.22 had called here and spoken to me about this issue. He wanted me to send the driver back so that he could press charges. I declined to send the driver back as we feared for the safety of the driver and the customers s.22 was also wanting to call the police.

Drivers written statement is attached.

In case you need any further information, kindly contact me.

Thank you,

Also: the following driver rebuttal was provided, as requested:

I, s.22 am writing in regards to a complaint filed by myself, and a lady on September 20th, 2017. I picked up the lady form s.22 Street, Vancouver, and dropped her s.22 As soon as she got into the vehicle and I started driving, she started to complain that I was driving so slowly, and that I don't know how to drive. While pedestrians were crossing at a light, she was telling me to quickly make a turn around the pedestrians on Water Street as that's how driving should be done, and that she drives much faster and quicker. I told her many times that what she's trying to make me to is very dangerous. When I said no, she got more furious and started to yell at me. It was a short 5 minute ride and she said/made so many improper comments. I told her that she can call another cab if she wants. Once I got to s.22 , I asked her for the amount on my meter which was $8.60. She refused and grabbed my shirt from behind my neck. Then she quickly got out of my vehicle and I stepped out to ask her. Her s.22 came and did not pay me. I notified my dispatcher and manager Saif, and also filed a complaint with the Vancouver police within 1 hour. I highly recommend that her driving be monitored, as she was asking me to put other's lives at risk. If you have any other questions, please feel free to contact me at s.22 Thank you for your time.

September 26, 2017 - Contact was made with Operations Manager Saurabh Bahl with a view of ascertaining whether driver s.22 obtained a Police File Number. He explained that he asked s.22 if a Police number was obtained. He explained that he contacted the Police's non-emergency number and that a number was not assigned. He said he asked s.22 for a copy of his telephone bill applicable to the call to verify that the call was indeed placed to the Police and the duration of the call. This information will be directed to the Investigator upon receipt. (mgl)

Conclusion:

The complaint was directed to Black Top Cabs for their investigation.

Saurabh Bahl, Operations Manager for Black Top, sourced the complaint. He provided information that did not substantiate the complaint filed with the Branch. Bahl explained that the incident was reported to the Police by the driver, as it related to passenger behaviour and refusal to pay the requested fare amount. The Operations Manager indicated that, in lieu of the Police file number; he would provide the applicable driver record that indicates that the Police was indeed contacted.

September 27, 2017 - The Operations Manager advised that the complaint filed with VPD on September 20, 2017, the file number assigned is s.15

Summary

The complaint filed with the Branch was not substantiated by the driver who submits that it was he who reported the incident to the Police, in

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00193**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Sep 21, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 27, 2017
Subject	Behaviour of the driver				

addition to advising dispatch and the company's Operations Manager about the incident. The complaint was filed with VPD.

The investigation is closed. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00194**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 13, 2017
Requestor	Douglas Pickering	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Sep 21, 2017
Location	VANCOUVER	**Received via**		**Completion Date**	Sep 21, 2017
Subject					

Requestor

Douglas Pickering

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

Sep 13, 2017 -Inspector Doug stopped vehicle at road check 10:35 hrs at 4400 block Knight St, smelled alcohol on driver and summoned VPD. Driver Surinder s.22 DL s.22 was issued a 90 day prohibition on driving by VPD for failing a field sobriety test. Vehicle involved was BT193 BC plate AA5292.
Email to Black Top:

Hello,

Please find attached login report for BT193 as requested by you.

Thank you,

Saurabh Bahl
Operations Manager
Black Top and Checker Cabs
604 891 8504

For vehicle #193 from 12 September 2017 to 13 September 2017
193 120900 - s.22 - 78 PM - 12 Sep 2017, 03:26

End… (djp)

Conclusion:

Sep 21, 2017 - Complaint substantiated. Inspector Doug stopped driver at road check, smelled alcohol, summoned VPD, driver given 90 day suspension for failing FST. Notified Black Top by email and Black Top acknowledged and provided log showing vehicle not on duty previous 12 hours. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00195**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Sep 21, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Sep 27, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70391
License Type Special

ATTN: Mohammed Ullah (GM)/Yadwinder Sandhu
RICHMOND CABS LTD.
2440 SHELL RD
RICHMOND BC V6X 2P1

Phone 604 248-3131
Fax 604 276-2705
Email gm@richmondtaxi.ca

Driver

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

Comments:

September 20, 2017 - Consumer Protection directed the following complaint to the Passenger Transportation Branch for investigation:

Inquiry: 99428
Consumer name: s.15,s.22
Consumer numbe
Company name: Richmond Taxi
Taxi number or license: 72
Date of incident: Sept 20th, 2017
Time of incident: Approximately 8 am
Location pick up: Holiday inn on Cambie St. in Richmond
Location drop off: s.22 Richmond
Email or mailing address: s.22
Brief summary of incident:
The receipt was a credit card slip and driver would not provide a receipt with more information. s.15,s. states that the lack of information makes them unusable for his accountant because they do not meet the requirements for Canada Revenue. I Suggested that he contact the company directly.s.15,s. said that on other occasions the Surdel taxi company refused to provide a more detailed receipt even after contacting their office. He feels the issue needs to be reported because it has happened on more than one occasion.

Thank you.

END_____

September 21, 2017 - Acknowledgement letter directed to the complainant. (mgl)

_____

September 21, 2017 - the following email was directed to the General Manager of Richmond Cabs Ltd.:

Hello Mohammed:

Please be advised that the Passenger Transportation Branch received the following complaint:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00195**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Sep 21, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Sep 27, 2017
Subject	Payment issues				

OUR COMPLAINT NO. 2017-00195

Company name:Richmond Taxi
Taxi number or license:Unit 72
Date of incident: Sept 20th, 2017
Time of incident: Approximately 8 am
Location pick up: Holiday Inn on Cambie St. in Richmond
Location drop off: s.22 Richmond

Brief summary of incident:
The receipt was a credit card slip and driver would not provide a receipt with more information. s.15,s. states that the lack of information makes them unusable for his accountant because they do not meet the requirements for Canada Revenue. I Suggested that he contact the company directly. He feels the issue needs to be reported because it has happened on more than one occasion.

Branch's discussion regarding resolution

This is a gentle reminder that the Taxi Bill of Rights states the following:

"As a Taxi Passenger you have the right to:

A detailed receipt when requested.

As this complaint does not violate Passenger Transportation Act and Regulations or the terms of Conditions of Licence, I would request that you remind drivers that a credit card slip is not an official receipt. The credit card slip is proof that the passenger's credit card was debited for the fare. However, if the passenger is being compensated by an employee for travel purposes, then that passenger requires an official receipt from the taxi driver. Such a request should not be viewed as an inconvenience by the taxi driver, as the receipt provides more detailed information about the Taxi company . Please remind your drivers of their obligation to comply with passenger's request for official receipts if requested, in addition to credit card slips.

Please acknowledge this request by responding as to whether or not this information was communicated to your drivers on or before September 27, 2017 so that this complaint can be finalized.

Regards.

_____

September 27, 2017 - General Manager Ullah provided a rebuttal to the complaint, in addition to a driver's statement. He also submitted proof that a message was sent out to all drivers with respect to issuing official receipts when requested to do so by passengers. A Warning letter was also issued to the driver of Unit 72 ıs.22 for not issuing an official receipt. (The correspondence is housed under the correspondence tab) (mgl)

Conclusion:

The complaint was directed to Mohammed Ullah, General Manager of Richmond Cabs Ltd., for his investigation. Mr. Ullah conducted an investigation and responded that the driver misunderstood the passenger's request. As a result, communication was directed by Mr. Ullah to all of their drivers, explaining that passengers can also request an official receipt in addition to the Visa slip when payment is received. The driver was given a warning; as Mr. Ullah indicated that Richmond Cabs has a zero tolerance policy for drivers who do not comply with company's policy in issuing official receipts.

Summary

As a result of the complaint an official receipt was issued to the complainant. The driver was disciplined and communication directed to all drivers with respect to the Company's policy regarding the issuance of official receipts.

The investigation is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00196**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 21, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Sep 26, 2017
Subject	Driving ability				

Requestor

s.15,s.22

Phone **Fax**
Cell s.22
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70476
License Type Special

ATTN: Moonyem Mohammad; Balvinder Singh Randhawa
NORTH SHORE TAXI (1966) LTD.
264 PEMBERTON AVE
NORTH VANCOUVER BC V7P 2R5

Phone 604 980-7011 ext 5
Fax 604 987-6735
Email gm@northshoretaxi.com; manager@northshoretaxi.com

Driver

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

Comments:

Sept. 20/17 4:35 PM.
Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 99429

Consumer phone number(if collected): 778 928 1575
Taxi company name: North Shore Taxi
Taxi number or license: N75
Date of incident: September 12, 2017
Time of incident: 8:13 a.m.
Location pick up: N/A
Location drop off: N/A
Email or mailing address: s.22

Brief summary of incident:
Northshore Taxe was observed travelling northbound on Highland Blvd; North Vancouver. At the 4 way stop intersection with Woodbine Dr, the driver failed to stop. s.15,s.22 is concerned with extremely dangerous behavior, especially with nearly Highland Elementary School and the number of pedestrians in Edgemont Village.

Thank you,

Jackie Stevens

LICENSING & INFORMATION OFFICER
TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9

Sept. 21/17 9:21 AM.
Good morning s.15,s.22

Last Updated By: lmswan Last Updated Date: Sep 26, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00196**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 21, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Sep 26, 2017
Subject	Driving ability				

The Passenger Transportation Branch received your taxi complaint from Consumer Protection BC on September 20, 2017. Thank you for bringing this matter forward.

We recommend that you contact the company directly at 604-922-2222 and ask to speak with the General Manager, Moonyem Mohammad, as they would be interested in receiving this information.

Taxi company name: North Shore Taxi
Taxi number or license: N75
Date of incident: September 12, 2017
Time of incident: 8:13 a.m.
Location pick up: N/A
Location drop off: N/A

Brief summary of incident:

Northshore Taxi was observed travelling northbound on Highland Blvd; North Vancouver. At the 4 way stop intersection with Woodbine Dr, the driver failed to stop. Complainant is concerned with extremely dangerous behavior, especially with nearly Highland Elementary School and the number of pedestrians in Edgemont Village.

Please be advised that we also sent the information you provided to North Shore Taxi attention Moonyem.

I hope the above information will be of assistance to you.

Conclusion:

Sept. 21/17 9:29 AM.
Good morning Moonyem,

The Passenger Transportation Branch received the following complaint through Consumer Protection BC yesterday.

We have recently undertaken a review of our complaint and investigation process, in particular customer service issues.

As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed.

We have also referred the complainant to contact North Shore Taxi at 604-922-2222, and asked them to speak with yourself as the General Manager.

The following information was provided by the complainant.

Taxi company name: North Shore Taxi
Taxi number or license: N75
Date of incident: September 12, 2017
Time of incident: 8:13 a.m.
Location pick up: N/A
Location drop off: N/A

Brief summary of incident:

Northshore Taxi was observed travelling northbound on Highland Blvd; North Vancouver. At the 4 way stop intersection with Woodbine Dr, the driver failed to stop. The complainant is concerned with extremely dangerous behavior, especially with nearly Highland Elementary School and the number of pedestrians in Edgemont Village.

We may request the outcome of your investigation with the driver, as we record complaints and report them to the Passenger Transportation Board upon request, this is normally done as part of the application process.

If you have any questions, please do not hesitate to contact us.

_____
Sept.26/17

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00196**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 21, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Sep 26, 2017
Subject	Driving ability				

Allegations of drive behaviour (driving taxi) and not obeying the rules of the road not covered under the PTA/R. Complaint advised to contact the Manager at North Shore. Unsubstanited.
File closed. Lms

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00197**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 21, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 26, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone **Fax**
Cell s.22
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

Sept. 21/17 11:25 AM.
Inquiry #: 99432
Consumer name: s.15,s.22
Consumer numbe
Company name: Black Top Cabs
Taxi number or license: BT105
Date of incident: Sept 21,2017
Time of incident: 9 am
Location pick up: Westin Bayshore hotel
Location drop off: N/A
Email or mailing address: s.22
Brief summary of incident:
The car was waiting at the taxi stand, s.15 got in the car and he provided his destination. s.15 stated that it was clear that the driver did not want to take him because his trip was only a $7 dollar fare. s.15 said this was not discussed with the driver but it clear because the driver did not refuse him until he provided his drop off location.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9

_____
Sept. 21/17 11:42 AM.
Good morning Saif & Saurabh,

The Passenger Transportation Branch received a taxi complaint from Consumer Protection BC today. The information provided reads in part as follows:

Company name: Black Top Cabs
Taxi number or license: BT105

Last Updated By: lmswan Last Updated Date: Sep 26, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00197**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 21, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 26, 2017
Subject	Trip refusal				

Date of incident: Sept 21,2017
Time of incident: 9 am
Location pick up: Westin Bayshore hotel
Location drop off: N/A
Brief summary of incident:

The car was waiting at the taxi stand, s.15 got in the car and he provided his destination. s.15 stated that it was clear that the driver did not want to take him because his trip was only a $7 dollar fare. s.15 said this was not discussed with the driver but it clear because the driver did not refuse him until he provided his drop off location.

Please interview the driver in question and report back your findings to the above allegations by Wednesday, September 27, 2017.

_____
Sept. 21/17 11:53 AM.
Good morning s.15,s.22

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

_____

Conclusion:

Sept. 25/17 5:11 PM. (driver statement and statement from the Service Express Manager at The Westin Bayshore Vancouver imported to the correspondence tab)
Ms. Swan,

We have interviewed the following driver:

Name: s.22
Drivers Licence number: s.22
Car number: 105
Registration number: s.15

The driver was sitting at the Westin Bayshore hotel stand when the doorman signaled for him. While he was enroute another passerby tried to open his door and got in. The driver politely informed him that he was heading to the hotel as the doorman had already signaled for him. Driver had notified dispatch about this customer and requested them to send another car for him. The customer was not asked by the driver as to where he was headed to as the driver was already called for by the hotel staff. The doorman witnessed the whole incident and has also provided his statement in the attached email. We have also attached a written statement by the driver.

In case you need any more information, kindly contact me.

Thank you,

Saurabh Bahl
Operations Manager
Black Top and Checker Cabs
604 891 8504

_____
Sept. 26/17 9:04 AM.
Good morning Saurabh,
Thank you for your findings. I will close this file as allegations unsubstantiated by the complainant.

_____
Allegations unsustantiated. Driver did not refuse passenger. The driver was called up by the doorman to take a guest from The Westin Bayshore. Black Top has a contract with the Bayshore. Fiole closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00198**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 21, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 25, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone **Fax**
Cell s.22
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70538
License Type Special

ATTN: John Palis; Sukhi Sandhu
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604 664-0430
Fax 604 669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

Sept. 21/17 12:07 PM.
Inquiry #: 99433
Consumer Name: s.15,s.22
Consumer numbe
Company name: Vancouver Taxi
Taxi number or license: v54
Date of incident: September 20th 2017
Time of incident: Approx. 7 pm
Location pick up: Burrard Sky train station
Location drop off: s.22
Email or mailing address: s.22
Brief summary of incident:
s.15, s.22 caught the cab and the car made a stop shortly after to pick s.1 up. When they arrived at the venue the driver asked for the payment, s.1 asked to pay with debit. s.1 provided her card and the driver took it and just tapped it without passing the machine to her. This caused s.1 to look and see that the meter was not on. She asked the driver how much trip cost, the driver said it was $20. s.1 questioned this amount because she felt that the amount was high for the length of the trip. The driver responded stating that the amount includes a tip. s.1 said she would complain about this. The driver said he didn't want any trouble and he gave her $5 back. s.1 said she will still be complaining. s.1 took another cab home from the venue and explained the incident to the driver. The driver said that if another driver that did not run the meter he should be suspended. s.1 states she felt very uncomfortable during the during her trip to the venue.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
Sept. 21/17 3:52 PM.
Good afternoon Sukhi,

Last Updated By: lmswan Last Updated Date: Oct 25, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00198**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 21, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 25, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

The Passenger Transportation Branch received the following complaint from Consumer Protection BC today. The information provided reads in part as follows:

Company name: Vancouver Taxi
Taxi number or license: v54
Date of incident: September 20th 2017
Time of incident: Approx. 7 pm
Location pick up: Burrard Sky train station
Location drop off: s.22
Brief summary of incident:

Complainant's s.22 caught the cab and the car made a stop shortly after to pick up another passenger up. (a relative of the complainant) When they arrived at the venue the driver asked for the payment, passenger asked to pay with debit. Passenger provided her card and the driver took it and just tapped it without passing the machine to her. This caused passenger to look and see that the meter was not on. She asked the driver how much trip cost, the driver said it was $20. Passenger questioned this amount because she felt that the amount was high for the length of the trip. The driver responded stating that the amount includes a tip. Passenger said she would complain about this. The driver said he didn't want any trouble and he gave her $5 back. Passenger said she will still be complaining. Passenger took another cab home from the venue and explained the incident to the driver. The driver said that if another driver did not run the meter he should be suspended. Passenger states she felt very uncomfortable during the her trip to the venue.

Sukhi, please interview the driver in question and report back your findings to the allegations by Friday, September 29, 2017.

_____
Sept. 21/17 4:10 PM.
Good afternoon Lisa,

Please find attached an acknowledgement for the information you provided to Consumer Protection BC.

_____
Oct. 06/17 11:54 AM.
Hi Suki,

Your findings for this taxi complaint were due on September 29th, 2017. Please provide your findings to the allegations contained in the e-mail below.

_____
Oct. 11/17 4:24 PM.
Hi John,

s.22 I hope you are doing well.

Sukhi was to follow up on the information provided below. I have this one outstanding complaint received from Consumer Protection BC on September 21, 2017.

_____
Oct. 25/17 8:13 AM.
Good morning John,

I'm trying to close out all my files s.22 If you are not able to respond could Sukhi provide the findings to these allegations. (see e-mail's below)

_____

Conclusion:

Oct. 25/17 11:10 AM.
Hi Louise,
As I see this is the same fellow that we had a complaint on earlier in September from the branch. Sukhi did suspend the driver after this second complaint. I sent along his response to that complaint. s.22 he had better not have a third strike because I will let him go and not give him a reference.

Let me know if there is anything else that is outstanding, so that you can close your files.

All The Best and the Warmest of regards.

Last Updated By: lmswan Last Updated Date: Oct 25, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00198**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 21, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 25, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

John

_____

Oct. 25/17 $5.00 of the fare was given back to the customer for not running the meter. Allegations of not running the meter were substantiated. File closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00199**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 21, 2017
Requestor	Douglas Pickering	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Sep 21, 2017
Location	VANCOUVER	**Received via**		**Completion Date**	Sep 21, 2017
Subject	Licensed but driving without a passenger transportation plate/decal/permit				

Requestor

Douglas Pickering

Phone
Fax
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

Sep 21, 2017 - Note original inspection occurred Sep 13, 2017. Sent email Sep 21 to Shashi:

Hello,

On Sep 13, 2017 on the 4400 block of Knight St, Vancouver, BC at 13:00 hrs I inspected vehicle BC plate CL9785 registration s.15 Toyota Sienna PT plate 810012. At this time I notified the driver that the decal on the PT plate and the PT Vehicle Identification Certificate carried in the vehicle were both expired. Our records show that these violations have not been addressed. You are ordered to correct these issues before the next dispatch of this vehicle for commercial passenger transportation service and to provide notice of compliance by return email by Sep 28, 2017.

Sincerely,

Douglas Pickering

End… (djp)

Conclusion:

Sep 21, 2017 - Complaint substantiated. Sent email to Shashi asking him to get new decal and PTVIC for the vehicle and reply by Sep 28, 2017. Talked to Shashi on the phone and confirmed they did the replacement decal request and replaced PTVIC the day after I did the initial inspection. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00200**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 22, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 22, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 27, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone **Fax**
Cell s.22
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

Sept. 22/17 2:21 M.
Inquiry #: 99477
Consumer name: s.22
Consumer numbe
Company name: Black Top Cabs
Taxi number or license: BT 159 licence plate HG 5338
Date of incident: September 15 2017
Time of incident: 6:40 pm
Location pick up: not provided
Location drop off: not provided
Email or mailing address: s.22
Brief summary of incident:
Driver of the cab interrupted the passengers conversation. s.15,s. states the driver was derogatory and threatened to kick her out of the cab. Driver used profanity and she felt that the driver was threatening.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

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Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00200**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 22, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 22, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 27, 2017
Subject	Behaviour of the driver				

prohibited.
If you have received this transmission by error, please notify us immediately by return email and destroy the original transmission immediately and all copies thereof.

From: Consumer Protection BC [mailto:info@consumerprotectionbc.ca]
Sent: Saturday, September 16, 2017 2:01 PM
To: info@consumerprotectionbc.ca
Subject: A new consumer inquiry has been received

A Consumer Inquiry
The information below was submitted today by a consumer using the inquiry form on our web site, or from the consumer awareness campaign link to send us an email. This information below can be used to create a new inquiry in IRIS, or can be forwarded to the appropriate person or organization.
Consumer Information
Name: s.15,s.22
Location:Lower Mainland
Phone Number: s.22
Email: s.22
Type:I'm a consumer

Complaint Information
Business Type:Transport
Business Name:Blacktop and Checker cabs
Business Location:Vancouver
Transaction Date:2017-09-14
Transaction Channel:Other
Tried to resolve?Yes
Complaint Document:
Complaint Details:September 15 2017 around 640 pm I had a horrific experience in one of your cabs. I was engaging with my friend about various things when the driver decided to inject himself into out conversation. He criticized my friend and then starting in on me. I politely asked to not engage in our conversation and he started getting abrupt and derogatory. He threatened to kick me out if his cab, I was fine as I wanted to get away from such an abusive person. He continued to use profanity toward my friend and I. We are two females who felt absolutely violated and threaten by this experience.

Unfortunately when we mentioned it to others and other businesses they all said that this is how the cab companies are rude and quite abusive toward women.

The cab company was Black top checker cabs. The driver was BT 159 licence plate HG 5338.

Consumer Protection BC
INQUIRY CENTRE#307 - 3450 UPTOWN BLVD.
Victoria BC V8Z 0B9
Toll Free: 1 888 564-9963
Telephone: 604 320-1667
Facsimile: 250 920-7181
consumerprotectionbc.ca

_____
Sept. 22/17 2:30 PM.
Good afternoon Saif and Saurabh,

The Passenger Transportation Branch received the following complaint from Consumer Protection BC today. The information provided reads in part as follows:

Company name: Black Top Cabs
Taxi number or license: BT 159 licence plate HG 5338
Date of incident: September 15 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00200**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 22, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 22, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 27, 2017
Subject	Behaviour of the driver				

Time of incident: 6:40 pm
Location pick up: not provided
Location drop off: not provided
Brief summary of incident:
Driver of the cab interrupted the passengers conversation. Complainant states the driver was derogatory and threatened to kick her out of the cab. Driver used profanity and she felt that the driver was threatening.

Are you able to identify the driver with the information provided?

You are required to interview the driver in question and report back your findings to the above allegations by Wednesday, September 27, 2017.

_____
Sept. 22/17 3:53 PM.
Hi Saif and Saurabh,

I have provided some more information from the complaint via Consumer Protection BC.

September 15 2017 around 640 pm I had a horrific experience in one of your cabs. I was engaging with my friend about various things when the driver decided to inject himself into our conversation. He criticized my friend and then starting in on me. I politely asked to not engage in our conversation and he started getting abrupt and derogatory. He threatened to kick me out if his cab, I was fine as I wanted to get away from such an abusive person. He continued to use profanity toward my friend and I. We are two females who felt absolutely violated and threaten by this experience.

Unfortunately when we mentioned it to others and other businesses they all said that this is how the cab companies are rude and quite abusive toward women.

The cab company was Black top checker cabs. The driver was BT 159 licence plate HG 5338.

_____
Sept. 22/17 4:01 PM.
Good afternoon s.15,s.22

Please find attached an acknowledgement for the information you provided to Consumer Protection BC.

_____

Conclusion:

Sept. 26/17 5:26 PM. (driver statement imported to the correspondence tab)
Ms. Swan,

We have interviewed the following driver:

Name: s.22
Drivers Licence number: s.22
Car number: 159
Registration number: s.15

The driver was dispatched to pick up from s.22 He picked up two ladies from that address. They originally gave him incorrect name of the drop off place but when he tried to check with dispatch one of them asked him why he did not know the location of the place they were going to. The correct name of the restaurant was figured out after involving dispatcher on duty.

On the way to the drop off the one of the passengers started racially commenting on Asian and South Asian people. The driver requested them to stop it when he saw that they did not stop commenting. At this point he had to politely advise them that he can park the car if they did not stop and they can take another car. One of the passengers directed her comments towards him at that point even when her friend tried to stop her.

Eventually he parked the car at their drop off and they went away without paying his fare.

A written statement by the driver is attached.

In case you need any other information from our end, please contact me.

_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00200**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 22, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 22, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Sep 27, 2017
Subject	Behaviour of the driver				

Sept. 27/17 9:59 AM.
Good morning Saurabh,

Thank you for providing findings and driver statement.

_____

Sept. 27/17
Allegations of driver being derogatory and theatened to kick the complainant out of the cab unsubstantiated. File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00201**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 27, 2017
Location	MAPLE RIDGE	**Received via**	Email	**Completion Date**	Sep 27, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70274
License Type Special

ATTN: George Nestor, Sohan Singh Mehat
ALOUETTE TRANSIT SYSTEMS LTD.
20542 DEWDNEY TRUNK RD
MAPLE RIDGE BC V2X 3E3

Phone 604-465-5555
Fax 604-465-8251
Email alouette.taxi@yahoo.ca; sohan_mehat@shaw.ca

Driver

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

Comments:

Sept. 26/17 2:54 PM.(Taxi Comments/Concerns Form imported to the correspondence tab)
Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 99554

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Alouette Taxi Maple Ridge
Taxi number: Not provided
Date of incident: 2017-09-14
Time of incident: 3:30 pm
Pick up location: s.22 Maple Ridge
Proposed drop off location: N/A
Issue: Consumer alleges that they were told a taxi would arrive in 15-20 minutes, but they waited for 42 minutes. When the taxi arrived they asked the driver about the long wait time. They claim that the driver thenptb yelled at her to get out of the taxi. Please see attached.

Thank you,

JULIE McNAMARA | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2805
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9

_____
Sept. 27/17 9:29 AM.
Good morning George,

The Passenger Transportation Branch received a taxi complaint from Consumer Protection BC yesterday.

The information provided reads in part as follows:

Taxi company: Alouette Taxi Maple Ridge

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00201**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 27, 2017
Location	MAPLE RIDGE	**Received via**	Email	**Completion Date**	Sep 27, 2017
Subject	Behaviour of the driver				

Taxi number: Not provided
Date of incident: 2017-09-14
Time of incident: 3:30 pm
Pick up location: s.22 Maple Ridge
Proposed drop off location: N/A
Issue:

I called Alouette Taxi at 2:47 pm for service and I was told it will be at my house in 15-20 minutes. After I called again at 3:17 pm (30 minutes later), the taxi finally arrived at 3:29 pm (after 42 minutes waiting in the street). After I got in the car s.22 I asked the driver what happened and why it took that long because I was missing my appointment. He said they are very busy. I mentioned that I was told it will take 15-20 minutes and it took much longer. The driver got mad and yelled at me. Listen to me lady. Get out of my taxi. My s.2 got scared and started to cry and we got out. I told him that I will call the police and he said I don't care.

George, please interview the driver in question and report back your findings to the above allegations by Wednesday, October 04, 2017.

_____
Sept. 27/17 1:23 PM.
Good afternoon s.15,s.22

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

_____

Conclusion:

Sept. 27/17 3:28 PM.
Hi Louise:

I have already dealt with this complaint with the s.22 I have already spoken to the driver and again with s.22 . We were very busy that day and yes - the cab was late. The cab was stopped on Dewdney Trunk Rd. with his flashers on.
They never even all got into the car. The driver asked her to get in - not out. He was blocking traffic. He said he got there within 3 minutes
of the computer giving him the trip and he told me she used a derogatory remark about his race. This driver has been with both of Sohans companies for many years.....never even one complaint. I told the s.22 that this driver is the one we send to diffuse problems -
not cause them. He told me his wife would never use bad language of any kind and that this driver was lying. I tried to explain how the computer system works and I tried to apologize for the lateness. The s.22 told me he wanted the driver fired for lying and that he
would be calling the police.. He then hung u p on me. I have known this driver for over 25 years and have never even heard him swear.
We use him as our road " statesman " and to train new drivers. The s.22 was still adamant that his wife was kicked out of the car.

If you wish to investigate further I can provide you with drivers Name if you wish.

George
Alouette Taxi

_____
Sept. 27/17 4:07 PM.
Hi George,

Thank you for your findings. It is not the policy of the Branch to interview drivers. We communicate with the licensee. I will close this file.

_____
Sept. 27/17 Yes the taxi was 42 minutes late or? Licensee denies the driver told the lady to get out of the car. Driver asked the lady to get in the car. Allegations substantiated in part only. The part of the taxi being late only. File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00202**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 22, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Sep 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 6, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

September 22, 2017 - the following complaint was received at the Passenger Transportation Branch:

Inquiry #:99460
Consumer name: s.15,s.22
Consumer numbe
Company name: Yellow Cab
Taxi number or license: y92
Date of incident: September 14th 2017
Time of incident: 3:00pm
Location pick up: s.22 Vancouver
Location drop off: not applicable
Email or mailing address: s.22

Brief summary of incident

A cab was requested by her boss. When the car arrived s.15 provided her destination which in Coquitlam. The driver refused the trip and told her that he would request a different car to take her. s.1 waited 10 minutes, no cab arrived. Her boss called Yellow cab again and the dispatch stated that there was no record of a second cab being requested. The dispatcher said they would send another cab. Another cab drove by shortly after but did not stop. Her boss called Yellow cab again and requested to speak to a manager. s.15 states "He basically told us to get lost and no one wanted to go to Coquitlam."

END_____

September 28, 2017 - Acknowledgement letter directed to the complainant (mgl)

_____

September 28, 2017 - Complaint forwarded to Carolyn Bauer, General Manager of Yellow Cab Company for her investigation and rebuttal. (mgl)

_____

October 2, 2017 - Carolyn Bauer responded as follows:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00202**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 22, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Sep 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 6, 2017
Subject	Trip refusal				

Good morning Margaret, I have only two trips from that address on September 14th at that time, please see screen shot below. The bottom trip ID number 4309064 was cancelled by dispatch, I do not know why nor can the dispatcher remember, another trip was generated (screen shot below) , the driver went there, he was a night driver operating from 3:00pm to 3:00am, he was driving taxi Y011. When he arrived there was a man there that told him that he was not going to take Yellow Cab because two taxis had refused him, the driver got out and tried to find out who refused him but the person told him it was not his fault that they now had a Black Top Coming, the driver said he was very sorry for the other Yellow Cab drivers and would discoiunt his trip because of this (I have reminded the driver he can not discount) the person said no. Black Top arrived, the Black Top driver asked why the Yellow Cab driver was not taking the trip, The custoemr said he had two refusals.

I can not find any other trip requests for that address and for that time. You have all the trips in the screen shot below for a pick up address of s.22 for the 14th and the 15th of September.

(Please note that Carolyn's rebuttal was accompanied by Company's dispatch log printout for the alleged trip refusal for September 14, 2017.)

_____

October 5, 2017 - contact was made with Carolyn to further discuss her findings. She was questioned with respect to why the dispatcher cancelled the second trip. Her explanation was that the dispatcher could not remember. The first dispatch was indicated as a no-show.

_____

October 5 and 6, 2017 - three separate messages were left for s.15,s.22 with a view of obtaining clarification with respect to who declined the 3rd driver that was dispatched by Yellow Cab. I was advised by the receptionist that answered s.22 that s.15 is in and out of the office. In addition to two voice messages that were left for her to return the Investigator's call, a request was also left with the receptionist to have s.15 contact the Investigator. At the time of concluding the investigation, no telephone call was received from s.15 (mgl)

_____

October 6, 2017 - a request was made to Black Top's manager to conduct a search for the driver that picked up the complainant on September 14, 2017 from s.22 Vancouver to Coquitlam. The manager did provide the trip information which confirmed the driver's statement that he attended but that Black Top cab was called and did transport the complainant to Coquitlam. (mgl)

Conclusion:

The complaint was directed to Carolyn Bauer for her investigation and response.

Carolyn responded that only two trips were recorded on September 14, 2017 from Yew Street in Vancouver. One trip was cancelled by the dispatcher who could not remember why the trip was cancelled. The other trip was sourced by a night driver operating from 3:00 pm to 3:00 am on taxi Y011. The driver said that when he arrived at the address there was a man who told him that he was not going to take Yellow Cab because two taxis had refused him, and that Black Top was coming to pick him up. The driver allegedly got out of his cab and attempted to find out the identity of the other two drivers.

The GPS (vehicle movement) information provided by Carolyn was lacking. The printout did not provide any useful information. The information did not identify the Unit number only the job numbers, date and time and pick up location. The status indicated one trip was cancelled by the dispatcher and the other was a no show.

The complainant did not take the time to participate in the investigation. If the complainant had taken the time to contact the Investigator, the information provided by Carolyn could have been further clarified.

Summary

The allegation filed against the drivers of Yellow Cab has not been substantiated by their manager or by the Investigator. As a result, the investigation is closed. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00203**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Sep 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 6, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

September 27, 2017 - the following complaint was directed to the Passenger Transportation Branch through Consumer Protection BC:

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Yellow Cab
Driver's Name: Complainant does not know.
Taxi Number or License: Taxi 172 (Number on receipt not sure it is actual taxi number).

Incident
Date of incident: August 26, 2017
Time of incident: 1:30 p.m.
Location Pick Up: s.22 , Vancouver BC
Location Drop Off: Pitt Meadows, BC

Summary of Incident: Complainant states that upon arriving at destination s.22 were told that their credit card was not working. Complainant came out to car and paid for cab with his credit card. A few days later complainant and s.22 realized that both cards had been charged. Complainant will be calling credit card provider to dispute charges. Complainant has also tried contacting Yellow Cab for the past 3 weeks but no one will return his call.

END_____

September 28, 2017 - Acknowledgement letter was directed to the complainant (mgl)

_____

September 28, 2017 - Email directing the complaint to Carolyn Bauer for her investigation and rebuttal. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00203**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Sep 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 6, 2017
Subject	Payment issues				

October 2, 2017 to October 6, 2017 - email thread between Inspector Lovell and Carolyn Bauer:

From: Carolyn Bauer [mailto:carolyn@yellow-cab.ca]
Sent: Monday, October 2, 2017 8:35 AM
To: Lovell, Margaret G TRAN:EX
Subject: RE: Complaint filed through Consumer Protection BC

Have the customer call me directly, I will issue a refund once I verify that it was charged twice.

Thank you

Carolyn

Hello Carolyn:

Here is the information I requested and received from the complainant in support of the allegation. I am providing this information only because the complainant said he tried contacting your company for the past three weeks. I hope you are able to resolve this matter. Thanks:

From: Lovell, Margaret G TRAN:EX [mailto:Margaret.Lovell@gov.bc.ca]
Sent: October 5, 2017 10:46 AM
To: Carolyn Bauer <carolyn@yellow-cab.ca>
Subject: RE: Complaint filed through Consumer Protection BC

Hello Carolyn:

Here is the information I requested and received from the complainant in support of the allegation. I am providing this information only because the complainant said he tried contacting your company for the past three weeks. I hope you are able to resolve this matter. Thanks

Good Afternoon Margaret,

Thank you very much for the prompt response. Attached are screenshots of both credit cards.
First Credit Card:
s.22
This card was charged $106.70
Second credit card:
s.22
This card was charged $106.70.

From: Carolyn Bauer
Sent: October 5, 2017 10:56 AM
To: 'Lovell, Margaret G TRAN:EX' <Margaret.Lovell@gov.bc.ca>
Cc: Mehrdad Jamshidpour <mehrdad@yellow-cab.ca>
Subject: RE: Complaint filed through Consumer Protection BC

Both myself and Mehrdad (yellow cab controller) just called s.15 and left him a voice message to call us so we can refund monies to him.

Thanks

Carolyn

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00203**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Sep 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 6, 2017
Subject	Payment issues				

From: Carolyn Bauer [mailto:carolyn@yellow-cab.ca]
Sent: Friday, October 6, 2017 7:12 AM
To: Lovell, Margaret G TRAN:EX
Cc: Mehrdad Jamshidpour
Subject: RE: Complaint filed through Consumer Protection BC

Good morning Margaret, Mehrdad made contact with s.1 yesterday, he is insistent that both his credit cards were charged twice, we were able to find one of his cards but not the other, Mehrdad has asked him to send us over original statement so we can clear this up.

Thanks

Carolyn

Carolyn:

I have provided you with the evidence that shows the amount was debited on two separate credit cards. Please resolve – this is a customer matter.

Margaret Lovell

Hi Carolyn:

I am sorry, we do not request the complete credit card statement of the complainant – only enough information that indicates the card was debited – that was provided. If it is you policy to request the statement, then you will have to negotiate that with the complainant because it is deemed personal information. The Branch cannot release personal information to you. The complainant's contact information was provided to you, and he indicated that he has been calling your office for three weeks.

Regards.

From: Carolyn Bauer
Sent: October-06-17 8:13 AM
To: Lovell, Margaret G TRAN:EX <Margaret.Lovell@gov.bc.ca>
Cc: Mehrdad Jamshidpour <mehrdad@yellow-cab.ca>
Subject: RE: Complaint filed through Consumer Protection BC

No we did not receive that evidence from you Margaret. We need his statement. When we cross check Visa or Master Card withdrawals we do it with our Bank, our bank would not lie to us and tell us that they can not find one credit card that was charged if in fact they did. As mentioned we and the bank have no record of that one credit card being charged. As mentioned we have asked him to send the full statement, he can black out other entries. He has said he will do this and we will wait for this. What he has sent you is not a statement.

Perhaps you would like to come to Yellow Cab to see how we investigate these matters so you know going forward.

Thanks

Good morning All,

Problem solved, The reason I was not able to find the first charge was the credit card number provided was not correct is.22 but

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00203**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Sep 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 6, 2017
Subject	Payment issues				

after s.1 sent me his statement I found out that last digit s.2 I was able to find the transaction and refunded the amount last night and informed the customer.

Thanks.

Mehrdad

_____

Conclusion:

The complaint was investigated. The complainant provided the Investigating Inspector with some proof that two separate Credit cards were debited. The information provided was not sufficient proof for the licensee (Carolyn) to authorize a refund. Contact information was provided to Carolyn who was able to obtain the necessary account information to refund the complainant.

Summary

The complainant advised that the extra charges on two separate credit cards was resolved by the Manager of Yellow Cab. No further action is required by the Investigator, and the complaint is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00204**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Sep 29, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 10, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN 11062459 **Jurisdiction** BC
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

License Num: s.22 **Class:** 4
Driver Name: **Expiry Date:** s.22
Birthdate: **Jurisdiction** BC

Comments:

September 22, 2017 - the following complaint was directed by Consumer Protection BC to the Passenger Transportation Branch:

Consumer number: 604-379-7138
Company name: Black Top Cabs
Taxi number or license: #51
Date of incident: September 2nd, 2017
Time of incident: 5:00 am
Location pick up: s.22 Vancouver.
Location drop off: YVR airport
Email or mailing address: s.22

Brief summary of incident:

s.15,s. states that s.22 took a cab from the pick up location to the drop off location and the trip took 10 minutes. Robert states that the cab was travelling at excessive speed, reaching speeds of up to 100km/h on suburban streets. He states that this is clearly a violation of traffic law, unprofessional, unsafe, and placed s.22 as well as others in potentially unnecessary danger. s.15,s states that the driver was a s.22 s.22

Additional information as provided in the Taxi Comments/Concerns Form completed by the complainant

1. What is Black Top Cabs' policy regarding excessive speed and other unlawful unsafe driving practices?
2. Is this policy communicated effectively to drivers?
3. How is speed monitored or enforced? All cabs have GPS tracking, is there an alert when a cab is exceeding posted speed limits (this is common in corporate fleets).
4. How can I be assured that family members and work colleagues will in future receive safe, professional service from Black Top Cabs?

I have copied Ray Henderson, who is Golder's Regional Health, Safety, Security and Environment leader.

END_____

September 29, 2017 - Acknowledgement letter was directed to the complainant (mgl)

Last Updated By: mglovell Last Updated Date: Oct 10, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00204**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Sep 29, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 10, 2017
Subject	Behaviour of the driver				

September 29, 2017 - complaint directed to Saif Ullah, General Manager of Black Top, for his investigation. (mgl)

October 10, 2017 - the following response was received from Saurabh Bahl, Operations Manager:

We have interviewed the following driver:

Name: s.22
Drivers Licence Number: s.22
Car Number: 51
Registration Number: s.15

The driver agrees that he may have inadvertently gone over the speed limit as the passenger was going to the airport and he did not want them to miss their flight. He agreed to any punishment given by the company as he is guilty of not obeying the traffic laws applicable to all drivers.

Please note our answers to the concerns raised by the complainant:

1. Black Top and Checker Cabs does not encourage excessive speeding or other unlawful unsafe driving practices and we fine the drivers who are guilty of this by suspending them as it would lead to loss of wages for them.
2.This policy is effectively communicated to all drivers and we also have a safety committee set up to enforce these rules and regulations.
3.We do not have any device to monitor the speeds of the cars but we do have GPS monitoring.

4.Our passengers should feel assured that majority of our drivers follow the traffic laws set up in place as the safety of our passengers and other users of the road is utmost priority of Black Top and Checker Cabs. We take action against all erring drivers so that it acts as a deterrent for other drivers planning to break the law.

5.We have suspended this driver for2 days starting October 12, 2017. A copy of the suspension letter is attached along with a statement from the driver.

In case you need any other information from us, kindly contact me.

Thank you. END_____

ALSO:

The Driver's Statement is as follows:

I, s.22 do not recall this trip and I always obey the traffic rules. The safety of me and my passengers is always a priority.

I might have accelerated during this trip, as the customer was going to the airport and I did not want them to be late for their flight. I might have gone over the speed limit while going downhill or while merging lanes as well

I accept any punishment you give me.

Thank you.

Conclusion:

A response was received from the Operations Manager of Black Top, as well as driver's statement.

The Operations Manager took action based on their company's policies. The driver was suspended for two day effective October 12 and 13, 2017. The suspension was directed to the driver in writing.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00204**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Sep 29, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 10, 2017
Subject	Behaviour of the driver				

Summary

The operations manager took decisive action in suspending the driver for two days. The driver was reminded that he is to adhere to the posted speed limits which is applicable to all drivers at all times. It is the law. The suspension was based on the driver ignoring traffic law. The complaint was substantiated.

The investigation is closed. No further action is required by the Investigating Inspector. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00205**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Sep 29, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Nov 16, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Sep 28, 2017 - Received email from Consumer Protection:

Consumer name: s.15,s.22
Consumer numbe
Consumer work number: s.22
Taxi number or license: Not provided, requested.
Company name: Yellow Cab
Date of incident: September 17th, 2017
Time of incident: 5 pm
Location pick up: s.22 North Vancouver
Location drop off: s.22 Vancouver
Email or mailing address: s.22
Brief summary of incident:
s.15,s. s.22 has a charge account with Yellow cabs. She regularly travels from her home to s.15,s.2 home. Last Sunday she requested a taxi and she was told they will no longer pick her up in North Vancouver. The company did not give an explanation.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

End… (djp)

Sep 29, 2017 - Sent Fraser at Consumer Protection an email asking for their reference number. (djp)

Sep 29, 2017 - Sent acknowledgement email asking for contact info for the s.22 who was the person actually speaking to Yellow Cab. (djp)

Oct 23. 2017 - I called and left a message on s.15,s.22 vm asking him to call me. (djp)

Conclusion:

Complaint unsubstantiated.

Last Updated By: dpickeri Last Updated Date: Nov 16, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00205**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Sep 29, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Nov 16, 2017
Subject	Trip refusal				

Sep 29, 2017 - Complaint is second hand. I want to hear from the s.22 who was actually dealing with the company. Sent email to s.15,s. asking for her contact info. (djp)
Oct 23, 2017 - Called s.15,s. left vm asking him to call me. (djp)
Nov 16, 2017 - No reply from s.15,s. Complaint closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00206**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 29, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 3, 2017
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Sept. 29/17 11:12 AM.
Consumer Name: s.15,s.22
Consumer contac
Taxi company: Yellow Cab
Taxi number: N/A
Date of incident: 2017-09-29
Time of incident: called at 7:40 am asked for a 9:30 am pick up
Pick up location: s.22 Vancouver
Proposed drop off location: s.22 Vancouver
Issue: Consumer called at 7:40 am asked for a 9:30 am pick up. At 9:30am she called the business b/c the cab hadn't shown up yet. They said the cab hadn't left, apologized and told her they'd sent one now. About 10 minutes later she got a text saying the cab arrived, she went outside and waited another 10 mins before calling the business again. This time they advised that someone else had taken her cab. Said promised to send another. While on the phone with her she got a text saying the cab had arrived, but it had not. It was a little after 10 when she phoned.

_____
Sept. 29/17 I contacted s.15,s.22 for her e-mail address. Said I would be sending her an acknowledgment letter via e-mail. She said she was late for her job interview. I told her she needs to speak with the General Manager Carolyn Bauer as this is a customer service matter.

_____
Sept. 29/17 12:46 PM.
Good afternoon s.15,s.2

The Passenger Transportation Branch received your taxi complaint from Consumer Protection BC today. Thank you for bringing this matter forward.

We recommend that you contact the company directly at 604-681-1111 and ask to speak with the General Manager, Carolyn Bauer, as they would be interested in receiving this information.

Taxi company: Yellow Cab
Taxi number: N/A
Date of incident: 2017-09-29
Time of incident: called at 7:40 am asked for a 9:30 am pick up
Pick up location: s.22 Vancouver
Proposed drop off location: s.22 Vancouver
Issue:

Last Updated By: lmswan Last Updated Date: Oct 3, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00206**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Sep 29, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 3, 2017
Subject	Wait times (regular/accessible taxi)				

Consumer called at 7:40 am asked for a 9:30 am pick up. At 9:30am she called the business back the cab hadn't shown up yet. They said the cab hadn't left, apologized and told her they'd sent one now. About 10 minutes later she got a text saying the cab arrived, she went outside and waited another 10 mins before calling the business again. This time they advised that someone else had taken her cab. Said promised to send another. While on the phone with her she got a text saying the cab had arrived, but it had not. It was a little after 10 when she phoned.

Please be advised we also sent the information you provided to Yellow Cab attention Carolyn Bauer via e-mail. s.15,s. I also let Carolyn Bauer know that you were late for your job interview.
We do not release your name or contact information.

Conclusion:

Sept. 29/17 11:57 AM.
Good morning Carolyn,

The Passenger Transportation Branch received the following taxi complaint from Consumer Protection BC today.

We have recently undertaken a review of our complaint and investigation process, in particular customer service issues.

As this is a customer service matter, we are referring this matter to you so it can be addressed with your dispatch, as needed.

We have also referred the complainant to contact Yellow Cab at 604-681-1111, and ask them to speak with yourself as the General Manager.

The following information was provided by the complainant through Consumer Protection BC.

Taxi company: Yellow Cab
Taxi number: N/A
Date of incident: 2017-09-29
Time of incident: called at 7:40 am asked for a 9:30 am pick up
Pick up location: s.22 Vancouver
Proposed drop off location: s.22 Vancouver
Issue:
Consumer called at 7:40 am asked for a 9:30 am pick up. At 9:30am she called the business back the cab hadn't shown up yet. They said the cab hadn't left, apologized and told her they'd sent one now. About 10 minutes later she got a text saying the cab arrived, she went outside and waited another 10 mins before calling the business again. This time they advised that someone else had taken her cab. Said promised to send another. While on the phone with her she got a text saying the cab had arrived, but it had not. It was a little after 10 when she phoned.

Carolyn, I spoke with the complainant to get her e-mail address so I could send the acknowledgment letter. She advised she was late for her job interview.

We may request the outcome of your investigation, as we record complaints and report them to the Passenger Transportation Board upon request, this is normally done as part of the application process.

If you have any questions, please do not hesitate to contact us.

_____
Oct. 02/17 8:41 AM.
Good morning Louise I spoke with s.15,s.22 on Friday and have also spoken with Dispatch. At that time we had over 200 trips waiting in our system, no excuses but the Dispatcher did drop the ball on her trip. She was satisfied by the end of our call.

Have a great day.

Carolyn

_____
Oct. 03/17
At that time we had over 200 trips waiting in our system, no excuses but the Dispatcher did drop the ball on her trip. She was satisfied by the end of our call.
Delays in getting a taxi are substantiated. File closed. Lms

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00207**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 2, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 2, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 18, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number
License Type

Phone
Fax
Email

Driver

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

Comments:

Oct 2, 2017 - Email from Consumer Protection:

Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 99664

Consumer Name: s.15,s.22
Consumer contact
Taxi company: Various
Taxi number: N/A
Date of incident: Program started the weekend after labour day. The weekend of Sept. 8th
Time of incident: between 12:00am and 3am
Pick up location: s.22
Proposed drop off location: Various
Issue: Caller works with a non-profit organization called s.22 The organization helps people coming out of bars access cabs or safe trips home. She claims that she and her organization have witnessed countless trip refusals down on s.22 Saturday night the taxi's are continually refusing service to intoxicated people. Last weekend she claims she was trying to find a ride for 2 young girls and was denied 4-5 times. Doesn't have any specific companies or cab numbers, but is quite alarmed by the situation which appears to be happening every weekend.

Thank you,

JULIE McNAMARA | LICENSING & INFORMATION OFFICER

End… (djp)

Oct 2, 2017 - I called s.15,s. quoted her the Taxi Bill of Rights, she said she was aware of the program. I asked her about the incident merntioned in the complaint and she said she would hail the cab, she would not mentioned the address yet and as soon as drivers saw the 2 women they wouldn refuse the trip saying 'I don't take drunk people.' She said the 2 women they were hailing the ride for were drunk but were not actng in an offensive or aggressive manner. She said one had thrown up earlier. She said after trying repeatedly to hail a cab they had 2 VPD come and help them and they got a cab for the 2.

Last Updated By: dpickeri Last Updated Date: Oct 18, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00207**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 2, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 2, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 18, 2017
Subject	Trip refusal				

s.22 said this has happened repeatedly each of the 4 nights she has volunteered for the program and other volunteers have reported the same; cabs repeatedly refusing to take drunk people.
I asked her when safe to do so please get specific vehicle info and details and forward to us and she agreed to do so. (djp)

Oct 2, 2017 - Sent acknowledgement email asking for details on specific incidents (djp)

Conclusion:

Oct 18, 2017 - Complaint unsubstantiated. Complainant reported multiple incidents of trip refusal. I called her and advised her about Regs and Bill of Rights. She described the s.22 program and how they assist people in the entertainment district to find cabs in the evening. She had no specific details of the reported incidents such as vehicle identifiers, exact time, location. She said she would contact us if further incidents occur. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00208**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 2, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Jan 5, 2018
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

Aug 10, 2017 - The Passenger Transprotation Branch received the following complaint forwarded by Consumer Protection BC, as follows:

Inquiry#: 98368
Consumer Name: s.15,s.22
Company name: Black top cabs
Taxi number or license: BT101
Date of incident: August 1 2017
Time of incident: 6:30pm
Location pick up: s.22 , Burnaby BC s.22
Location drop off: s.22 Burnaby BC=
Email or mailing address:

Brief summary of incident:
Hailed a a cab. When the consumer was getting in to the cab she noticed that the bumper was not properly attached. Consumer provided directions and the drive did not know where is was so he looked up the address with gps. The driver did not go the correct direction and the consumer questioned the direction, which caused an argument. The consumer became uncomfortable and requested to be let out of the vehicle. see attached complaint form.

END_____

Oct. 6, 2017 - Sent complaint to General Manager by email, as follows:

Hello Saif,

File: 2017-00208

The following complaint was received by the Branch from Consumer Protection BC. Please review and investigate and report your findings on or before September 22, 2017.

The complaint reads in part as follows:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00208**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 2, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Jan 5, 2018
Subject	Operating outside the licensee's area of service (poaching)				

Company name: Black Top Cabs
Taxi number or license: BT101
Date of incident: August 1, 2017
Time of incident: 6:30pm
Location pick up: s.22 Burnaby BC s.22
Location drop off: s.22 Burnaby BC

Summary of incident:
Hailed cab, driver pulled over to pick up myself and 1 other passenger. Noticed the rear right bumper was not fully attached to vehicle, coming off. Driver started meter and started driving. We gave directions to home address and said s.22 Driver did not know where it was so he
looked address up in GPS while driving. He then pointed out that destination address was in Coquitlam, and that we were going toward the red point
on his GPS. I said, that no, in fact we were going toward the green point as Driver was still disorientated. Driver started saying 'if you aren't happy, I can let you off, I take you, you pay me then end'. I said, what makes you think there is a problem?. He replied, I can see your face. Driver insisted there was a problem, implying that he did not want to provide us service. We were not being aggressive and found it strange that his demeanour changed immediately after we gave him our address, making me believe that he did not want to drive that distance. As he continued speaking about a
problem that did not exist, I felt uncomfortable in the vehicle with him and we requested to be let out of vehicle. We did not pay.

Please take a look at the condition of the rear bumper of vehicle BT101 and interview the driver in question and report back your findings to the allegations by Friday, October 13, 2017.

END_____

Oct. 13, 2017 - Saurabh Bahl, Operations Manager responded as follows:

Ms. Rotgans,

We have interviewed the following driver:

Name: s.22
Drivers Licence Number: s.22
Car Number: 101
Registration Number: s.15

The driver agrees that he picked a flag by mistake and has provided us a statement for the same. During the trip there was some confusion regarding the drop off address due to he had requested the passengers to take another cab.

As he had picked up out of our city boundary and this trip was not authorized by us, he has been suspended for 5 days starting tomorrow. A copy of the suspension letter is attached.

I have also inspected the car and have attached the pictures for your reference. This car had a MVA on July 30, 2017 and has been repaired after that. Claim number for the same is s.15

Thank you,

Saurabh Bahl
Operations Manager
Black Top and Checker Cabs
604 891 8504

Photos of the bumper, letter of suspension and driver's statement attached.

END_____

Conclusion:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00208**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 2, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Jan 5, 2018
Subject	Operating outside the licensee's area of service (poaching)				

The allegations were substantiated. The driver admited to picking up a fare outside the originating area. There was confusion regarding the requested drop off location and the driver and passenger agreed to stop and the passenger could take another cab. As the driver picked-up a fare outside the operating area the company suspended the driver for 5 days (copy of suspension letter provided)

The vehicle was in a MVA on July 30, 2017 and the bumper has been repaired.

Complaint closed.

(nr)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00209**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Oct 6, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 23, 2017
Subject	Vehicle interior				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

License Num: s.22 **Class:** 4
Driver Name: **Expiry Date:** s.22
Birthdate: **Jurisdiction** BC

Comments:

October 5, 2017 - The following complaint was directed by Consumer Protection BC to the Passenger Transportation Branch for our investigation:

Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone: Complainant did not provide but information has been requested.

Taxi Info
Taxi Company: Complainant did not provide but information has been requested.
Driver's Name: Complainant did not provide but information has been requested.
Taxi Number or License: BT27

Incident
Date of incident: September 28, 2017
Time of incident: Complainant did not provide but information has been requested.
Location Pick Up: Complainant did not provide but information has been requested.
Location Drop Off: Complainant did not provide but information has been requested.

Summary of Incident: Complainant believes that driver had been smoking in vehicle. Complainant stated that "Complainant did not provide but information has been requested" Complaint also stated that there was a can of freshener spray on back of seat to try to mask smell.

END_____

October 6, 2017 - Acknowledgement letter directed to the complainant. (mgl)

_____

October 17, 2017, the following email was directed to Saurabh Bahl, Operations Manager of Black Top Cabs:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00209**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 5, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Oct 6, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 23, 2017
Subject	Vehicle interior				

Our File No. 2017-00209

Consumer Protection BC directed a complaint to the Branch wherein it was alleged that the driver of Unit No. BT27 had been smoking in the vehicle. The date of the incident is September 28, 2017. The Investigator attempted to obtain further clarification from the complainant but was not successful. Please remind the drivers on Unit BT27, that the Taxi Bill of Rights states: “Taxi Passenger have the right to “a taxi that is clean and smoke free”. Drivers cannot smoke in the vehicle and then attempt to mask the odour by applying air-freshener spray.

Please send your rebuttal that the allegation was discussed with the drivers of Unit BT27 on or before October 20, 2017, and that your drivers were reminded of your company’s policy regarding smoking in the vehicle.

Regards. (mgl)

_____

October 20, 2017 - the following response was provided by Manager Saurabh Bahl:

"As per the driver, he does some but has never done so inside the car, as he knows it is against the law. He has been reminded as well to make sure that the car is smoke free. We have also sent reminders to all drivers that smoking inside the car is against the law. Thank you. (mgl)

_____

Conclusion:

The complaint directed to the Branch by Consumer Protection BC lacked pertinent information. The complainant was advised that without more specific information investigation into the complaint cannot proceed and the investigation would be closed. However, the complaint was brought to the attention of the Operations Manager of Black Top, urging them to ensure that drivers are reminded and made aware that passengers have right to a clean and smoke free vehicle.

The manager responded that the driver on shift was interviewed and he acknowledged that he is a smoker. However, he has never smoked in the vehicle and is aware it is against the law. The driver was urged to insure the vehicle is smoke free. The manager alleges that a reminder was sent to all drivers that smoking inside the car is against the law.

SUMMARY

The complaint was not substantiated. However, the manager addressed the issue with the driver that was on shift, as well as to all driver that smoking in the vehicle is not allowed.

The investigation is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00210**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 6, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number
License Type

Phone
Fax
Email

Driver

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

Comments:

Sep. 11, 2017 - The following complaint was forwarded to the Branch by Consumer Protection BC, as follows:

Inquiry #: 99125
Consumer Name: s.15,s.22
Consumer Phone number:s.22
Taxi number or license: 31
Taxi company: does not remember
Date of incident: August 17, 2017
Time of incident: 10:45 am
Location pick up:YVR airport
Location drop off: empire landmark hotel(1400 Robson St, Vancouver)
Email or mailing address:s.22
Brief summary of incident:
The cab driver did not use the meter for the trip and asked for $45 when they reached the destination. She saw on a zone fare document the next day that the amount according to the document should have been $31. See attached complaint form for all details provided.

END_____

Oct. 13, 2017 - The complainant could not remember the taxi company name. As the taxi company could not be identified we could not pursue the investigation. (nr)

END_____

Oct. 17, 2017 - Acknowledgement letter sent. See attached.

END_____

Complaint file closed. (nr)

END_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00210**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 6, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Conclusion:

The complainant did not provide the taxi company name. An investigation could not be conducted with incomplete information. If the complainant can provide the taxi company name we will reopen the file.

File closed.

(nr)

END_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00211**	**Request Type**	Record Taxi Complaint	**Received Date**	Sep 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 6, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Trip refusal				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

Sep. 11, 2017 - The following complaint was forwarded to the Branch from Consumer Protection BC, as follows:

INQUIRY: 99162
Company name: Black Top Cabs
Consumer Name: s.15,s.22
Taxi number or license: BT228
Date of incident: September 03, 2017
Time of incident: 12:10am
Location pick up: not applicable
Location drop off: not applicable
Email or mailing address: s.22
Brief summary of incident:
When s.15,s got in the cab the driver asked him where he was going. s.15,s. told the driver that we was going to west Vancouver. The driver told s.15,s. that he was going home for the night. Feel that this has happened more than once. He wants to know if the driver kept working after he said this to s.15,s. See attached video.

END_____

Conclusion:

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00213**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 6, 2017
Requestor	Douglas Pickering	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 6, 2017
Location	NEW WESTMINISTER	**Received via**		**Completion Date**	Oct 17, 2017
Subject					

Requestor

Douglas Pickering

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70476
License Type Special

ATTN: Moonyem Mohammad; Balvinder Singh Randhawa
NORTH SHORE TAXI (1966) LTD.
264 PEMBERTON AVE
NORTH VANCOUVER BC V7P 2R5

Phone 604 980-7011 ext 5
Fax 604 987-6735
Email gm@northshoretaxi.com; manager@northshoretaxi.com

Driver

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

Comments:

Oct 6, 2017 - Sent email to North Shore:

Hello,

On Oct 3, 2017 at 11:40 hrs on Royal Ave at 6th St in New Westminster I inspected vehicle BC plate CG3176 registration s.15 2015 Toyota PT plate 807428. At this time I notified the driver that the PT plate was worn and illegible and must be replaced. Our records show that these violations have not been addressed. You are ordered to correct these issues before the next dispatch of this vehicle for commercial passenger transportation service and to provide notice of compliance by return email by Oct 11, 2017.

Passenger Transportation plates may be replaced free of charge upon return to the Branch of the worn or damaged original plate. Otherwise a $50 replacement fee applies.

Sincerely,

Douglas Pickering

End… (djp)

Oct 6, 2017 - North Shore submitted damaged plate request. (djp)

Conclusion:

Oct 6, 2017 - Complaint substantiated. Plate 807428 worn, ilelgible. Sent email to North Shore ordering them to replace the plate by Oct 11. North Shore submitted damaged plate request Oct 6, repalcement issued Oct 9. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00214**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 10, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Nov 27, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

Oct 9, 2017 - Email from s.15,s.

To whom it may concern / Louise,

I am reporting a handydart related incident that happened to me on Wednesday, September 27th, 2017. On that day I was at s.22 in New Westminster, s.22 waiting for the handydart to pick me up. I am always picked up by the handydart bus or a Taxi. We were only two people at that pick up spot. After waiting for a long time to be picked up, I decided to call handydart to find out what was causing the delay. Just as I got through to handydart the Royal City Taxi turned up so I did not continue the call. A s.22 student who had accompanied me to the pick up spot went to the taxi and asked the s.22 if he has come to collect s.15, The driver said" yes". Due to my s.22 it was and still is presently in a cast air walker boot and I occasionally walk with a walking stick. I walked to the taxi and asked if he has come to collect s.15, and he said " yes". On our way to Braid Station (3-4 car lengths away) the driver said to me: "Are you going to pay cash?"
I explained to him that handydart always picks me up from the pick up spot at s.22 and no one ever asked me for money. He stopped the taxi and called someone at the Royal City Taxi office. After his conversation with them in his language and partly in English he said to me that Royal City Taxi does not deal with handydart, so they asked him to bring me back to s.22 or leave me at Braid Station. He then drove over to the Taxi stand at Braid He asked the person with whom he was speaking to ask handydart if they would pay fro him to take me home. While sitting there the meter was still running, He was sitting in the taxi awaiting reply when all of a sudden in a very aggressive and angry manner he said to me twice "Get out of the taxi, get out of the taxi." It took me a while with a broken foot plus I am s. years old to get out of the taxi. There was a young lady sitting at the bus stop at Braid who helped me.There was a bus going to Coquitlam and she ran to the driver and asked him to wait because of the difficulty I have in walking. The driver waited and tool me to Coquitlam Station, parked her bus and got me a taxi to go home. No taxi driver has ever treated me in this disrespectful way.It was a traumatising experience for me.
On September 28th, 2017 I reported the incident to the manager of Royal City Taxi. He apologised for what had happened and said he will investigate. On October 3rd, 2017 at 11 am I called the manager again after not hearing from him. He told me and I quote:"I am looking into the system but I cannot find the driver. Just hold the line for a minute". By 11.10 am he never came back to the phone line. At 11.17am someone came to the phone and said the manager will call me back.
Today is October 9, 2017 about 7.15pm and no one has called me back.
Please acknowledge receipt of this email and let me know if you have any questions as you look into and address this matter accordingly. Look forward to hearing from you.

Best regards,

s.15,s.22

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00214**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 10, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Nov 27, 2017
Subject	Trip refusal				

End… (djp)

Oct 10, 2017 - Acknowledgement email with added questions:

File No: 2017-00214
October 10, 2017
s.15,s.22
Email: s.22
Dear s.15,s.
Re: Complaint about Royal City Taxi received Oct 9, 2017
Thank you for providing important information to the Passenger Transportation Branch regarding a potential violation(s) of the Passenger Transportation Act and/or Regulations.
Have you previously taken a Royal City taxi in lieu of using the Handydart and if so how was payment handled?
During the incident you describe did you pay for the trip in the taxi from s.22 to Braid Station and if so what was the method of payment?
We value your submission and may contact you for further details. Based on all of the information received, an investigation will be initiated to substantiate the allegations. If a violation has indeed occurred, the Branch will apply whatever penalty is deemed appropriate. However, due to privacy concerns, we are not able to divulge what level or type of penalty was administered.
If you have any questions or concerns please contact us by phone at 604-527-2198 or email at passengertransportationbr@gov.bc.ca.
Regards,
Douglas Pickering

End… (djp)

Oct 10, 2017 - Reply from Sylvia:

Hi Douglas,

Thanks for your prompt reply. Regarding your questions:
1) I take whatever taxi Handy Dart provides and the taxi drivers always confirms that they are there to collect me by calling my name. This is why we asked the taxi driver twice if he had come to collect s.15 (me) to which he confirmed twice with a " yes".
2) I did not pay for the taxi because that is always dealt with by Handy Dart. I explained this to the taxi driver when he , to my surprise, asked if I am paying in cash.
Please keep me posted regarding complaint status and let me know if you have any more questions.
Regards,

s.15,s.2
2

End… (djp)

Oct 18, 2017 - My email to Shashi:

Hello Shashi,

Hope you are doing well.

The following complaint was submitted to the Branch:

Complaint summary: I am reporting a handydart related incident that happened to me on Wednesday, September 27th, 2017. On that day I was at s.22 in New Westminster, s.22 waiting for the handydart to pick me up. I am always picked up by the handydart bus or a Taxi. We were only two people at that pick up spot. After waiting for a long time to be picked up, I decided to call handydart to find out what was causing the delay. Just as I got through to handydart the Royal City Taxi turned up so I did not continue the call. A s.22 student who had accompanied me to the pick up spot went to the taxi and asked the s.22 driver if he has come to collect *complainant's name*. The driver said" yes". Due to my raptured right foot it was and still is presently in a cast air walker boot and I occasionally walk with a walking stick. I walked to the taxi and asked if he has come to collect *complainant's name* and he said " yes". On our way to Braid Station (3-4 car lengths away) the driver said to me: "Are you going to pay cash?"

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00214**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 10, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Nov 27, 2017
Subject	Trip refusal				

I explained to him that handydart always picks me up from the pick up spot at s.22 and no one ever asked me for money. He stopped the taxi and called someone at the Royal City Taxi office. After his conversation with them in his language and partly in English he said to me that Royal City Taxi does not deal with handydart, so they asked him to bring me back to s.22 or leave me at Braid Station. He then drove over to the Taxi stand at Braid He asked the person with whom he was speaking to ask handydart if they would pay fro him to take me home. While sitting there the meter was still running, He was sitting in the taxi awaiting reply when all of a sudden in a very aggressive and angry manner he said to me twice "Get out of the taxi, get out of the taxi." It took me a while with a broken foot plus I am s. years old to get out of the taxi. There was a young lady sitting at the bus stop at Braid who helped me.There was a bus going to Coquitlam and she ran to the driver and asked him to wait because of the difficulty I have in walking. The driver waited and tool me to Coquitlam Station, parked her bus and got me a taxi to go home. No taxi driver has ever treated me in this disrespectful way.It was a traumatising experience for me.
On September 28th, 2017 I reported the incident to the manager of Royal City Taxi. He apologised for what had happened and said he will investigate. On October 3rd, 2017 at 11 am I called the manager again after not hearing from him. He told me and I quote:"I am looking into the system but I cannot find the driver. Just hold the line for a minute". By 11.10 am he never came back to the phone line. At 11.17am someone came to the phone and said the manager will call me back.
Today is October 9, 2017 about 7.15pm and no one has called me back.
1) I take whatever taxi Handy Dart provides and the taxi drivers always confirms that they are there to collect me by calling my name. This is why we asked the taxi driver twice if he had come to collect *complainant's name* (me) to which he confirmed twice with a " yes".
2) I did not pay for the taxi because that is always dealt with by Handy Dart. I explained this to the taxi driver when he , to my surprise, asked if I am paying in cash.

Please investigate this incident and reply by Oct 27, 2017 with a driver's statement and a copy of your policy regarding Handydart trips and how payment for those trips is handled. If this matter has been addressed with the customer please include details of that in your reply.

Regards,

Douglas Pickering

End… (djp)

Oct 19, 2017 - Reply from Shashi:

Hello Mr Pickering;

As per my conversation with Customer, yes I spoke to her and wanted to investigate the issue which I did but could not get find anything in the system. Besides, I try to get more information to help me with the investigation. But she did not have any information. I even send a message to the entire fleet if any car or driver picked up a customer from around s.22 area, then I also check in GPS Vehicle Movement report could not find there as well. I would like to assist her. More so I would want to get that driver so I can take action. But due to lack of information, I could not do anything.

Further upon your complaint I will look again see if I can find somebody. At the same time, I would like to request you if you can get more information from her that can help me in my investigation. Likewise (Car # _____, or License Plate # _____, or Receipt _____. Address of drop off may able to find the car # during that time frame.

I look forward to hearing from you soon.

Thank you,
Shashi Engineer

End… (djp)

Oct 23, 2017 - My email to Sylvia:

Hello Sylvia,

Thank you for the information. Royal City Taxi has been cooperating with us in attempting to identify the driver involved. Is there any further information you can share that would help us such as the taxi unit number (in black on the passenger window or outside on the rear roof pillars) or the licence plate number?

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00214**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 10, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Nov 27, 2017
Subject	Trip refusal				

Regards,

Douglas Pickering

End… (djp)

Nov 6, 2017 - Email from s.15,

Hi Douglas,

I am awaiting your reply regarding the incident from Sep 29 with Royal City Taxi.
Thanks,

Sylvia

End… (djp)

Nov 8, 2017 - My email to s.15,s

Hello s.15,s

We have been unable to identify the individual vehicle involved so we have focused our attention on promoting broader education on this issue within the company.
Royal City Taxi has been cooperative and our aim is to make sure this does not happen to anyone else. I'm not prepared yet to issue a final evaluation on this.

If you do have any questions or if you have any further issues with Royal City or any other taxi company please contact me by email or phone.

Douglas Pickering

End… (djp)

Nov 27, 2017 - Sent email to Shashi with Handdart payment info sheet attached:

Hello Shashi,

Hope you are doing well.

In regards to this complaint, we have been unable to obtain more detailed information from the complainant. We understand Royal City has completed numerous Handy Dart trips without incident but we do request that you take extra care to make sure all drivers are aware of the correct procedure for billing these trips. Handy Dart does make available billing information tools such as the attached handout. If you have not done so we encourage all operators to post this in their place of business and make copies available to drivers.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Complaint unsubstantiated. Complainant alleged driver attempted to charge passenger full fare for Handydart trip and when disputed driver evicted disabled passenger short of their requested destination. Complainant unable to provide details to identify specific vehicle. I provided management with Handydart payment reference sheet and encouraged them to post this in their office and distribute copies to drivers. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00216**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 10, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Dec 5, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone **Fax**
Cell s.22
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70431
License Type Special

ATTN: Shobby Vinayak and Jaswinder Chandi
GUILDFORD CAB (1993) LTD.
101-8299 129 ST
SURREY BC V3W 0A6

Phone 604-635-2051
Fax 604-585-8870
Email gm@surreymetrotaxi.com

Driver

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

Comments:

Aug 10, 2017 - The following complaint was directed by Consumer Protection BC to the Passenger Transportation Branch, as follows:

Inquiry number: 98374

Consumer Name: s.15,s.22
Consumer contact
Taxi company: Surrey Metro Taxi
Taxi number: Not provided
Date of incident: 2016-10-20
Time of incident: 7PM
Pick up location: s.22 Surrey
Proposed drop off location: s.22 Surrey
Issue: s.15,s. alleges that the cab driver was extremely rude to their elderly, disabled s.22 that she needed to exit the cab and has been experiencing severe should pain since that time. Please see attached complaint form and letter correspondence between s.15,s. and the taxi company.

From: s.22
Sent: Monday, July 31, 2017 2:40 PM
To: info@consumerprotectionbc.ca
Subject: Taxi Incident

Dear Sir/ Madam,

Thank you for taking the time to read the attached incident concerns involving my s.22 and Surrey Metro Taxi. Please excuse that this comes so many months after the incident but you will notice in the correspondences, we did try to resolve this with the Taxi Company directly. Unfortunately, they did not cooperate and I would like to ensure this unfortunate event never occurs again, especially since they work with Handy Dart.

Even to this day, my sweet s.22 is still suffering from the injury that occurred that evening and healing is so much difficult at her age. I am helpless and infuriated that she had to even go through this treatment. It is beyond my understanding how a person could be so rude to anyone so senior and even more appalled, that management didn't take proper action. I hope you are able to intervene as this same taxi company often

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00216**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 10, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Dec 5, 2017
Subject	Behaviour of the driver				

picks up on behalf of Handy Dart which as you know deal mainly with those with disability. My s.22 is hesitant whenever a taxi is sent to pick her up instead of a Handy Dart bus and this fear can only be lighted knowing that she wouldn't encounter such a driver.

If you require any further information please do not hesitate to contact me via email or phone.

Sincerely,

s.15,s.22

(nr)

END_____

Nov. 23, 2017 - Acknowledgement letter sent to complainant.

Nove. 23, 2017 - Complaint was forwarded to Shobby, General Manager, for a response, as follows:

Hi Shobby,

Taxi Complaint File: 2017-00216

I understand the complainant already made contact with you months ago. I understand the alleged incident took place over a year ago. Can you please inform me what the outcome was? I have attached an email for your reference .

Taxi company: Surrey Metro Taxi
Taxi number: Not provided
Date of incident: 2016-10-20
Time of incident: 7PM
Pick up location: s.22 Surrev
Proposed drop off location: s.22 Surrey
Issue: Complainant alleges that the cab driver was extremely rude to her elderly, disabled s.22 that she needed to exit the cab and has been experiencing severe shoulder pain since that time.

Even to this day, my sweet s.22 is still suffering from the injury that occurred that evening and healing is so much difficult at her age. I am helpless and infuriated that she had to even go through this treatment. It is beyond my understanding how a person could be so rude to anyone so senior and even more appalled, that management didn't take proper action. I hope you are able to intervene as this same taxi company often picks up on behalf of Handy Dart which as you know deal mainly with those with disability. My s.22 is hesitant whenever a taxi is sent to pick her up instead of a Handy Dart bus and this fear can only be lighted knowing that she wouldn't encounter such a driver.

Please provide a response on or before December 1, 2017.

(nr)

END_____

Nov. 23, 2017 - Shobby Vinayak, General Manager, responded as follows:

The Complaint is more than one year old. I surely would have taken some action. I will have to dig out the trip, driver and the complaint resolution. We have our company AGM on 3-Dec (Sunday). I am preparing for this AGM and general elections. The nominations, scrutiny and later the voting process will be done. I will try to reply to you at the earliest. But if you can grant me little more
time it will be a helpful.

END_____

Nov. 30, 2017 - Shobby Vinayak, General Manager, responded as follows:

In reference to the complaint below here's the answer. The s.22 did contact me long ago. I thought this matter was over. She involved a newspaper editor / correspondent who was satisfied with everything. As this matter came up again, I had to dig out the conversation between the driver, customer and dispatcher. In that conversation, it is quite clear that the lady was not able to give the right address to the driver and then the

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00216**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 10, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Dec 5, 2017
Subject	Behaviour of the driver				

driver called the dispatcher in confusion. The driver is heard telling the dispatcher that the lady wanted to talk to the dispatcher. The lady is heard not able to tell the dispatcher the correct address. The dispatcher tried all possible addresses but could only enter a best address he could understand. The address was again wrong and the driver said I am not taking her as I am not clear of the address. The lady was not calm but the driver seems calm on the phone. The lady then told the dispatcher to send another cab and cancel this one. The driver also requested to cancel his trip and give it to another cab.

The second cab which arrived knew where this lady regularly goes to and did not need the destination address. He took the lady to the correct address and tried to calm down the agitated lady by telling her that probably the previous driver had a bad day. The hand written slip which is being shown was not there initially. Had the address slip been shown it would have been convenient for the first driver to take her. The first driver says that if he had the correct address there was no reason not to take her as he had spend time going to her home address and then spent time trying to understand the address. He also tried if the dispatcher could understand the address but he failed.
In the end, I would request you that we tried all possible things to satisfy them. I fail to understand what do they actually want. Please suggest a possible solution to this. The driver has been punished / suspended for one day for the same.

Waiting to get a possible remedy to this complaint.

(nr)

END_____

Dec. 5, 2017 - Investigating officer Rotgas responded to General Manager, as follows:

Thank you for taking the time to look back at your records on this matter.

You noted the company dealt with the issue internally by disciplining the driver earlier in the year. At the time of the event the dispatcher sent a second cab to take the passenger to her destination. I would agree this was a good decision. I am going to close this file from our end as it is outdated and outside the scope of the Passenger Transportation Act and Regulations.

Shobby, Enjoy the holiday season!

(nr)

END_____

Conclusion:

The complaint was substantiated in part. The company did deal with the customer service complaint earlier in the year and suspended the driver for one day. The driver did do the right thing by calling dispatch when he could not figure out where the passenger wanted to go. Dispatch sent a second driver to take the passenger to her destination. The second driver knew the passenger and was familiar with her destination. The Manager expressed that the company dealt with the complaint through their internal disciplinary actions when the complainant first submitted the complaint directly to the company months ago.

Their appears to be no violation of the Passenger Transportation Act and Regulations.

File closed.

(nr)

END_____

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00217**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 10, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 13, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone **Fax**
Cell s.22
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Aug 10, 2017 - The following complaint was directed by Consumer Protection BC to the Passenger Transportation Branch, as follows:

Inquiry #:98377
Consumer Name: s.15,s.22
Company Name Yellow cab
Taxi number or license: y68
Date of incident: August 2 2017
Time of incident: 10:30 am
Location pick up: Fairmont hotel
Location drop off: Vancouver bus terminal
Email or mailing address: s.22

Brief summary of incident:
Consumer feels that the driver was rude and driving in an unsafe manner. Consumer states that she was concerned for her safety. Full explanation is in consumer email below.

From: s.15,s.22
Sent: Wednesday, August 02, 2017 8:57 PM
To: info@consumerprotectionbc.ca
Subject: Taxi driver, Y68

To whom it may concern,
We were picked up from Fairmont hotel approx 10.30 on 2/8/17 to be taken to the bus terminal, Just after we got into the cab my husband asked driver,how's yr day going? Reply,,why do you want To know that ? It's nothing to do with you,I don't tell anyone about my family my children or where I live or how long I've been here.He drove like an idiot ,we were concerned for our own safety, I thought taxi drivers were usually ambassadors for their country.
If we hadn't been in a hurry to get to bus we would have asked him to let us out.
This driver is not suitable to be driving a taxi,he is an angry man and I wonder about his beliefs.
Please give this mater some thought.
Regards s.15,s.22
Sent from my iPad

Last Updated By: nrotgans Last Updated Date: Oct 13, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00217**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 10, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 13, 2017
Subject	Behaviour of the driver				

(nr)

END_____

Oct. 12, 2017 - It appears the complaint is a driver behaviour issue and customer service issue and does not violate the Passenger Transporation Act and Regulations.

The Acknowledgment letter was sent to the complainant as follows:

Hello s.15,s.22

Please be advise that the Passenger Transportation Branch received your complaint from Consumer Protection BC. Our Acknowledgement letter is as follows:

File No: 2017-00217

October 12, 2017

Sue Geraghty
(Email: jsgeraghty@xtra.co.nz)

Dear Sue Geraghty:

Re: Yellow Cab Company Ltd.

Thank you for providing important information to the Passenger Transportation Branch regarding a potential violation(s) of the Passenger Transportation Act and/or Regulations.

We value your submission and may contact you for further details. Based on all of the information received, an investigation will be initiated to substantiate the allegations. If a violation has indeed occurred, the Branch will apply whatever penalty is deemed appropriate. However, due to privacy concerns, we are not able to divulge what level or type of penalty was administered.

As an aside; the allegations described do not violate the Passenger Transportation Act or Regulations. Therefore, the complaint will be forwarded to the manager of the company for their own internal investigation. The complaint and any responses from the company remains a part of their Passenger Transportation Licence profile. You may wish to contact the company directly at 604-258-4700 and ask to speak with the General Manager, Carolyn Bauer. In addition, issues pertaining to road safety are under the jurisdiction of the Vancouver Police Department.

If you have any questions or concerns please contact us by phone at 604-527-2198 or email at passengertransportationbr@gov.bc.ca.

I hope the above information will be of assistance to you.

END_____

Oct. 12, 2017 -

The complaint was forwarded to Carolyn Bauer, General Manager Yellow Cab as follows:

Hello Carolyn,

File No: 2017-00217

The Passenger Transportation Branch received the following complaint through Consumer Protection BC. As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed. Please note that the allegations made by the complainant does not violate the Passenger Transportation Act and Regulations, or the Terms and Conditions of Licence.

The Branch does retain a copy of the complaint attached to your Passenger Transportation Licence profile. Such complaints are subject to review by the Board at their discretion, typically when reviewing new applications. A response is not required from Yellow Cab Ltd. But if you wish to submit a response to these allegations it will be included with the complaint record.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00217**	**Request Type**	Record Taxi Complaint	**Received Date**	Aug 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 10, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 13, 2017
Subject	Behaviour of the driver				

We have referred the complainant to contact Yellow Cab, and ask them to speak with yourself as the General Manager if they choose.

The following information was provided by the complainant:

Company Name: Yellow Cab
Taxi number or license: Y68
Date of incident: August 2, 2017
Time of incident: 10:30 am
Location pick up: Fairmont hotel
Location drop off: Vancouver bus terminal

Brief summary of incident:
Consumer feels that the driver was rude and driving in an unsafe manner. Consumer states that she was concerned for her safety.

Email from complainant:
To whom it may concern,
We were picked up from Fairmont hotel approx 10:30 on 2/8/17 to be taken to the bus terminal, Just after we got into the cab my husband asked driver, how's your day going? Reply, why do you want To know that ? It's nothing to do with you, I don't tell anyone about my family my children or where I live or how long I've been here. He drove like an idiot ,we were concerned for our own safety, I thought taxi drivers were usually ambassadors for their country.
If we hadn't been in a hurry to get to bus we would have asked him to let us out.

This driver is not suitable to be driving a taxi, he is an angry man and I wonder about his beliefs.

Please give this mater some thought.

(nr)

END_____

Oct. 13, 2017 - Carolyn Bauer, General Manager, sent the following response:

Thank you, I will investigate this further.

Kind regards

Carolyn Bauer
General Manager
Yellow Cab

(nr)

END_____

File closed. (nr)

Conclusion:

Based on information provided it appears the complaint is a driver behaviour and customer service issue and does not violate the Passenger Transporation Act and Regulations.

If further findings are provided by Yellow Cab it will be added to the file.

File closed. (nr)

END_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00218**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 10, 2017
Requestor	s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 10, 2017
Location	RICHMOND	**Received via**		**Completion Date**	Oct 10, 2017
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

Requestor

s.15,s.22

s.22

Phone **Fax**

Cell

Email

Vehicle

Reg/VIN **Jurisdiction**

Plate #

Owner

Licensee

PT Number 70391

License Type Special

ATTN: Mohammed Ullah (GM)/Yadwinder Sandhu
RICHMOND CABS LTD.
2440 SHELL RD
RICHMOND BC V6X 2P1

Phone 604 248-3131
Fax 604 276-2705
Email gm@richmondtaxi.ca

Driver

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

Comments:

Oct 10, 2017 - Email from Consumer Protection:

Taxi number or license: License # LL1596, Taxi #:I96
Consumer name: s.15,s.22
Consumer number: 604-273-8591
Company name: Richmond Taxi
Date of incident: Sept 29, 2017
Time of incident: not provided, requested
Location pick up: not provided, requested
Location drop off: Brighouse Skytrain station
Email or mailing address: s.15,s.22
Brief summary of incident:
Complainants s.2 called a to arrange a taxi for their s.22 The driver asked the passenger(s.22) if she was from out of town. Driver took the long way to Minorou Boulevard instead of the route on HWY NO. 3. The passenger(s.22) asked why he chose this route and the driver did not respond. When the taxi arrived at the destination the driver asked for $10 on top of the $8.00 that was displayed on the meter. The passenger(s.22 questioned the $10 charge. Complainant states that the passenger(s.22 paid $8.00 as per the meter with no tip after questioning the $10 charge. Complainant states that the cost would have been $5.00 if the route along HWY no. 3 was taken.

Complainant states that he has reported the incident to the Taxi company but has not heard back. See consumer email below for his full description.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER

End… (djp)

Oct 10, 2017 - Email from Consumer Protection:

I did not provide the Inquiry number I apologize. The number is 99855. I have also received a follow up response from s.15,s.22 that I will include below. The response was received at 12:14pm on October 10th, 2017.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00218**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 10, 2017
Location	RICHMOND	**Received via**		**Completion Date**	Oct 10, 2017
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

Dear Sir/Madam:

During the time I wrote a concern, I partly got the details from the text message, from my s.2 I think there were a few things that were not really as bad, as I first thought. Though my s.22 was over charged, the driver accepted the 8-dollar payment that my s.22 was giving. She might had paid a little more than what should had been charged, but paying $8.00 is not much of an issue. My s.22 told us when she got home, that it's okay. She is not pursuing any charges. The amount is very minimal, to go into a series of paper works. Thank you for spending time attending to our concern.

Regards,

s.15,s.22

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

End… (djp)

Oct 10, 2017 - I talked to s.15, on the phone, he clarified that he had been getting the infomration second hand and his s.22 was not over charged and the driver did not try to over charge her. (djp)

Conclusion:

Oct 10, 2017 - Complaint unsubstantiated. Complainant initially alleged s.22 was overcharged but later disclosed he had gotten the information second hand and there had been a misunderstanding and no violation occurred. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00219**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 10, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 28, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

License Num: s.22 **Class:**
Driver Name: **Expiry Date:**
Birthdate: **Jurisdiction**

Comments:

Oct 10, 2017 - Received email from Consumer Protection:

Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone: Complainant did not provide but information has been requested.

Taxi Info
Taxi Company: Black Top Cabs
Driver's Name: Complainant did not provide but information has been requested.
Taxi Number or License: BT315

Incident
Date of incident: October 1, 2017
Time of incident: 2:23 a.m.
Location Pick Up: s.22 Vancouver BC
Location Drop Off: North Vancouver

Summary of Incident: Complainant states that driver refused his fair because North Vancouver was too far for driver to go. Complainant stated that the whole trip would have taken a total of 20 min.

Kind regards,
Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER

End… (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00219**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 10, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 28, 2017
Subject	Trip refusal				

Oct 17, 2017 - My email to Black Top:

Hello,

The following complaint was submitted to Consumer Protection and forwarded to the Branch for investigation:

Taxi Info
Taxi Company: Black Top Cabs
Taxi Number or License: BT315

Incident
Date of incident: October 1, 2017
Time of incident: 2:23 a.m.
Location Pick Up: s.22 Vancouver BC
Location Drop Off: North Vancouver

Summary of Incident: Complainant states that driver refused his fair because North Vancouver was too far for driver to go. Complainant stated that the whole trip would have taken a total of 20 min.

Trip refusal can be a violation of the Passenger Transportation Act and Regulations. Please investigate this complaint and reply with a driver's statement by Oct 27, 2017.

Regards,

Douglas Pickering

End… (djp)

Oct 17, 2017 - Acknowledgement email sent. (djp)

Oct 24, 2017 - Email from Saurabh:

Officer Pickering,

We tried to investigate this complaint and get the drivers statement but unfortunately he is in s.22 and will be returning around s.22

Please advise how would you like to proceed.

Thank you,

Saurabh Bahl
Operations Manager
Black Top and Checker Cabs

End… (djp)

Oct 26, 2017 - My email to Saurabh:

Hello,

Thank you for the reply. Can you please supply us with the name and BC driver's licence number for this driver? We will update that information to the file and may come back to you later with more questions.

Thanks,

Douglas Pickering

End… (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00219**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 10, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 28, 2017
Subject	Trip refusal				

Oct 26, 2017 - Email from Saurabh:

Officer Pickering,

Details of the driver are as follows:

Drivers name: s.22
Drivers Licence number s.22

Thank you,

Saurabh Bahl

End… (djp)

Conclusion:

Oct 17, 2017 - Sent email to Black Top requesting reply by Oct 27. (djp)
Oct 26, 2017 - Saurabh said driver out of country for a few months. I emailed him asking for driver's name and dl #. He replied with info. (djp)
Complaint unsubstantiated. Driver unavailable. Driver information entered for reference in case of future complaints. Complaint closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00221**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Oct 11, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 24, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70199
License Type Special

ATTN: Ony Chowdhury
MACLURE'S CABS (1984) LTD.
1275 75TH AVE W
VANCOUVER BC V6P 3G4

Phone 604-731-4999 (Ony)
Fax 604-731-9219
Email maclurescabs@hotmail.com

Driver

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

Comments:

Oct. 11/17 10:57 AM.
Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: MacLure's Cab
Driver's Name: Complainant did not provide but information has been requested.
Taxi Number or License: Complainant did not provide but information has been requested.

Incident
Date of incident: October 6, 2017
Time of incident: Complainant did not provide but information has been requested.
Location Pick Up: Complainant did not provide but information has been requested.
Location Drop Off: Complainant did not provide but information has been requested.

Summary of Incident: Complainant states that he flagged down cab because driver had the light on. When complainant approached the cab the driver told him that the light was just on and that he (the driver) was on his way to another call. Complainant feels that this constitutes a trip refusal and would like the correct agency to pursue issue.

Kind regards,
Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2808
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9

_____

Last Updated By: lmswan Last Updated Date: Nov 1, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00221**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Oct 11, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 24, 2017
Subject	Trip refusal				

Oct. 11/17 4:17 PM.
Good afternoon s.15,s.22

The Passenger Transportation Branch received your taxi complaint from Consumer Protection BC today. Very limited information was provided. We require more information so we can follow up with the licensee (Maclure's).

If you have the following information please provide.

Taxi Info
Taxi Company: Maclure's Cab
Driver's Name:
Taxi Number or ICBC licence plate #:
Incident
Date of incident: October 6, 2017
Time of incident:
Location Pick Up: identify location of where you were flagging the taxi cab
Location Drop Off:
Summary of Incident:
Complainant states that he flagged down cab because driver had the light on. When complainant approached the cab the driver told him that the light was just on and that he (the driver) was on his way to another call. Complainant feels that this constitutes a trip refusal and would like the correct agency to pursue issue.

Please provide the above requested information as soon as possible.

_____
Oct. 12/17 9:05 AM.
Taxi Info
Taxi Company: Maclure's Cab
Driver's Name: Not provided, cab pulled away
Taxi Number or ICBC licence plate #: N/a pulled away
Incident
Date of incident: October 6, 2017
Time of incident: 12:25 AM (October 7th technically)
Location Pick Up: s.22
Location Drop Off: N/A, no pickup
Summary of Incident:
Complainant states that he flagged down cab because driver had the light on. When complainant approached the cab the driver told him that the light was just on and that he (the driver) was on his way to another call. Complainant feels that this constitutes a trip refusal and would like the correct agency to pursue issue.

Additionally was told by driver it is company policy for the light to remain on while being dispatched to a call. So that car is not available for a ride and displays itself as such, which is illegal.

_____
Oct. 12/17 9:09 AM.
Good morning s.1 and thank you for the additional information.

_____
Oct. 12/17 9:35 AM.
Good morning Ony,

The Passenger Transportation Branch received the following information from Consumer Protection BC yesterday. The information provided reads in part as follows:

Taxi Info
Taxi Company: Maclure's Cab
Driver's Name: Not provided, cab pulled away
Taxi Number or License: N/a cab pulled away

Incident
Date of incident: October 6, 2017
Time of incident: 12:25 AM (October 7th technically)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00221**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Oct 11, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 24, 2017
Subject	Trip refusal				

Location Pick Up: s.22 (flagging)
Location Drop Off: N/A no pickup
Summary of Incident:
Complainant states that he flagged down cab because driver had the light on. When complainant approached the cab the driver told him that the light was just on and that he (the driver) was on his way to another call. Complainant feels that this constitutes a trip refusal and would like the correct agency to pursue issue.
Additionally was told by driver it is company policy for the light to remain on while being dispatched to a call. So that car is not available for a ride and displays itself as such, which is illegal.

Ony I went back to the complainant for additional facts before sending to you. You are requested to interview the driver and report back your findings to the allegations by Friday, October 20, 2017.

_____
Oct. 12/17 9:45 AM.
Good morning s.22

Pleases find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

_____
Oct. 12/17 10:12 AM.
Good Morning Louise,

Thanks for your email.

I will investigate the issue and will get back to you at soonest.

--
Regards,
Ony Chowdhury
General Manager
Maclure's Cabs (1984) Ltd
1275 W, 75th Avenue,
Vancouver, BC V6P 3G4
Tel: 604 731 4999 Fax: 604 731 9219

_____
)ct.20/17 I left a voice mail messsage for Praneeta with the City of Vancouver to ask her if there are Bylaws on when top lights should be on or off.

_____

Conclusion:

Oct. 20/17 11:13 AM.
Hello Louise,

Good morning.

I have investigated the issue and found out the driver was heading towards picking up a dispatched customer. All our fleets top light is synced with the meter, when we turn on the meter, top light automatically goes off and vice versa.

While our taxis accept a dispatch trip and goes to pick up the customer, our driver do not turn off the light because after arriving the pick-up location, customer gets confirmation about the taxi arrival seeing the Top light on. On other hand we cannot turn on the meter to turn off the top light before arriving to pick up location. Most of the taxi companies follow this practice for a dispatched trip.

We are not aware of any policy by PTB which violates the policy to turn off the light before picking up a dispatched customer. Please let us know any rules/regulation about this issue and we will definitely take action accordingly.

Please let me know if you need anything in addition.

Thanks and have a great weekend.

--
Regards,

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00221**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Oct 11, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 24, 2017
Subject	Trip refusal				

Ony Chowdhury
General Manager
Maclure's Cabs (1984) Ltd
1275 W, 75th Avenue,
Vancouver, BC V6P 3G4
Tel: 604 731 4999 Fax: 604 731 9219

_____
From: Swan, Louise M TRAN:EX [mailto:Louise.Swan@gov.bc.ca]
Sent: Friday, October 20, 2017 3:02 PM
To: 'Maclure's Cabs Manager' <maclurescabs@hotmail.com>
Subject: RE: Taxi Complaint from Consumer Protection BC

Hi Ony,

Thanks for your findings.

I will get back to you.

_____
Oct. 20/17 3:06 PM.
You are welcome Louise

--
Regards,
Ony Chowdhury
General Manager
Maclure's Cabs (1984) Ltd
1275 W, 75th Avenue,
Vancouver, BC V6P 3G4
Tel: 604 731 4999 Fax: 604 731 9219

_____
Oct. 24/17 1:15 PM.
Hi Ony,

I will close this file.

_____
Oct. 24/17 Cab ws going to a dispatched trip. When Maclure's taxis accept a dispatch trip and goes to pick up the customer, our driver do not turn off the light because after arriving the pick-up location, customer gets confirmation about the taxi arrival seeing the Top light on. On other hand we cannot turn on the meter to turn off the top light before arriving to pick up location. Allegations of trip refusal are unsubstantiated.
File closed.

_____
Oct. 31/17 4:37 PM.
Hi Louise,

No, I don't see the Cab driver in violation as the "On Light" means that indeed a cab is in "service and available for hire". However being available for hire does NOT mean the cab is available for street passenger "flags". If a dispatch call was put through prior to a street passenger "flag", then the cab must attend the dispatch call first. Its first come first serve policy.

Thanks

Praneeta Simadri | Vehicles for Hire Inspector, Licence Office
Development, Buildings, & Licensing
City of Vancouver | 515 W 10th Ave
Vancouver | B.C. V5Z 4A8
(O) [604.873.7555]

_____
Allegations unsubstantiated as per above. I confirmed the toplight bylaw with Praneeta.
File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00222**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Oct 11, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

Oct. 11/17 12:46 PM.
Hello,

Consumer Protection BC has received the following taxi complaint. For complete details you can see email from consumer below.

Inquiry number: 99933

Consumer Name: s.15,s.22
Consumer contact:
Taxi company: Blacktop-Checkered Taxi
Taxi number: N/A
Date of incident: October 5, 2017
Time of incident: 3:00pm – 5:30pm
Pick up location: s.22
Proposed drop off location: N/A
Issue:
A consumer called for a wheelchair cab as he is taking home s.22 who has a broken hip. Call made at 3:00pm and was told 30 min., when it did not arrive he called put on hold 10 min and was told another 30 min, 3rd time he called it was 5:00pm put on hold 15 minutes and no ever picked up the phone. He left his s.2 at ER and walked to her apartment and picked up his car (against doctors wishes). By the time he got back it was 5:30 and still no cab had showed up. Angry at 2.5 hour wait and no cab.

Thank you,
FRAN | LICENSING & INFORMATION SERVICES
Consumer Protection BC

P 888.564.9963, ext.2809 F 250.920.7181 TF 1.888.564.9963
A #307 - 3450 UPTOWN BLVD. VICTORIA BC V8Z0B9
W www.consumerprotectionbc.ca

Connect with us on Facebook, Twitter, LinkedIn, YouTube and our blog.

Last Updated By: lmswan Last Updated Date: Oct 17, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00222**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Oct 11, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Wait times (regular/accessible taxi)				

Stay up to date by subscribing to get alerts & news via email.
Tell us how we are doing by taking our survey.

From: s.15,s.22
Sent: Friday, October 06, 2017 11:06 AM
To: info@consumerprotectionbc.ca
Subject: Blacktop-Checkered Taxi Complaint

Dear Consumer Protection department:.

I had an appalling experience with Black Top & Checker Cabs yesterday after a hospital trip with my s.22 who had fallen and broke her pelvis. I feel this case shows the total deficiencies with how the Taxi business operates in BC (and most places) and why Uber/Lyft is in such dire need and in demand here.

After spending 7-hours at the s.2 ER where my s.22 was diagnosed with a broken pelvis after a fall (and deemed OK to go home) we needed to get a wheel chair cab.
Just after 3pm I phoned McClures first (who said over an hour), Yellow cab the same….then Blacktop/Checker Cabs said likely 30-minutes but could be as long as an hour so I agree to and book with them. They also said to call back if nothing has shown up in 30-minutes (Side note - each cab company can't do an automatic booking on app or on phone for wheelchair vehicle…so you have to go on hold and was 5-8-minutes each time I called the cab companies).

30 minutes go buy so I call - they say we are 2nd in line. Another 30 minutes go by so I call again and 10-minutes on hold. The guy actually says "well it's shift change and it's kind of embarrassing on our part"….I then ask for ANY cab (even though doctors recommended to not do a transfer to car with broken pelvis). now until close to 5pm and no cab….I try to call again and now wait 15-minutes and NO ONE PICKS UP. I leave s.22 at the ER waiting room and walk back to her apartment, get my vehicle and come pick her up. 5:30 and NO CAB has shown. Total disbelief that a system is so bad that someone with a need of a hospital pick up can be left for 2.5 hours (who knows if anyone overcame?).

My inklings are 1) cab drivers don't want to come out to service s.22 for short hauls 2) from what I observe drivers can "Pass" on rides when it pops up on their screens and rather than be assigned to the customer by dispatch a ride can be left orphaned. Hospital pickups/dropoffs should not be able to be "passed" or bumped and the taxi business needs to be able to prioritize this (We'd be willing to allow them to add a fee too to ensure the service).

Further - the taxi companies have banded together to create an "APP" that they think is the solution to be "like Uber"….but it is just another portal into a dysfunctional system. if they want to keep UBER out, they need to provide a reliable and professional service that actually functions. UBER is desperately needed to be allowed to operate in Vancouver. Their system of putting a customer directly in touch with driver to communicate at the moment of booking is flawless (in my experience around the world) - the middle man process of current taxi companies combined with a totally inefficient process that is a relic from 1950's is no longer viable.

As long as the taxi union has the City of Vancouver locked down from making progressive changes to allow ride-sharing companies, the Taxi companies can continue operating in a way that is not fair for residents of Vancovuer and I am hoping some light can be shed on the issue of how the consumer is negatively affected from their messed up systems.

I will also be reaching out to the City too as a letter of support for ride share companies.

Best Regards,

s.15,s.22

Feature Projects: ReplayResorts.com | Crankworx.com

Ot. 11/17 2:34 PM.
Good afternoon Saif and Saurabh,

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00222**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Oct 11, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Wait times (regular/accessible taxi)				

The Passenger Transportation Branch received the following taxi complaint from Consumer Protection BC today. The information provided reads in part as follows:

I had an appalling experience with Black Top & Checker Cabs yesterday after a hospital trip with my s.22 who had fallen and broke her pelvis. I feel this case shows the total deficiencies with how the Taxi business operates in BC (and most places) and why Uber/Lyft is in such dire need and in demand here.

After spending 7-hours at the s.2 ER where my s.22 was diagnosed with a broken pelvis after a fall (and deemed OK to go home) we needed to get a wheel chair cab.
Just after 3pm I phoned Maclures first (who said over an hour), Yellow cab the same….then Blacktop/Checker Cabs said likely 30-minutes but could be as long as an hour so I agree to and book with them. They also said to call back if nothing has shown up in 30-minutes (Side note - each cab company can't do an automatic booking on app or on phone for wheelchair vehicle…so you have to go on hold and was 5-8-minutes each time I called the cab companies).

30 minutes go buy so I call - they say we are 2nd in line. Another 30 minutes go by so I call again and 10-minutes on hold. The guy actually says "well it's shift change and it's kind of embarrassing on our part"….I then ask for ANY cab (even though doctors recommended to not do a transfer to car with broken pelvis). now until close to 5pm and no cab….I try to call again and now wait 15-minutes and NO ONE PICKS UP. I leave s.22 at the ER waiting room and walk back to her apartment, get my vehicle and come pick her up. 5:30 and NO CAB has shown. Total disbelief that a system is so bad that someone with a need of a hospital pick up can be left for 2.5 hours (who knows if anyone overcame?).

My inklings are 1) cab drivers don't want to come out to service UBC for short hauls 2) from what I observe drivers can "Pass" on rides when it pops up on their screens and rather than be assigned to the customer by dispatch a ride can be left orphaned. Hospital pickups/dropoffs should not be able to be "passed" or bumped and the taxi business needs to be able to prioritize this (We'd be willing to allow them to add a fee too to ensure the service).

Further - the taxi companies have banded together to create an "APP" that they think is the solution to be "like Uber"….but it is just another portal into a dysfunctional system. if they want to keep UBER out, they need to provide a reliable and professional service that actually functions. UBER is desperately needed to be allowed to operate in Vancouver. Their system of putting a customer directly in touch with driver to communicate at the moment of booking is flawless (in my experience around the world) - the middle man process of current taxi companies combined with a totally inefficient process that is a relic from 1950's is no longer viable.

As long as the taxi union has the City of Vancouver locked down from making progressive changes to allow ride-sharing companies, the Taxi companies can continue operating in a way that is not fair for residents of Vancouver and I am hoping some light can be shed on the issue of how the consumer is negatively affected from their messed up systems.

I will also be reaching out to the City too as a letter of support for ride share companies.

Conditions of licence reads in part as follows:

Service Priority Requirement: Persons with mobility aids who require an accessible taxi for transportation purposes are priority clients for the dispatch of accessible taxis. The licensee must at all times use a dispatch and reservation system that dispatches accessible taxis on a priority basis to clients who have a need for accessible vehicles.

Saif, you are required to interview who was on dispatch at the time of the incident and report back your findings to the allegations by Thursday, October 19, 2017.

_____
Oct. 11/17 3:06 PM.
Good afternoon Louise,

Is it possible to provide more information regarding this trip like name of caller, phone number and time of initial call. As it will really help us in locating this trip.
Thank you,

Saurabh Bahl
Operations Manager
Black Top and Checker Cabs
604 891 8504

_____
Oct. 11/17 3:55 PM.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00222**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Oct 11, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Wait times (regular/accessible taxi)				

Good afternoon s.15,s.22

We received the information you provided to Consumer Protection BC today. Thank you for bringing this information forward.
We sent the information to Black Top Cabs Ltd. dba Checker Cabs for the General Manager to investigate. The licensee has come back and asked for the following contact information.

•Name of the caller
•Phone number
•Time of initial call to dispatch

Please let me know if you would be willing to provide the above requested information to Black Top Cabs. If so please provide at your earliest convenience.

_____
Oct. 11/17 4:00 PM.
Hi Saurabh,

I sent the complainant an e-mail asking for the information you requested.

_____
Oct. 11/17 8:04 PM.
Thanks Louise,

Please feel free to share with the cab company. I did write them too but of course got no response back from them.

Name of Caller: s.15,s.22
Phone Number:
Initial Call: between 3:05 and 3:10 (was trying a few companies so not sure which number was theres).

_____
Oct. 12/17 7:35 AM.
Good morning Saurabh,

The complainant provided the following information:

Please feel free to share with the cab company. I did write them too but of course got no response back from them.

Name of Caller: s.15,s.22
Phone Number:
Initial Call: between 3:05 and 3:10 (was trying a few companies so not sure which number was theres).

_____
Oct. 12/17 7:36 AM.
Good morning s.15 and thank you for providing the information. I forwarded the information to the Operations Manager today.

_____
Oct. 12/17 9:12 AM.
Good morning s.15,s

Please find attached an acknowledgement for the information you provided to Consumer Protection BC.

_____
Oct. 12/17 5:41 PM.
Hi Louise,

I have tried searching our records for this trip by using the customer's phone number and also by looking at all trips at s.22 which is the hospital address from October 09, 2017 at 15:00 till October 10, 2017 at 18:30.

We did not have any trip for s.22 or s.15,s.22

Maybe they did not call us.

Thank you,

Saurabh Bahl

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00222**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Oct 11, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 17, 2017
Subject	Wait times (regular/accessible taxi)				

Operations Manager
Black Top and Checker Cabs
604 891 8504

_____
Good morning Saurabh,

The alleged incident took place on October 05, 2017.

Taxi company: Blacktop-Checkered Taxi
Taxi number: N/A
Date of incident: October 5, 2017
Time of incident: 3:00pm – 5:30pm
Pick up location: s.22 Hospital s.22
Proposed drop off location: N/A

Sorry for not including this information before. Please search your records for October 5th .

_____

Conclusion:

Oct. 16/17 10:09 AM.
Good Morning Ms. Swan,

I have completed my investigation into this case and my findings are as follows:

We had received the initial call at 15:10 wherein the agent advised the caller that there was a long wait for wheelchair cabs. Our dispatch was desperately trying to get a wheelchair taxi for this passenger but the nearest one became available around 16:30 and was at least 12 kms away in Richmond. It would have taken minimum 45 minutes for it to reach the hospital during rush hour. The last call we received from the customer was at 16:22 wherein they requested a large trunk but as it was shift change time for all the large trunk cabs we did not have anyone near s. at that time as all of them were mostly downtown. No calls were received by our call centre from this customers phone number so our dispatch cancelled the trip at 5 pm. We did not receive any calls after that for this trip.

Thank you,

Saurabh Bahl
Operations Manager
Black Top and Checker Cabs
604 891-8504

_____
Oct. 17/17 9:38 AM.
Good morning Saurabh,

Thank you for your findings.

I will close this file.

_____
Allegations of unavailabie wheelchair accessiblle vehicles partially substantiated. The next available wheelchair accessible cab was coming from Richmond. Would take about 45 miniutes to reach the s.2 hospital in rush hour traffice. There was along wait for a customer with a broken pelvis. Complainant had also called Yellow & Maclure's. All 3 companies had wait times.
File closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00223**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Oct 12, 2017
Location	WEST VANCOUVER	**Received via**	Email	**Completion Date**	Oct 31, 2017
Subject	Accessible taxi not having the facilities for securing a passenger in a wheelchair and/or the wheelchair to the floor				

Requestor

s.15,s.2
West Vancouver

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 811121
Owner NORTH SHORE TAXI (1966) LTD.
264 PEMBERTON AVE
NORTH VANCOUVER BC V7P 2R5

Licensee

PT Number 70476
License Type Special

ATTN: Moonyem Mohammad; Balvinder Singh Randhawa
NORTH SHORE TAXI (1966) LTD.
264 PEMBERTON AVE
NORTH VANCOUVER BC V7P 2R5

Phone 604 980-7011 ext 5
Fax 604 987-6735
Email gm@northshoretaxi.com; manager@northshoretaxi.com

Driver

License Num: s.22 **Class:** 4
Driver Name: **Expiry Date:** s.22
Birthdate: **Jurisdiction** BC

Comments:

October 11, 2017 - Consumer Protection BC directed the following complaint to the Passenger Transportation Branch for our investigation:

Inquiry #: 99972
Consumer name: s.15,s.2
Consumer phone number(if collected): s.22
Taxi number or license: Plate# KG1140; North Shore Taxi Company (N42)
Date of incident: October 8, 2017
Time of incident: 7:47 pm
Location pick up: s.22 ; West Vancouver, BC
Location drop off: West Vancouver, BC
Email or mailing address: s.22

Brief summary of incident: Requested a wheelchair taxi from North Shore Taxi. After rolling the wheelchair occupant into the taxi, the driver applied such force when he shut the door, it resulted in an impact that shook the back of s.22 s.22 wheelchair. s.2 asked the driver to be careful. He did not apologize and told her the wheelchair had to be raised a bit more to fully fit in the rear cabin. s.2 raised the char and this time the door closed without impact to the chair. When the driver pulled up to the destination, there was little room between the street and high curb, which did not allow for much room to maneuver.

END_____

October 12, 2017 - Acknowledgement letter directed to the complainant (mgl)

_____

October 12, 2017 - complaint directed to General Manager Moonyem Mohammad for his investigation. (mgl)

_____

October 30, 2017 - the following response was received Moonyem, General Manager of North Shore Taxi:

Driver statement enclosed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00223**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Oct 12, 2017
Location	WEST VANCOUVER	**Received via**	Email	**Completion Date**	Oct 31, 2017
Subject	Accessible taxi not having the facilities for securing a passenger in a wheelchair and/or the wheelchair to the floor				

*The driver states that it was no different than any other trips he completed that day. The driver stated that his van tail door does have a hydraulic system and does not allow him to slam or free fall the gate (door). He does acknowledge that he had to ask the customer to incline the chair position from the reclined position due to door is not closing.

The driver did not realize that customer received any shock from him trying to close the door, he was very careful after a customer asked him to be careful.
Regarding space, it all depends on how the city designed the streets and parking. Drivers can't stop traffic to load and unload customer, the drivers looks for optimal space.

•NST supervisor has personally called him at the office to verify the driver was completely familiar with loading and unloading procedure.
•In July, This driver has received his training from one of the trainers in MVT (Handydart). [Handydart Trains every six months to 2-3 of our driver from our fleet, these drivers then tasked with training any new recruits in addition to North Shore Taxi's guide lin]
•The driver only driving 6 months in north shore fleet but have good experience in taxi fleet including wheelchair van taxi.
•Our office has not received any other customer complaint or any negative comment from other road users.

I have been in touch with North Shore Disability society, we are trying to set up driver training from them for our new wheelchair drivers. If we are successful above driver would also go through this training session.

Thank you

NOTE: The following driver statement was also provided:

Date: October 9, 2017

At around 8 pm I went to pick the customer from s.22 West Vancouver. When I load the wheel chair and secured it then closed the back door as the chair was inclined it touched the door.

I opened the door and asked the customer attendant to adjust the seat up after that I closed the door properly.

When I reached the destination s.22 two other vehicles are parked in front of main entrance. I parked the van backward closed to the curb to ease for unloading but customer attendant asked to move the van then I moved the van forward and unload the passenger safely.

s.22

_____

October 31, 2017 - proof was provided by Moonyem, general Manager, that driver Muhammad Saleem successfully completed the TaxiHost Level 2 Program at the Justice Institute of British Columbia. TaxiHost Level 2 includes three courses and exam:

1) Driving with Finesse; Collision Prevention
2) Taxicab Driver Safety: Assault Avoidance Awareness
3) Transporting People with Disabilities
4) Advanced Regional Geography Exam

Conclusion:

Moonyem, General Manager advised that as a result of the complaint, he requested that the driver bring the vehicle to their yard for visual inspection. Upon inspection, He found that the door opened and closed properly. The driver explained that the vehicle tail door does have a hydraulic system and does not allow him to slam or free fall the gate (door). The driver acknowledged that he had asked the customer to incline the wheelchair position because the door was not closing. The driver advised that he was not aware that the force used to close the door had shook the back of the wheelchair. With respect to the issue of parking, Moonyem indicated that parking space is regulated by the City. Drivers can't stop traffic to load and unload customer, the driver looks for optimal space.

Moonyem cites that the driver is experience having been employed by another taxi operator. He had been trained by another North Shore Taxi driver that took wheelchair accessible training. Currently, they are looking for a trainer for all their new drivers and would be including this driver in

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00223**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 12, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Oct 12, 2017
Location	WEST VANCOUVER	**Received via**	Email	**Completion Date**	Oct 31, 2017
Subject	Accessible taxi not having the facilities for securing a passenger in a wheelchair and/or the wheelchair to the floor				

any future training. Documented proof was provided that the driver successfully completed TaxiHost Level 2 prior to commencing employment with North Shore.

Summary

The complaint is about the loading and unloading and parking of wheelchair accessible equipment while the passenger is loaded. The General Manager of the licensee provided proof that the driver is experienced having completed TaxiHost training. The vehicle was visually inspected by the general manager in order to ensure that the door mechanism was working correctly. The driver was made aware of the allegations and that customer safety is important while being transported in a wheelchair accessible vehicle.

The investigation is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00226**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 16, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Oct 16, 2017
Location	VANADA	**Received via**	Email	**Completion Date**	Oct 24, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

s.22

Phone **Fax**

Cell

Email

Vehicle

Reg/VIN **Jurisdiction**

Plate #

Owner

Licensee

PT Number 70391

License Type Special

ATTN: Mohammed Ullah (GM)/Yadwinder Sandhu
RICHMOND CABS LTD.
2440 SHELL RD
RICHMOND BC V6X 2P1

Phone 604 248-3131
Fax 604 276-2705
Email gm@richmondtaxi.ca

Driver

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

Comments:

Oct. 16/17 3:11 PM.
Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 100108

Consumer Name: s.15,s.22
Consumer contact:
Taxi company: Richmond Taxi
Taxi number: R 51 or 53 maybe s.22
Date of incident: 2017-10-15
Time of incident: 2:30 AM
Pick up location: Outside of a club at s.22 , Vancouver
Proposed drop off location: s.22
Issue: Consumer hailed down a cab downtown after leaving a club Saturday night. The driver pulled up and rolled down his window, asked him where he was going. Once the consumer gave him his address, he claims that the driver mumbled something and just drove away. Consumer claims he was coherent and forced to walk home.

Thank you,

JULIE McNAMARA | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2805
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9

Oct. 16/17 15:50 hrs.
I left a voice mail message for s.15,s.22 : to advise him the Richmond Taxi or other suburban taxi companies cannot accept hails or flags in the City of Vancouver. The 4 Vancouver taxi companies are the only ones allowed to do that. Vancouver taxi cab companies also cannot accept hails/flags in the City of Richmond. I thanked him for bringing this matter forward and advised we would be taking it up with Richmond Taxi. I left my direct telephone in case he wanted to discuss further.

Oct. 16/17 4:15 PM.

Last Updated By: lmswan Last Updated Date: Oct 24, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00226**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 16, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Oct 16, 2017
Location	VANADA	**Received via**	Email	**Completion Date**	Oct 24, 2017
Subject	Behaviour of the driver				

Good afternoon Mohammed,

The Passenger Transportation Branch received the following taxi complaint from Consumer Protection BC today. The information provided reads in part as follows:

Taxi company: Richmond Taxi
Taxi number: R 51 or 53 maybe, s.22
Date of incident: 2017-10-15
Time of incident: 2:30 AM
Pick up location: Outside of a club at Cambie and Hastings St, Vancouver
Proposed drop off location: s.22
Issue:
Consumer hailed down a cab downtown after leaving a club Saturday night. The driver pulled up and rolled down his window, asked him where he was going. Once the consumer gave him his address, he claims that the driver mumbled something and just drove away. Consumer claims he was coherent and forced to walk home.

Mohammed, I advised the complainant that suburban taxi cabs are not authorized to accept hails and or flags in the City of Vancouver. The reverse also applies to Vancouver taxi cabs. They are not authorized to accept hails and or flags in the City of Richmond. Whether a top light is on or off the driver should just keep going. To stop and engage with a passenger when they aren't authorized just makes the situation worse.

Please interview the driver in question and report your findings to the above allegations by Tuesday, October 24, 2017.

Conclusion:

Oct. 23/17 11:28 AM.
Hello Louise Swan

Here is my Rebuttal:

Findings:
R53 was servicing at City of Richmond that particular time. And location of R51 was close to that address around 02:30 am. He picked up a customer from YVR and cleared at Canada Place, Vancouver. Therefore, if that incident happened then most likely it will be R51 not R53. Therefore, I just took the statement from R51's driver s.22

Analysis:
As a taxi service provider, when drop-off customer at downtown Vancouver almost every week our valued team members have to face this type of incidence. All of our drivers are trained to handle this type of incidence. We strictly suggested them not to stop if any customer tried to hail Richmond Taxi outside the city of Richmond. In general, when our drivers are dropping off a customer from Richmond to downtown Vancouver almost every week customers were desperate to get a taxi from there, especially during the rush hour. Sometimes they jumped in front of the cab and try to hail. This type of incidence they don't have any other choice but stop and try to convince them that it is illegal for them to pick-up from there. When customers are intoxicated then convincing them it is very challenging.

Step Taken:
Richmond Cabs Ltd.(RCL) shows ZERO tolerance on this type of incidence. s.22 is a professional driver since 2002 with us. And I did not find any violation ticket related to illegal pick-up from outside the city of Richmond in his file. Moreover, I found him a very gentleman and a professional driver with us in my 6 months experience with Richmond Taxi.
Therefore, as a fleet manager, I called him in my office and coached him again how to handle desperate customer and what are the best practices to avoid a passenger when he is not authorized to do so.

Remarks:
In my investigation, it is very unlikely that this particular driver refuses the trip because it was a very short trip. And it was most likely customer was very close to the R51, and driver did not have any choice but stop. And explain him that he was not authorize to pick-up from there.
Finally, I will relay this information to our fleet again best practice to avoid such situation is not to stop at all, if it is safe to do so.

Feel free to contact me if you have any concern.

Thank you and have a nice day.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00226**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 16, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Oct 16, 2017
Location	VANADA	**Received via**	Email	**Completion Date**	Oct 24, 2017
Subject	Behaviour of the driver				

Sincerely

Mohammed Anwar Ullah
GM Richmond Taxi

_____
Oct. 24/17 9:43 AM.
Good morning Mohammed.

Thank you for your findings. I will close this file.

_____
Oct. 24/17
Driver for Richmond Taxi R51 should not have stopped. Not authorized to pick up in the City of Vancouver. Richmond Taxi will relay this information to our fleet again best practice to avoid such situation is not to stop at all, if it is safe to do so. Allegations of a trip refusal are unsubstantiated. File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00227**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 17, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Oct 19, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Oct 17, 2017 - Email from Consumer Protection:

Inquiry #:100118
Consumer name s.15,s.22
Consumer numb
Taxi number or license: Y177
Date of incident: October 14th, 2017
Time of incident: 11:30 pm
Location pick up: not applicable
Location drop off: not applicable
Email or mailing address: s.22
Brief summary of incident:
I observed a yellow cab number y177 picking up new passengers after dropping off his existing fare in North Vancouver out of his authorized pick up zone. This occurred in front of the army, navy and air force club on 3rd St. just off of Lonsdale at 11:30 pm on Saturday October 14, 2017.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER

End… (djp)

Oct 17, 2017 - Acknowledgement email sent. (djp)

Oct 17, 2017 - My email to Carolyn at Yellow Cab:

Hello,

The following complaint was submitted to Consumer Protection and forwarded to the Branch for investigation:

Taxi number or license: Y177
Date of incident: October 14th, 2017
Time of incident: 11:30 pm

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00227**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 17, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Oct 19, 2017
Subject	Operating outside the licensee's area of service (poaching)				

Brief summary of incident:
Complaint summary: I observed a yellow cab number y177 picking up new passengers after dropping off his existing fare in North Vancouver out of his authorized pick up zone. This occurred in front of the army, navy and air force club on 3rd St. just off of Lonsdale at 11:30 pm on Saturday October 14, 2017.

Operating outside the licensee's area of service can be a violation of the Passenger Transportation Act and Regulations. Please investigate this incident and respond by Oct 27, 2017 including a driver's statement and trip log.

Regards,

Douglas Pickering

End… (djp)

Oct 19, 2017 - Email from Carolyn with attached trip report:

Good morning Douglas Taxi Y177 picked up 4 passengers on account #4990 from s.22 and took them to 119 3rd street. At that drop off point two passengers got out of the taxi and signed the charge slip for their account, the other two passengers continued on from 119 3rd street onto a different destination in north Vancouver.

Hope this helps.

Carolyn Bauer

End… (djp)

Conclusion:

Oct 19, 2017 - Complaint unsubstantiated. Alleged poaching. Received reply from Carolyn including trip report statng that trip was 4 people from Vancouver, 2 got out at stop in North Van and signed for trip on account, 2 went on and paid cash from there to next stop. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00228**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Oct 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 25, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70391
License Type Special

ATTN: Mohammed Ullah (GM)/Yadwinder Sandhu
RICHMOND CABS LTD.
2440 SHELL RD
RICHMOND BC V6X 2P1

Phone 604 248-3131
Fax 604 276-2705
Email gm@richmondtaxi.ca

Driver

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

Comments:

October 17, 2017 - Consumer Protection BC directed the following complaint to the Passenger Transportation Branch for investigation:

Inquiry: 100138
Consumer name: s.15,s.22
Consumer numbe
Taxi number or license: Car 52 (Richmond Cabs Ltd.)
Date of incident: October 15th 2017
Time of incident: between 1pm and 1:30
Location pick up: YVR airport
Location drop off: s.22
Email or mailing address: s.22
Brief summary of incident:
picked at yvr, it is a flat rate of $31 this drop off location. When the car arrived at the drop off location s.22 offered his credit card but the driver told him to pay with cash. s.22 told the driver that he did not have enough cash. The driver took the credit card, and entered it and passed it back after advancing past the screen that displays the purchase amount. s.22 saw this and backed out to the screen that displays the amount and saw he was trying to charge $40. s.22 asked the driver why he did this. The driver said some zones are $40. s.22 told him that no zones are $40. The driver said he didn't know. s.22 cancelled the payment and asked the driver to charge the correct amount. He has reported this to the taxi company but they have not responded.

Thank you,

END_____

October 19, 2017 - Acknowledgement letter directed to the complainant. (mgl)

_____

October 19, 2017 - complaint directed to the General Manager of Richmond Cabs Ltd., Mohammed Ullah, as follows:

Hello Mohammed Ullah:

Our File No. 2017-00228

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00228**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Oct 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 25, 2017
Subject	Payment issues				

Please be advised that the Passenger Transportation Branch (Branch) received a complaint about your company through Consumer Protection BC. As this is a driver behaviour matter, we are referring this matter to you so that it can be addressed with the driver involved. Please note that the allegations made by the complainant does not violate Passenger Transportation Act and Regulations, or the terms and Conditions of Licence.

The Branch does retain a copy of complaints filed against your company on your licence profile. Such complaints are subject to review by the Passenger Transportation Board or Registrar at their discretion, typically when reviewing amendments to licences or demands made on the Branch. A response is not required from Richmond Cabs Ltd.; however, you may wish to submit a response addressing why the driver attempted to collect a zone fare that is not authorized by the Board. Also, what is your company's policy with respect to drivers insisting that passengers pay cash instead of credit card. The passenger has the right to pay the posted rate by cash, or credit card or TaxiSaver Voucher. Are drivers not provided with the authorized YVR zone rates. In this case, it was the passenger that knew the zone rate was only $31 and not $40, as indicated by the driver. (If the fare transaction was completed for $40, then that would have been a different matter may have resulted in an Administrative Penalty.)

We have provided the complainant with your contact information and suggested that the complainant speak directly with your regarding this matter if they so choose to do so.

Complaint details are as follows: (Note personal information was removed from the actual complaint).

_____

October 20, 2017 -Complainant provided receipts resulting from the transactions. (mgl)

_____

October 20, 2017 - receipts were directed to the General Manager of Richmond Cabs for implementation into his investigation. (mgl)

_____

October 25, 2017 - the following response was directed to the complainant:

"Hello s.22

Please be advised that your complaint was successfully investigated. Generally, we do not advise the outcome of our investigation; however, because you had indicated that you were unable to connect with Manager Ullah an exception is made. Please be advised that the allegations were substantiated, and that the driver was suspended for three days based on Richmond Cabs' operational policies. YVR was also advised of the action taken by the Manager Ullah against the driver.

Thank you for your assistance in this matter. The investigation is closed.

Regards."

Conclusion:

The Allegations are about driver behaviour; however, the manager was requested to provide a rebuttal. The driver should have known the correct fare zone amount. The manager may or may not provide a written response.

On October 19, 2017, the manager contacted the Investigating Inspector to report that he had already suspended the driver for three days, and that YVR had also received the complaint.

October 23, 2017 - the manager's written rebuttal was received, in addition to the driver's statement and Suspension letter.

SUMMARY

The allegations were substantiated. The driver took ownership of attempting to charge a rate in excess of the Board approved rate for the zone in question. The passenger was instrumental in getting the driver to collect the correct zone fare. YVR was also made aware of the driver's action. The General Manager took disciplinary against the driver in accordance with their in-house policies which resulted in the driver being suspended for three days (October 19 to October 22, 2017).

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00228**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Oct 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 25, 2017
Subject	Payment issues				

The investigation is closed. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00229**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 4, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 18, 2017
Location	VANCOUVER	**Received via**		**Completion Date**	Oct 18, 2017
Subject					

Requestor

s.15,s.22

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 812987
Owner QUEEN CITY TAXI LTD.
5759 SIDLEY ST
BURNABY BC V5J 5E6

Licensee

PT Number 70271
License Type Special

ATTN: Manjurul Bari (Emon) or Harjit Bains
QUEEN CITY TAXI LTD.
5759 SIDLEY ST
BURNABY BC V5J 5E6

Phone 604-412-0281
Fax 604-435-6757
Email emon@bonnystaxi.com

Driver

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

Comments:

Oct 4, 2017 - Inspected vehicle on Royal Ave at 6th St New Westminster Oct 4, 2017 11:50 hrs. PT plate 801184 worn, illegible. Told driver to replace.

Oct 16, 2017 - Called Emon, told him to replce plate. (djp)

Oct 18, 2017 - 801184 returned to PTB and new plate issued. (djp)

Conclusion:

Oct 18, 2017 - Complaint substantiated. Vehicle inspected bearing worn and illegible PT plate. Ordered replacement. Plate returned and new plate issued. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00231**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 31, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Oct. 20, 2017 - The following complaint was received by the Branch through email as follows:

As requested during our earlier conversation, I am providing this rendition of the events that took place with the Yellow Cab company. Please contact me if you require any further information regarding this issue.

s.15,s.22

Attached letter reads as follows:

s.15,s.22

On October 18th s.22 was to be picked up at her home at s.22 ı Vancouver and transported to s.22 s.22 s.22 She utilizes the services of HandyDART to travel to the center Monday to Friday and also returns home using the service on Tuesdays and Wednesdays afternoon. The program runs from 10:00 to 2:00 each weekday.

On October 18th HandyDART found that they did not have enough buses available to pick her up at the required time so they arranged for her to be picked up and transported by Yellow Cabs. She would have received a automated notification from HandyDART of this change but would probably not have understood it. She normally watches television while she waits for the bus to arrive and then leaves when the driver knocks on the door. In these events I also receive a call from them. I did miss the initial call, but upon calling HandyDART I was told about the arrangement.

I am estimating that s.22 was picked up some time just after 9:45 AM by the driver. He then drove her and dropped her off at the s.22 s.22 This establishment is located at s.22 an area that s.22 is totally unfamiliar with, especially in her s.22 It is also a long ways from where the s.22 is located. I have not been able to ascertain if the Driver escorted her to the door as HandyDART Policy requires, but I find it very unlikely that s.22 would have been led into a location she did not recognize without conveying as much.

As the pub was closed she was directed into the adjoining coffee shop where the staff gave her a coffee. The staff conveyed to us that she seem confused and left soon after.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00231**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 31, 2017
Subject	Behaviour of the driver				

At approximately 11:00 s.22 contacted s.22 to relay to her that s.22 had not shown up yet. s.22 called me and I immediately contacted HandyDARTt to find out what they knew of this. Eventually it was determined that the Yellow Cab driver had dropped off s.22 at the wrong location. I immediately hung up and contacted the Vancouver Police Department to report that my mother was missing and lost. This was frightening to her family as we knew that she did not know where she was, where to go and due to s.22 would not be able to clearly communicate to anyone that she needed assistance. As well it was raining extremely hard and all she had to protect herself was a light jacket. She conveyed to me later that she was terrified.
Unbeknownst to me, while I was on the line with the VPD, the staff at s.22 had also determined through HandyDART that s.22 had been dropped off at the pub. Their staff immediately drove to the area to look for her. By approximately 11:15 they had been able to find her in the area and transported her to s.22 She was completely soaked through. They were able to give her some dry clothing and comforted her as she was extremely upset.

I then drove to s.22 to ensure that she was alright. She was still upset and we left the main room to go talk in the reception area. What I observed from her was that the thing that upset her most about the ordeal was how rude the driver treated her. She repeatedly related to me and to the staff at s.22 was that when she got into the cab she asked the driver how much this was going to cost as she only had $20.00 on her. She states the driver told her that it was not enough, that he needed $50.00. She stated that she would have to go to Vancity for the money or that her s.2 would have to get her the money. With this the driver allegedly yelled "never mind" and drove away. It is very apparent to me that judging from her reaction, s.22 was more afraid of the driver yesterday than she was of being abandoned in an unfamiliar location. I strongly believe her rendition as I do not believe that she has the capacity to fabricate such a story.

I understand that her allegations would be difficult to prove. I also do not want to stress her further by having to recount her experience, and frankly s.22 I am not sure how well she would be able to recount the events.

I do want to make sure that the driver is held accountable for his actions. Due to his carelessness, incompetence, and disregard for HandyDART policy he exposed a s.22 to an extremely dangerous environment. We feel very fortunate that she was found soon after she was reported missing and that no harm had befallen her.

I have spoken to HandyDART and they have assured me that they will follow up with an investigation. We very much appreciate the service they provide and the excellent service delivered by all of their drivers. We have also asked HandyDART to not ever schedule a taxi substitution in the future. They said that they can pick her up later or let us know so we can pick her up and drive her ourselves.

I have also spoken to Carolyn Bauer at Yellow Cabs about the event and she did state that they will be suspending the driver for a week and require him to retrain.

I was also directed to contact Constable Barker of the Vancouver Police, and while I did not talk to him another constable assured me that they would follow up with Yellow Cab to ensure that the driver is held accountable and possibly even insist on a longer suspension if they feel it is warranted after they investigate the event. The VPD incident number is s.15 The number where these constables can be reached is 604-717-2746.

If you feel that this account needs to be shared with the other three organizations mentioned above, please do so.

s.15,s.22

(nr)

END_____

Oct. 23, 2017 - Acknowledgement letter sent, as follows:

Hello s.22

Thank you for taking the time to put your complaint and the account of the event's s.15,s.22 experienced in writing. The Passenger Transportation Branch has opened an investigation and our Acknowledgement letter is as follows:

...(see correspondence tab)

(nr)

END_____

Last Updated By: nrotgans Last Updated Date: Oct 31, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00231**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 31, 2017
Subject	Behaviour of the driver				

Oct. 26, 2017 - Investigating Officer, Rotgans, contacted HandyDart to learn more about how HandyDart ordered taxi trips are arranged and paid for. Officer Rotgans spoke with Diane at HandyDart (604-575-6600). It was noted that the Manager is Cathy Ballared.

The following information was provided by HandyDart:

How is a HandyDart taxi trip arranged?
If HandyDart orders a taxi HandyDart emails the taxi company with the taxi order including the pick-up and drop-off location. The dispatch enters the trip into the taxi dispatch system. Drivers know they are providing service to a HandyDart ordered trip as this is stated in the comments on their dispatch system.

Door-to-Door Service
If a taxi is sent instead of the HandyDart bus the taxi driver provides the same door-to-door service the HandyDart would provide. The door-to-door service is part of the agreement HandyDart has with the Taxi companies providing HandyDart ordered taxi trips.

Payment
The customer pays the taxi driver the HandyDart fare of $2.85. HandyDart tells their clients that tipping the taxi driver is optional and not required.

HandyDart accepted payment options are:
1.$2.85 cash
2.Translink FareSaver 1 zone ($2.85 value)
3.Show their monthly pass (Blue compass card). The driver writes down that the passenger showed their monthly pass on the taxi chit/receipt. Some drivers have the passenger sign the receipt. If the driver chooses, they can call HandyDart to verify that the customer is a monthly pass holder.
4.Scheduled “Transfer trip” at the SkyTrain or SeaBus. No payment is given to the taxi driver. The passenger will pay for the ticket at the ticket vending machine at the station. The taxi driver marks “Transfer” on the taxi chit.
5.If the passenger says “I don’t have payment” the taxi driver still provides service to the passenger. The driver will mark down “no payment” on the taxi chit. HandyDart provides the taxi company with payment including the $2.85. HandyDart accounting will follow-up with the customer to recover the $2.85 payment.

Form of payment is always written down on the taxi chit for accounting purposes. In short, the passenger pays the taxi driver $2.85 in one of the accepted forms of payment and HandyDart pays the difference to the taxi company. In some cases, as outlined above, HandyDart pays the taxi company the entire fare.

(nr)

END_____

Oct. 26, 2017 - The complaint was forwarded to Carolyn Bauer, General Manager Yellow Cab, as follows:

Hello Carolyn,

File No: 2017-00231

The Passenger Transportation Branch received the following complaint. I understand you are already aware of this complaint as the complainant contacted you directly and may have already initiated an investigation.

Of concern are the allegations regarding payment, location drop-off and driver behaviour. While we understand that driver behaviour is a company issue we would like to understand how this trip was dispatched and why there allegedly was discrepancy in the drop off location and when the driver was asked how much the trip would cost he allegedly responded “…$20.00 was not enough, that he needed $50.00.” Please investigate this matter and send us your rebuttal including a driver’s statement and payment information by Thursday Nov. 2, 2017.

In addition, do Yellow Cab driver’s receive training for HandyDart ordered trips?

The following information was provided by the complainant s.22

Company Name: Yellow Cab
Date of incident: October 18, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00231**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 31, 2017
Subject	Behaviour of the driver				

Time of incident: about 9:45 am
Location pick up: s.22
Scheduled location drop off: s.22
Actual location drop off: s.22

Summary of incident:

On October 18th s.22 was to be picked up at s.22 in Vancouver and transported to s.22 s.22 She utilizes the services of HandyDART to travel to the center Monday to Friday and also returns home using the service on Tuesdays and Wednesdays afternoon. The program runs from 10:00 to 2:00 each weekday.

On October 18th HandyDART found that they did not have enough buses available to pick her up at the required time so they arranged for her to be picked up and transported by Yellow Cabs. She would have received a automated notification from HandyDART of this change but would probably not have understood it. She normally watches television while she waits for the bus to arrive and then leaves when the driver knocks on the door. In these events I also receive a call from them. I did miss the initial call, but upon calling HandyDART I was told about the arrangement.

I am estimating that she was picked up some time just after 9:45 AM by the driver. He then drove her and dropped her off at the s.22 s.22 This establishment is located at s.22 an area that s.22 is totally unfamiliar with, especially in her s.22 It is also a long ways from where the s.22 is located. I have not been able to ascertain if the Driver escorted her to the door as HandyDART Policy requires, but I find it very unlikely that my mother would have been led into a location she did not recognize without conveying as much.

As the pub was closed she was directed into the adjoining coffee shop where the staff gave her a coffee. The staff conveyed to us that she seem confused and left soon after.

At approximately 11:00 s.22 contacted s.22 to relay to her that s.22 had not shown up yet. s.22 called me and I immediately contacted HandyDARTt to find out what they knew of this. Eventually it was determined that the Yellow Cab driver had dropped off s.22 at the wrong location. I immediately hung up and contacted the Vancouver Police Department to report that s.22 was missing and lost. This was frightening to her family as we knew that she did not know where she was, where to go and s.22 would not be able to clearly communicate to anyone that she needed assistance. As well it was raining extremely hard and all she had to protect herself was a light jacket. She conveyed to me later that she was terrified.

Unbeknownst to me, while I was on the line with the VPD, the staff at s.22 had also determined through HandyDART that s.22 had been dropped off at the pub. Their staff immediately drove to the area to look for her. By approximately 11:15 they had been able to find her in the area and transported her to s.22 She was completely soaked through. They were able to give her some dry clothing and comforted her as she was extremely upset.

I then drove to s.22 to ensure that she was alright. She was still upset and we left the main room to go talk in the reception area. What I observed from her was that the thing that upset her most about the ordeal was how rude the driver treated her. She repeatedly related to me and to the staff at s.22 was that when she got into the cab she asked the driver how much this was going to cost as she only had $20.00 on her. She states the driver told her that it was not enough, that he needed $50.00. She stated that she would have to go to Vancity for the money or that s.2 s.2 would have to get her the money. With this the driver allegedly yelled "never mind" and drove away. It is very apparent to me that judging from her reaction, s.22 was more afraid of the driver yesterday than she was of being abandoned in an unfamiliar location. I strongly believe her rendition as I do not believe that she has the capacity to fabricate such a story.

I understand that her allegations would be difficult to prove. I also do not want to stress her further by having to recount her experience, and frankly s.22 I am not sure how well she would be able to recount the events.

I do want to make sure that the driver is held accountable for his actions. Due to his carelessness, incompetence, and disregard for HandyDART policy he exposed a s.22 to an extremely dangerous environment. We feel very fortunate that she was found soon after she was reported missing and that no harm had befallen her.

I have spoken to HandyDART and they have assured me that they will follow up with an investigation. We very much appreciate the service they provide and the excellent service delivered by all of their drivers. We have also asked HandyDART to not ever schedule a taxi substitution in the future. They said that they can pick her up later or let us know so we can pick her up and drive her ourselves.

I have also spoken to Carolyn Bauer at Yellow Cabs about the event and she did state that they will be suspending the driver for a week and require him to retrain.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00231**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 31, 2017
Subject	Behaviour of the driver				

I was also directed to contact Constable ….. Of the Vancouver Police, and while I did not talk to him another constable assured me that they would follow up with Yellow Cab to ensure that the driver is held accountable and possibly even insist on a longer suspension if they feel it is warranted after they investigate the event. The VPD incident number is s.15 …. The number where these constables can be reached is …..

If you feel that this account needs to be shared with the other three organizations mentioned above, please do so.

….
End of complaint summary.
_____

Kind regards,

(nr)

END_____

Oct. 27, 2017 -

Good afternoon, when we originally received this complaint from s.22 I had investigated and what I had though was driver error turned out to be My dispatcher Bill's mistake please see email thread below. I tried to contact s.22 back to inform him of this but he never answered and has no voice mail on either cell or home. Bill was with me when we tried to call so that he could personally apologize.

I also gave s.22 the information to the Vancouver Police. Rick Dhaliwal of the VPD is also aware of this situation.

As mentioned upon my first investigation I too thought it was a driver error. It was not! The driver made no mention of $20.00 to the customer as that being the cost of the trip. When the driver accepted this trip he knew it was an account customer.

Hope this helps, it has been a nightmare.

Carolyn

Carolyn, General Manager also forwarded emails from HandyDart (see attachments). The dispatcher's response to HandyDart reads as follows:

From: Limojet Gold Reservations [mailto:reservations@limojetgold.com]
Sent: Thursday, October 19, 2017 1:59 PM
To: Cathy Ballard
Cc: 'Carolyn Bauer'
Subject: RE: TAXI DRIVER DROPPED OFF AT THE WRONG ADDRESS

Good Afternoon Cathy,

I have had the opportunity to take a close look at what occurred on this ride. Right after the driver picked up s.22 he contacted me on the radio, asking for clarification on the destination. This exchange took place during an extremely busy time on the morning of October 18th. I informed the driver to take s.22 but I would add it to the trip information on his screen. The search for s.22 brought up several options, I made the terrible mistake of selecting the first one, which was the incorrect address, I selected s.22 s.22 I am absolutely mortified that I did this Cathy, although completely unintentional, this is my fault. To make matters worse, I went on a break shortly after this occurred. When I returned, and was informed of the problem, and immediately contacted the driver to get him to return to the spot where he dropped s.22 off. He was almost there when Christine let me know that s.22 had been found. Words cannot explain how terrible I feel about this. Could you please pass along my very sincere apologies for this mistake. Please contact me if you have any further concerns regarding this matter.

Thank You,

Best Regards,

Bill Munro

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00231**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 31, 2017
Subject	Behaviour of the driver				

Limojet Gold Ltd
1441 Clark Drive, Vancouver BC | V5L 3K9
Phone: 604-273-1331
Fax: 604-215-0425

(nr)

END_____

Investigating Officer's response as follows:

From: Passenger Transportation Br, TRAN:EX [mailto:PassengerTransportationBr@gov.bc.ca]
Sent: October 27, 2017 10:27 AM
To: Carolyn Bauer <carolyn@yellow-cab.ca>
Subject: RE: Taxi Complaint File: 2017-00231

Hi Carolyn,

Thank you for your prompt reply and outcome of your investigation.

From your records, what form of payment was marked on the chit sheet or daily trip sheet?

Also, you mentioned the driver knew it was an account trip. Did the driver know it was a HandyDart specific trip? How are driver's notified when they have a HandyDart trip?

Thank you,

Naomi

General Manager responded as follows:

From: Carolyn Bauer [mailto:carolyn@yellow-cab.ca]
Sent: Friday, October 27, 2017 11:23 AM
To: Passenger Transportation Br, TRAN:EX
Subject: RE: Taxi Complaint File: 2017-00231

The driver sees the instructions to the right and then when Bill said I will put the information on your hook, that is when he placed the s.22 s.22 on for the driver to see.

Carolyn

From: Carolyn Bauer [mailto:carolyn@yellow-cab.ca]
Sent: Friday, October 27, 2017 11:30 AM
To: Passenger Transportation Br, TRAN:EX
Subject: RE: Taxi Complaint File: 2017-00231

This is the attached receipt from the trip.

Carolyn

Oct. 27, 2017 - Enforcement Officer responded as follows:

From: Passenger Transportation Br, TRAN:EX [mailto:PassengerTransportationBr@gov.bc.ca]
Sent: October 27, 2017 12:28 PM
To: Carolyn Bauer <carolyn@yellow-cab.ca>

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00231**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 31, 2017
Subject	Behaviour of the driver				

Subject: RE: Taxi Complaint File: 2017-00231

Hi Carolyn,

Thank you for the details. I understand from HandyDart that they email Yellow Cab the pick-up and drop-off locations for HandyDart ordered cabs. What are your company business practices to ensure an incident like this does not happen again?

Thank you,

Naomi Rotgans

Oct. 27, 2017 - The General Manager responded as follows:

From: Carolyn Bauer [mailto:carolyn@yellow-cab.ca]
Sent: Friday, October 27, 2017 1:21 PM
To: Passenger Transportation Br, TRAN:EX
Subject: RE: Taxi Complaint File: 2017-00231

Bill was so upset that this happened. He has dispatched well over 72,000 Handy Dart Trips, I can assure you this is the first mistake of its kind. Please feel free to call MVT to ask about Bill's service to them as our dispatcher. You could speak with Bimla, she is the manager over there.

Carolyn

(nr)

END_____

Yellow Cab has taken responsibility that an error was made regarding the drop off location of the passenger. The company's internal investigation has revealed that the driver called the dispatcher to verify the drop off location and the dispatcher provided the driver the wrong location and address. The dispatcher has admitted this was his error and expressed he was very upset with what transpired because of his lack of attention to details.The company did not provide evidence of business practices in place to prevent such incidents. As it appears that this is not a violation of Passenger Transportation Act and Regulations but rather a company business practice and behaviour issue it has been directed to the Manager for their action.

(nr)

END_____

File closed. (nr)

Conclusion:

After investigation it appears there are no violations of the Passenger Transportation Act and Regulations. As the issue was not a Passenger Transportation issue but a serious safety matter the complaint was referred to the General Manager to address. The manager was only partially participating in the Branch's investigation but did provide some information from the company's internal investigation and noted they were working with HandyDart to resolve the issue and ensure it doesn't happen again. The company may wish to ammend their business practices to help prevent an incident like this from happening again in the future.

Allegations of a cash fare request by the driver were unsubstantiated. Although the General Manager denied these allegations a written driver's statement was not provided.

The discrepancy in the Location drop-off appears to be a dispatch issue and possibly a driver communication issue. It is unclear why the address HandyDart provided Yellow Cab was not entered into the dispatch system.

The manager was ony partially participating in the Branch's investigation. If a further response is provided the Branch will re-open the file.

File closed. (nr)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00231**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Oct 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Oct 31, 2017
Subject	Behaviour of the driver				

END_____

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00232**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 26, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 26, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Nov 10, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70199
License Type Special

ATTN: Ony Chowdhury
MACLURE'S CABS (1984) LTD.
1275 75TH AVE W
VANCOUVER BC V6P 3G4

Phone 604-731-4999 (Ony)
Fax 604-731-9219
Email maclurescabs@hotmail.com

Driver

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

Comments:

Oct 25, 2017 - Email from Consumer Protection:

Hi,

Consumer Protection BC has received the following taxi complaint:

Consumer Name: s.15,s.22
Consumer phone number(if collected):
Taxi company name: McClure's Cab
Taxi number or license: M29
Date of incident: October 22, 2017
Time of incident: 11:40 - 12:00 pm
Location pick up: YVR Airport
Location drop off: Home address was not provided.
Email or mailing address: s.22
Brief summary of incident:
Concerned with behavior of the driver and his conversations regarding her profession as s.22 began to tell her of his childhood experience on his s.22 . Conversation with the driver moved to describe the social services was called to interview him at home. And explained about the s.22 s.22 and the social services worker had no idea they were there. She paid the fee and he provided her the change back.

Thank you,
Jackie

LICENSING & INFORMATION OFFICER

End… (djp)

Oct 26, 2017 - Sent acknowledgement email. (djp)

Last Updated By: dpickeri Last Updated Date: Nov 10, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00232**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 26, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Oct 26, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Nov 10, 2017
Subject	Behaviour of the driver				

Oct 30, 2017 - My email to MacClure's:

Hello,

The Passenger Transportation Branch received the following complaint through Consumer Protection BC today.

The following information was provided by the complainant (note this complaint has been edited for privacy and clarity):

Taxi company name: McClure's Cab
Taxi number or license: M29
Date of incident: October 22, 2017
Time of incident: 11:40 - 12:00 pm
Location pick up: YVR Airport
Location drop off: Home address was not provided.
Brief summary of incident: Concerned with behavior of the driver and his conversations regarding her profession as s.22 driver began to tell her of his s.22 Complainant was alarmed and distressed by the details shared by the driver. She paid the fee and he provided her the change back.

We have recently undertaken a review of our complaint and investigation process, in particular customer service issues. As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed. We may request the results of your investigation.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Nov 10, 2017 - Complaint unsubstantiated. Complainant alleged driver told her disturbing details about his personal life. Does not appear to be a volation of the PTA/R or other laws. Forwarded complaint to licencee. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00235**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Oct 27, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Nov 30, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70242
License Type Special

ATTN: Harinder Gill, Manjurul (Emon) Bari, Harjit Bains
BONNY'S TAXI LTD.
5759 SIDLEY ST
BURNABY BC V5J 5E6

Phone 604-412-0281
Fax 604-435-6757
Email emon@bonnystaxi.com

Driver

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

Comments:

October 27, 2017 - the following complaint was received through Consumer Protection BC:

Inquiry #:100421
Consumer name: s.15,s.22
Consumer numbe
Taxi number or license: car 49
Date of incident: October 25th 2017
Time of incident: 3:45 pm
Location pick up: Highgate Village Sopping Centre
Location drop off: s.22
Mailing address: s.22

Brief summary of incident:
Hailed a cab and the driver asked for her drop of location, when provided it the driver said there was another car behind his that could take her. She called the dispatch and was told that if happens again that the driver can be suspended. She waited 45 minutes before she was picked up by a second Bonny's car and the driver of this car told her that the suspensions only last 5 minutes. s.22 told me that when she requests a taxi she gives the dispatch her s.22

Thank you,

_____

October 27, 2017 - Acknowledgement letter directed to the complainant (mgl)

_____

October 30, 2017 - Acknowledgement letter directed. (mgl)

_____

October 30, 2017 - Complaint directed to the General Manager of Bonny's Taxi for their investigation and rebuttal. (mgl)

Last Updated By: mglovell Last Updated Date: Nov 30, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00235**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Oct 27, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Nov 30, 2017
Subject	Trip refusal				

November 6, 2017 - Driver Supervisor Baljinder Virdi advised that he checked into the system and found that the driver was at the location at that time; however, he did not have any dispatch from that address.

November 6, 2017 - Driver Statement provided by s.22 states the following:

"In response to complaint against me on October 25, 2017 at 3:45 pm, I would like to explain to you that my shift was ended and if you can check into the system that I was logged off at that time. I had park my car for few minutes at taxi stand behind Highgate shopping centre to get my stuff ready to take out aster shift. At the same time one customer came towards me ask me if I am free to give her a ride. I simply ask her that did you call taxi "If yes", then your Taxi should be coming behind; if "no" then where are you going to and I will call one for you.

As you know that we have to ask destination between shift change over time that's why I had ask from the customer; but customer says that she did call one already so I left. You can check my system that I was off and also I did not have any calls from the Highgate Village at that time."

Conclusion:

The complaint was also investigated by the Driver Supervisor for Bonny's Taxi who confirmed that the driver was at the location but had no dispatches from there. The driver alleged that he was at shift-end and was still at the location to assembly his personal effects to take out of the vehicle. He confirmed that he inquired the passenger's destination in order to call dispatch for pickup. The Supervisor also confirmed that the driver had no dispatches from the location.

Summary

The driver was at shift-ending and had no further dispatches from the location in question. This was also confirmed by his supervisor.
The allegations were not substantiated and, as such, the investigation is closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00236**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 31, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Oct 31, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 17, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Oct. 31/17 12:02 PM. (photograph of taxicab Y119 and Taxi Cooments/Concerns Form imported to the correspondence tab)
Inquiry: 100492
Consumer name: s.15,s.22
Consumer numbe
Company name: Yellow Cab
Taxi number or license: Y119(yellow cab)
Date of incident: October 28, 2017
Time of incident: 3:05 am
Location pick up: Old Edgewater Casino - Downtown
Location drop off: n/a
Email or mailing address: s.22
Brief summary of incident:
s.22 flagged down a Yellow cab car. When the driver stopped he asked where s.2 was going before letting s.2 in the cab. s.2 told the driver that the destination was in Richmond. The driver said no. s.2 said that this will be reported and the driver said go ahead. s.2 caught a Bonny's car after this. The driver of the Bonny's Taxi said that Yellow Cab should not refuse service downtown because it is in their jurisdiction. See attached documents and emails below for consumer complaint.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9

Oct. 31/17 1:30 PM.
Inquiry: 100492
Consumer name: s.15,s.22
Consumer numbe
Company name: Yellow Cab
Taxi number or license: Y119(yellow cab)
Date of incident: October 28, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00236**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 31, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Oct 31, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 17, 2017
Subject	Trip refusal				

Time of incident: 3:05 am
Location pick up: Old Edgewater Casino - Downtown
Location drop off: n/a
Email or mailing address: s.22
Brief summary of incident:
s.2 flagged down a Yellow cab car. When the driver stopped he asked where s.2 was going before letting s.2 in the cab. s.2 told the driver that the destination was in Richmond. The driver said no. s.22 said that this will be reported and the driver said go ahead. s.2 caught a Bonny's car after this. The driver of the Bonny's Taxi said that Yellow Cab should not refuse service downtown because it is in their jurisdiction. See attached documents and emails below for consumer complaint.

_____
Good afternoon Carolyn,

The Passenger Transportation Branch received the following information from Consumer Protection BC today. The information provided reads in part as follows:

Company name: Yellow Cab
Taxi number or license: Y119(yellow cab)
Date of incident: October 28, 2017
Time of incident: 3:05 am
Location pick up: Old Edgewater Casino - Downtown
Location drop off: n/a
Brief summary of incident:
s.22 flagged down a Yellow cab car. When the driver stopped he asked where s.2 was going before letting s.22 in the cab. s.2 told the driver that the destination was in Richmond. The driver said no. s.22 said that this will be reported and the driver said go ahead.

Carolyn, please interview the driver in question and report back your findings by Thursday, November 09, 2017.

_____

Conclusion:

Nov. 15/17 12:55 PM.
Hi Carolyn,

Could you please send your findings for the following two complaints:

2017-00236
2017-00241

_____
Nov. 17/17 11:14 AM.
Hi Carolyn,

Could you please provide your findings for this open file.

_____
Nov. 17/17 12:46 PM.
Good afternoon Louise, Bali was able to speak with the driver yesterday. His story was a bit different; He said that there was three people that asked for the taxi, two of which were going to Richmond and one was going to Surrey, he said I can take you to Richmond but I can not go to Surrey, his shift change was at (4) four and he would not have enough time to get back from Surrey, but Richmond would be fine. They told him they were going to complain.

Thank you

Carolyn

_____
Nov. 17/17 Allegations of a trip refusal unsubstantiated. Two different stories. Complainant's recollection and driver's are slightly different.
File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00237**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 31, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Oct 31, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 16, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Oct. 31/17 2:43 PM.
Hi,

Consumer Protection received the following information:

Inquiry# 100333
Taxi company name: Yellow Cab Co.
Taxi number or license:
Date of incident: October 18, 2017
Time of incident: 2-3 pm
Location pick up: Holiday Inn, Broadway and Willow
Location drop off: s.22 Vancouver, BC
Email or mailing address: s.22

Brief summary of incident:
First of all, the meter was running when I entered the cab. I pointed it out to the driver, who responded with an answer which I did not hear. s.22 s.22 He did not reset the meter. When we reached my destination, the fare was $13.50. I gave him $13, using Taxi Savers. When I went to get .50 in coin, he told me that I owed him another dollar. He said that was in the system and even if the fare had been .10 over the dollar amount, I would have had to pay another dollar. I've never had this experience before, and told him that this was unfair to seniors using Taxi Savers. I neglected to make a note of the taxi number. I had just s.22 the weather was heavy rain, and I was anxious to get home as quickly as possible. Is this really the current policy.
Thank you,

Jackie

LICENSING & INFORMATION OFFICER
TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9

Oct. 31/17 3:57 PM.
Hi Carolyn,

Last Updated By: lmswan Last Updated Date: Nov 16, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00237**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 31, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Oct 31, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 16, 2017
Subject	Payment issues				

The Passenger Transportation Branch received the following information from Consumer Protection BC this afternoon. The information provided reads in part as follows:

Taxi company name: Yellow Cab Co.
Taxi number or license: Customer neglected to make a note of the taxi number.
Date of incident: October 18, 2017
Time of incident: 2-3 pm
Location pick up: Holiday Inn, Broadway and Willow
Location drop off: s.22 Vancouver, BC

Brief summary of incident:
First of all, the meter was running when I entered the cab. I pointed it out to the driver, who responded with an answer which I did not hear. s.22 s.22 He did not reset the meter. When we reached my destination, the fare was $13.50. I gave him $13, using Taxi Savers. When I went to get .50 in coin, he told me that I owed him another dollar. He said that was in the system and even if the fare had been .10 over the dollar amount, I would have had to pay another dollar. I've never had this experience before, and told him that this was unfair to seniors using Taxi Savers. I neglected to make a note of the taxi number. I had just s.22 the weather was heavy rain, and I was anxious to get home as quickly as possible. Is this really the current policy.

Carolyn, please interview the driver in question and report back your findings to the allegations by Friday, November 10, 2017.

_____

Conclusion:

Nov. 15/17 12:55 PM.
Hi Carolyn,

Could you please send your findings for the following two complaints:

2017-00236
2017-00241

_____
Nov. 15/17 2:59 PM.
Good afternoon Louise, I checked our system from 1:45pm to 3:30pm on October 18th, we had three trips during that time, none of them went to s.22 The trips went to s.22

Sorry was not one of ours.

Carolyn

_____
Nov. 16/17 pm.
Thanks Carolyn for your findings.

I will close this file.

_____
Nov.17/17
Allegations of the meter running at the time the complainant entered the cab and discrepancy in the amount of fare are not substantiated.
During the time frame given by the complainant, Yellow Cab did not have cabs dropping off at s.22 Vancouver.
File closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00238**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Nov 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 20, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

Oct. 31/17 4:22 PM.
Inquiry #:100521
Consumer name: s.15,s.22
Consumer numbe
Company name: Yellow Cab
Taxi number or license: BT128, License # is in attached photo
Date of incident: October 27, 2017
Time of incident: Approx. 2:30am.
Location pick up: 300 block of main street
Location drop off: s.22 (did not happen)
Email or mailing address: s.22
Brief summary of incident.
s.22 asked the driver to make a stop so his partner could get food while he remained in the vehicle. s.22 states that they asked the driver to keep the meter running, offered a tip and an order of fries. s.2 states that the driver saw other fares and did not want to wait for 2 minutes. The driver demanded that s.2 pay now and get another ride home. s.2 states that he told the driver that his partner would be right out and he could drive them home. The driver locked the doors and told s.2 that he was going to drive him back to the pickup destination. The driver left without s.22 Partner. s.2 states that he asked the driver to pull over but he refused. s.2 called 911 while in the cab. The police asked to speak to the driver but he refused. s.2 stayed on the phone with the police to communicate his location. The police pulled the cab over. s.2 states that he asked the driver for identification but the driver refused. See email for full description.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

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Last Updated By: lmswan Last Updated Date: Nov 24, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00238**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Nov 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 20, 2017
Subject	Behaviour of the driver				

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From: s.15,s.22
Sent: Saturday, October 28, 2017 1:55 PM
To: vantips@postmedia.com; VisitVancouver@tourismvancouver.com; investigations@metronews.ca; contact@straight.com; ViewerContactBC@globalnews.ca; letters@straight.com; newsonline@ctv.ca; info@consumerprotectionbc.ca; Sam.Sullivan.mla@leg.bc.ca; Bcridesharing@uber.com
Cc: mayor.media@vancouver.ca
Subject: News story

Hi,
I have a story I think the public and politicians need to know about. s.22 and I got in a Black Top Cab on Friday Oct 27 night at approx 230am on the 300 block of Main street and were headed home to my place at s.22 On the way, we stopped off at Fritz Fries on Davie and Granville where s.22 was going to run inside and get some fried to go to take home. We asked the driver to keep the meter running and I would wait with him in the cab. (we also said we would tip him well and even buy him an order of fries). Seeing the other fares around, the taxi driver, did not want to wait for 2 minutes and demanded we pay now and catch another ride home. I said she would be right out and he could drive us home and we would pay.
He got mad, locked the car doors and said I am going to drive you back to where you came from and left with me in the back seat. My date, who isn't even from this city, was left standing on the road when she came out not knowing where she was or what happened to us. I asked the cab driver to pull over and he refused, literally taking me hostage in his cab. I actually had to call 911 from the back of the cab as he was driving me further and further away in the opposite direction of my home and s.22 who was now standing in the street calling me wondering where we were. When I had the police on the phone they asked to speak to the driver by my phone and the taxi driver refused to speak to the police on the phone or stop. I had to give the police a running commentary on which streets we were passing so they could find us and the police pulled the cab over.

I asked for the cab drivers name identification and he would not give it to me. I said I wanted to make a report and wanted to know his cab drivers licence number and he refused to give it to me. I asked repeatedly to see his credentials and he said I could call dispatch. I said I wanted to see it with my own eyes because by now I didn't believe he was the licenced driver as he should have been able to produce identification.

I am shocked and ashamed on behalf of our city that this is acceptable behaviour. He should have been charged with unlawful confinement. In the least have his licence revoked and be terminated. I have tried calling the taxi refusal service but their voice mail is full. I have also tried calling the manager at blacktop cabs to register a complaint but he/she does not work weekends so I left a message. This event left s.22 alone on Granville Street on a city she didn't know and the cab driver locking the doors and driving me on another direction is beyond words.

If you would like to know more, please contact me at s.22 or by this email.
s.22

Nov. 11/17 8:36 AM.
Hello,

Inquiry #100521

The consumer has replied to my response, see below.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00238**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Nov 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 20, 2017
Subject	Behaviour of the driver				

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From: s.15,s.22
Sent: Tuesday, October 31, 2017 4:34 PM
To: info@consumerprotectionbc.ca
Subject: RE: News story

Thank you,

I am very upset the owner of the cab company tried turning the blame back onto us.

Http://bc.ctvnews.ca/mobile/halloween-taxi-dispute-had-vancouver-man-feeling-like-a-hostage-1.3656318

I would like to see the chauffeurs licence of our cab #128, as I am of the belief that it will not match the person who was driving the taxi. Also there was a camera in the taxi and I think it should be reviewed to show how the driver locked the doors and took me against my will. Also the 911 call recording will show how I was the one calling for help and that the can driver would not pull over and would not talk to the police over my phone. That is why they had to catch up to us and pull him over with a police car with full flashing lights. As far as I know this is False Imprisonment and should be taken very seriously.

False imprisonment is the unlawful restraint of a person against her will by someone without legal authority or justification.

The disturbing part is this has happened on multiple occasions to my friends. When I brought this event to light, other people have come forward on my Facebook to say the same thing has happened to them.

Thank you for getting back to me and taking my complaint seriously. I have never experienced anything like this in all my life.

Sincerely,

_____
Nov. 01/17 12:53 PM.
Good afternoon Sarah and Praneeta,

The Passenger Transportation Branch received the attached information from Consumer Protection BC.
In the link to CTV News last page of the article states “While Vancouver police now consider the matter closed as neither side wanted to pursue charges, the City of Vancouver says its bylaws staff are looking into the matter”.

Kristin Vanderkuip, Registrar & Director suggested we contact your office before going to the licensee. Could you please advise if you are following up with this incident? If you are pursuing this matter would you please let us know your findings.

_____
Nov. 01/17 1:05 PM.
Hi Louise,

This is the first time this incident has been forwarded to me. The city cannot comment on an incident that we have not investigated or were aware of at all.
Therefore there is no findings on this incident to share at this time.
However, I will be in touch as soon as I am able to gather more information.

Thanks

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00238**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Nov 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 20, 2017
Subject	Behaviour of the driver				

Praneeta Simadri | Vehicles for Hire Inspector, Licence Office
Development, Buildings, & Licensing
City of Vancouver | 515 W 10th Ave
Vancouver | B.C. V5Z 4A8
(O) [604.873.7555]

_____
Nov. 01/17 1:46 PM.
Good afternoon s.15,s.22

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

_____
Nov. 01/17 2:12 PM.
Thank you. If you need me to confirm if the driver was actually the same person as the licence you may be shown, I would be happy to either confirm it is the same person or not. He had a camera in the car as well that should confirm who the driver actually was.

Thank you,
s.22

_____
Nov. 01/17 2:23 PM.
Good afternoon Saif & Saurabh,

The Passenger Transportation Branch received the following information from Consumer Protection BC late yesterday afternoon and this morning. The information reads in part as follows:

Company name: Black Top
Taxi number or license: BT128, License # is in attached photo
Date of incident: October 27, 2017
Time of incident: Approx. 2:30am.
Location pick up: 300 block of main street
Location drop off: s.22 did not happen)
Brief summary of incident:
s.2 asked the driver to make a stop so his partner could get food while he remained in the vehicle. s.2 states that they asked the driver to keep the meter running, offered a tip and an order of fries. s.2 states that the driver saw other fares and did not want to wait for 2 minutes. The driver demanded that s.2 pay now and get another ride home. s.2 states that he told the driver that his partner would be right out and he could drive them home. The driver locked the doors and told s.2 that he was going to drive him back to the pickup destination. The driver left without s.22 Partner. s.2 states that he asked the driver to pull over but he refused. s.2 called 911 while in the cab. The police asked to speak to the driver but he refused. s.2 stayed on the phone with the police to communicate his location. The police pulled the cab over. s.2 states that he asked the driver for identification but the driver refused. see email for full description.

Attachment to Consumer Protection BC e-mail.
I have a story I think the public and politicians need to know about. s.22 and I got in a Black Top Cab on Friday Oct 27 night at approx 230am on the 300 block of Main street and were headed home to my place at s.22 On the way, we stopped off at Fritz Fries on Davie and Granville where s.22 was going to run inside and get some fried to go to take home. We asked the driver to keep the meter running and I would wait with him in the cab. (we also said we would tip him well and even buy him an order of fries). Seeing the other fares around, the taxi driver, did not want to wait for 2 minutes and demanded we pay now and catch another ride home. I said she would be right out and he could drive us home and we would pay.
He got mad, locked the car doors and said I am going to drive you back to where you came from and left with me in the back seat. My date, who isn't even from this city, was left standing on the road when she came out not knowing where she was or what happened to us. I asked the cab driver to pull over and he refused, literally taking me hostage in his cab. I actually had to call 911 from the back of the cab as he was driving me further and further away in the opposite direction of my home and s.22 who was now standing in the street calling me wondering where we were. When I had the police on the phone they asked to speak to the driver by my phone and the taxi driver refused to speak to the police on the phone or stop. I had to give the police a running commentary on which streets we were passing so they could find us and the police pulled the cab over.

I asked for the cab drivers name identification and he would not give it to me. I said I wanted to make a report and wanted to know his cab drivers licence number and he refused to give it to me. I asked repeatedly to see his credentials and he said I could call dispatch. I said I wanted to see it with my own eyes because by now I didn't believe he was the licenced driver as he should have been able to produce identification.

I am shocked and ashamed on behalf of our city that this is acceptable behaviour. He should have been charged with unlawful confinement. In the

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00238**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Nov 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 20, 2017
Subject	Behaviour of the driver				

least have his licence revoked and be terminated. I have tried calling the taxi refusal service but their voice mail is full. I have also tried calling the manager at blacktop cabs to register a complaint but he/she does not work weekends so I left a message. This event left s.22 alone on Granville Street on a city she didn't know and the cab driver locking the doors and driving me on another direction is beyond words.

The Branch is investigating this matter to see if there is a violation of the Passenger Transportation Act/Regulations for a "trip refusal". PTA12.1(2) Refuse transport to a passenger
Kristin Vanderkuip, Registrar & Director is requesting your driver provide his statement to the allegations contained above.

The driver statement is due on Wednesday, November 08, 2017.

_____
Nov. 01/17 4:52 PM.
Louise, we are looking into the matter. When we have further information we will loop Kristin in.

Thanks

Sarah Hicks | Deputy Chief Licence Inspector, Licence Office Manager, Licence Office
Development, Buildings, & Licensing
City of Vancouver | 515 W 10th Ave
Vancouver | B.C. V5Z 4A8
(O) [604.873.7546

_____

Conclusion:

Nov. 08/17 3:18 PM.
Ms. Swan,

We have interviewed the following driver:

Drivers name: s.22
Drives Licence number: s.22
Car number: 128
Registration number: s.15

Please find attached drivers statement.

After interviewing the driver, we found that the driver did not refuse the customer but informed them that his shift is towards the end and the customers just told him that its going to a be a long fare. The driver offered to call another cab but then they agreed to get dropped off at Fritz on Davie and Granville. The customers refused to pay upfront and stated that they will pay at the drop off at Fritz.

When they arrived at Fritz s.22 ran out to get fries and told s.22 not to pay the driver. This time the customer would not get out of the cab and pay the driver as agreed earlier. The driver advised them to take another cab from Davie and Granville as due to the Halloween weekend there was a long lineup at Fritz and it would have taken over 30 minutes if the driver waited for them. At this point the driver started driving the car slowly while attempting to contact dispatch to contact 911. Meanwhile the customer had already called 911.

When the police arrived, they asked the driver for identification and he showed them his chauffer permit and drivers Licence. The driver would have automatically received a ticket for $250.00 in case his permit was not displayed on the dash board. The customer started arguing with the police officers as well when they requested him to pay the fare and simply refused to pay it. Another person who was under influence intervened into the situation and did not stay away even after being advised by the officers present on the scene. The officers proceeded to handcuff this person. At this point the customer walked up to the driver and said to him," Are you now enjoying making money. I am doing it for a purpose now to just waste your time. You will get late now to give this taxi back to day driver. Have fun." He started laughing after saying this to the driver.

We believe that this was not a case of trip refusal but dispute in payment from customers side in which police was also involved.

Please let me know in case you require any further information from our side.

Thank you,

Saurabh Bahl

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00238**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Nov 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 20, 2017
Subject	Behaviour of the driver				

Operations Manager
Black Top and Checker Cabs
604 891 8504

_____
Nov. 09/17 1:23 PM.
Thanks Saurabh for your response and driver s.22 statement as requested by the Registrar.

I will get back to you.

_____
Nov. 09/17 1:17 PM.
Hi Sarah,

We are sharing the response provided by Saurabh of Black Top and driver statement from s.22

There appears to be two versions of what actually happened at roadside. Based on the information we were provided by the complainant s.1 s.22 through Consumer Protection BC and driver s.15,s.22 we are not able to substantiate a "trip refusal".

As you were also looking into this matter have you received anything further on this incident?

_____
Nov. 09/17 2:52 PM.
I've read the material from s.22 I have placed a call with VPD to see if there is any information relating to the VPD call that can be released to me. I'll provide further update once I know that.

With the material I have seen to date, I don't see an infraction that we would be able to address.

Sarah Hicks | Deputy Chief Licence Inspector, Licence Office Manager, Licence Office
Development, Buildings, & Licensing
City of Vancouver | 515 W 10th Ave
Vancouver | B.C. V5Z 4A8
(O) [604.873.7546]
sarah.hicks@vancouver.ca

_____
Nov. 20/17 9:01 AM.
Hi Saurabh,

Sarah Hicks, Deputy Chief Licence Inspector has placed a call with VPD. Based on the material seen to date it would appear there is not an infraction under bylaws or PTA & Regs.

Please be advised I will close this file and will re-open if more information comes forward.

_____
Nov. 20/17 Allegations of a trip refusal unsubstantiated. Sarah Hicks, Deputy Chief Licence Inspector also stated with the material seen to date she doesn't seen an infraction that they would be able to address. Sarah placed a call to VPD but to date hasn't heard back. Will close file and can re-open if more information comes forward.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00239**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 30, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Nov 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Dec 4, 2017
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

October 30, 2017 - Passenger Transportation Branch received the following email from s.15,s.22 which was accompanied by a formal complaint to the licensee, as well as other interest groups.

"As discussed just now on the phone. Thank you. I heard an official of the PTB last week on an interview, did not hear her name, on the topic of "pass bys" or was it? "Pass overs"? None the less, she said if the PTB does not hear what is going on on the front lines, it is naturally, hard to monitor and accordingly, regulate and investigate. This is sent out of a sense of duty and one who increasingly finds the drivers just don't seem to be hungry – if service is of any measure of their concern for their job and how an aspect of driving a taxi, is customer service when considering passengers such as myself with a s.22

Thank you for your assistance,

s.15,s.22

_____

NOTE:- The actual complaint was also addressed to the City of Vancouver, as follows:

October 27, 2017

Clr. Heather Deal
City of Vancouver
#453 West 12th Avenue
Vancouver, B.C. V5Y 1V4

Re: Deplorable Vancouver taxi service.

Dear Heather,

Yesterday afternoon, I had reason to use Black Top Taxi service three times. Driver two told me, in his own words, "confessed", something about service to which driver three later validated as correct!

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00239**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 30, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Nov 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Dec 4, 2017
Subject	Wait times (regular/accessible taxi)				

Trip one from my home address to s.22 was seamless and uneventful.

Trip two was from s.22 The call was booked at 6:10 p.m. in anticipation of going to listen to s.22 scheduled for seven p.m. The Black Top Taxi showed up 35 minutes later!

Trip three was later that evening from s.22 to return home. It was then where I shared with this driver, the following information provided, confessed, by driver two….

Aghast with the time it took to get trip two matched to my call out address, I questioned somewhat persistently, the driver of car two en route to the Church. He told me…

My trip was passed over by other taxis because I was calling from a main thoroughfare in a retail area and driver experience is such that upon accepting the trip, the trend is that by the time they get to the appointed address, the passenger has flagged another taxi. He went on to say, "If you called a taxi to the same address on say west 6th or 7th Avenues, you'd get prompt service." I was… aghast with this confession Heather. Driver two went on to explain how the further the cab is geographically positioned in the zone I have booked the trip in, the more likely the drivers will pass over the trip to the next in the cue and so on and so forth for much the same reason…. By the time they transit across the zone, the passenger, particularly if they wait on a thoroughfare, they will flag a taxi for hire!

Honestly, give me ride share the sooner the better. A colleague of mine residing in San Francisco s.22 s.2 says she has not looked back since the introduction of Lift and Uber. The longest she has waited has been 11 minutes. An aspect of the taxi platform software program, tracks data for her taxi requests. Her average wait time has not exceeded four minutes because of the g.p.s. supported software dispatching the closest taxi to her street address.

I stand firmly with a position that Vancouver taxi services are NOT reliable! Written for your information from real experience and testimonies from those on the front lines – the drivers themselves!

Cheers and thanks Heather,

s.15,s.22

c.c. Lynda Steel, Steel and Drex Show, the Giant '98, CKNW
Manager, Black Top Taxi

November 1, 2017 - an Acknowledgement letter was directed to s.15,s.22 wherein he was advised the following:

"You did not provide the Unit numbers of the cabs involved. Also, can you confirm whether Black Top Cabs Ltd. was provided with a copy of your complaint, as indicated in your correspondence?

November 1, 2017 - s.15,s.22 provided clarification with respect to whether the complaint was copied to Black Top Cabs Ltd. as indicated. He has since provided an email that was directed to Saif Ullah, General Manager, as follows:

"I called Black Top Mgt. the day after this concerning event resulted and asked to talk to a manager on duty. I was put through to the "Operations Manager" where I left a voice mail. The voice message did not identify the name of the telephone line. In this message, I explained I was interested in getting mailing data to forward a concern.

Please find in the enclosed, the topic of this concern. Thank you."

November 2, 2017 - the complaint was directed to Saif Ullah, General Manager, as follows:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00239**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 30, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Nov 1, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Dec 4, 2017
Subject	Wait times (regular/accessible taxi)				

The Passenger Transportation Branch has now received proof that the complaint was directed to you. The complainant cites excessive wait times and alleges conversation with driver about causal reasons for delay in getting prompt taxi services.

Please provide the Branch with a copy of your response to the complainant on or before November 9, 2017.

Regards.

_____

November 10, 2017 - further clarification was sought, Bruce Gilmour advised the following:

(Trip #1 – Originated from his home at s.22 Vancouver (that trip went okay)

Trip #2 – Originated from s.22 He experienced lengthy wait time and was late for an event.

Trip#3 – Originated from s.22 destined to his residence. s.22 clarified that he took a bus from s.22 s.22 where he lingered for a while and then took a Black Top Cab from the s.22 to his residence arriving at approximately 10 pm.) Driver allegedly shared reason for delay in trip with the complainant.

Conclusion:

The allegation made by the complainant is about wait times and driver behaviour. The complaint appears to be based on third party information provided by drivers. In particular the driver on Trip #3 allegedly provided the complainant with causal reasons why he had been experiencing lengthy trip delay.

Summary

The complaint was about how drivers prioritize their trips. This is a matter that the manager of the licensee should be addressing with their drivers and responding to the complainant. The allegations have not been substantiated because the complainant refused to identify the driver of Trip #3.

The investigation is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00240**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Nov 2, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Nov 30, 2017
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70974
License Type Special

ATTN: Davinder Kainth (Office Manager)/JATINDER BHULLAR
NEWTON WHALLEY HI WAY TAXI LTD.
107-13119 84TH AVE
SURREY BC V3W 1B3

Phone 604-597-3811 EXT 2
Fax 604-597-8002/604-597-3811
Email manager@whalleytaxi.ca

Driver

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

Comments:

November 1, 2017 - Consumer Protection BC directed the following complaint to the Passenger Transportation Branch:

Inquiry No. 100548

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Newton Rally Taxi
Driver's Name: Not applicable
Taxi Number or License: Cab 83

Incident
Date of incident: October 28 2017
Time of incident: 2:30 p.m.
Location Pick Up: s.22 Surrey BC
Location Drop Off: Complainant did not provide. Information has been requested.

Summary of Incident: Complainant states that after waiting for 10 – 15 minutes for his taxi he went outside and noticed a cab across the street. Complainant asked if the taxi was for him and was told that it was, but the driver also said that dispatch had cancelled his cab. When complainant got home he called dispatch to complain. Complainant feels that his concerns were not adequately addressed during call, and while talking to manager over the phone he heard another dispatcher cursing.

END_____

November 2, 2017 - Acknowledgement letter was directed to the complainant (mgl)

_____

November 2, 2017 - complaint directed to the licensed (mgl)

Last Updated By: mglovell Last Updated Date: Nov 30, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00240**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Nov 2, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Nov 30, 2017
Subject	Wait times (regular/accessible taxi)				

November 10, 2017 - the General Manager submitted the following rebuttal:

I have searched our records regarding this complaint of our Car 83 not picking up the Complainant. We did get this order from the s.22 s.22 at 14:17 on October 28, Saturday. Car 83 got this job on auction at 14:21. He was on his way when the part time dispatcher accidently cancelled his job. This happens because the computer jumps when another job is cleared or completed and the dispatcher is cancelling a job at the same time. We have to be extremely careful. She has been notified of this err and she says she will be more careful in the future. This was of no fault of the driver.

I am attaching herewith copy of job, which was supposed to cancel but accidently cancelled wrong job.

Driver did service to concern person.

We are apology at our end. Driver told same things to customer.

November 10, 2017 - the following email was directed to Davinder:

Thank you for your response.

Please provide written statements from the driver and the dispatcher that was on shift, as well as the screenshot of the trip that supposedly cancel out the trip in question. Can you please explain why the driver did not call the dispatcher and alert him that the customer was still waiting for a cab, when the driver was aware that the dispatcher had cancelled the trip.

I await your response on or before November 14, 2017.

Regards.

November 10, 20

November 7, 2017 - driver s.22 provided the following statement:

In response to enquiry about the mentioned job in email.it is stated as under.
It is fact that I received the subject cited job,when I reaced the pick up location, message regarding cancellation of job was sent to me by despatch. As I was already reched by the pick up location and customer was present there I give service to customer and informed the despatch accordingly.It is not the case of taxi refusal or job cancellation on my part.

November 10, 2017 - Manager Davinder Kainth submitted his response as follows:

I have searched our records regarding this complaint of our Car 83 not picking up the Complainant. We did get this order from the s.22 s.22 at 14:17 on October 28, Saturday. Car 83 got this job on auction at 14:21. He was on his way when the part time dispatcher accidently cancelled his job. This happens because the computer jumps when another job is cleared or completed and the dispatcher is cancelling a job at the same time. We have to be extremely careful. She has been notified of this err and she says she will be more careful in the future. This was of no fault of the driver.

I am attaching herewith copy of job, which was supposed to cancel but accidently cancelled wrong job.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00240**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Nov 2, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Nov 30, 2017
Subject	Wait times (regular/accessible taxi)				

Driver did service to concern person.

We are apology at our end. Driver told same things to customer.

November 14, 2017 - Dispatcher s.22 provided the following written statement:

I got call from a customer name s.22 to cancel her cab; but by mistake when I was going to cancel her job dispatch page refreshed and after that I select wrong job.

I apology for that and I will take care in future. I never noticed before Page refreshed.

Conclusion:

The complaint was directed to Davinder Kainth, General Manager of Newton Whalley for their investigation. Davinder confirmed that the trip was dispatched, and the dispatcher accidentally cancelled the trip while the passenger was still waiting. Apparently, the driver was at the location and communicated to the passenger that the trip was cancelled by the dispatcher. The driver in his written submission advised that although the trip was cancelled he transported the passenger to the requested drop-off destination.
Based on responses provided by the manager, driver and dispatcher, it appears that due to a series of events a blatant trip refusal was not the doing of the driver. Causal, was the accidental cancellation of the trip by the dispatcher. The actions of driver and dispatcher do not violate Passenger Transportation Act or Regulations, or terms of Conditions of Licence.

SUMMARY

Dispatch's error appears to be the cause for the complaint's trip being dropped. The complaint is more about customer service and not a blatant trip refusal. As such, the complaint filed was not substantiated by the general manager.

The investigation is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00241**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 2, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Nov 2, 2017
Location	VANCOUVER INTERNATIONAL	**Received via**	Email	**Completion Date**	Nov 20, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Nov. 02/17 12:02 PM.
Hello,

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone: Complainant did not provide. Information has been requested.

Taxi Info
Taxi Company: Yellow Cab
Driver's Name: Complainant did not provide. Information has been requested.
Taxi Number or License: No. 63

Incident
Date of incident: Complainant did not provide. Information has been requested.
Time of incident: Complainant did not provide. Information has been requested.
Location Pick Up: Vancouver Airport.
Location Drop Off: Richmond, BC.

Summary of Incident: Complainant stated that driver asked her if she was visiting. Complainant told the driver that she was s.22
Complainant states that at the end of the ride the meter read $25.00 but the driver charged her $28.00.
Kind regards,
Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2808
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

_____
Nov.02/17 1:08 PM.

Last Updated By: lmswan Last Updated Date: Nov 20, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00241**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 2, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Nov 2, 2017
Location	VANCOUVER INTERNATIONAL	**Received via**	Email	**Completion Date**	Nov 20, 2017
Subject	Payment issues				

Good afternoon s.22

The Passenger Transportation Branch received the following information from (CPBC) Consumer Protection BC today. (see e-mail below)
Please provide the information that was requested by CPBC. (see e-mail below)

Please be advised taxi drivers must not run the meter when picking up passengers at YVR to their drop off location. The Passenger Transportation Board has approved Zone Rates for taxis picking up at YVR. I have provided you with the following link to view the Zone Rates.

http://www.th.gov.bc.ca/ptb/documents/boardrulerespectinglowermainlandtaxicabrates.pdf

_____
Nov. 03/17 9:01 PM.
Hi Louise Swan,

Thanks for getting back to me.
I did emailed yellow cab with my complaints but I never got any response from them till now.
I check the zone rate. It should be 25$ not 28$. It seems to me yellow cab driver was trying cheat me to pay more. I also send email with the details Lotti requested.
First impression I got from Vancouver right after I landed got ruined because of this driver.

Thank you.

s.22

_____
Nov. 06/17 1:41 PM.
Good afternoon Lottie,

The complainant said she sent you more information. If so could you please send me the information. The date and time are important in order to determine who the driver is.

_____
I have not yet sent this complaint to Carolyn Bauer because we need a date and approx.time.

_____
Nov. 07/17 9:52 AM.
Hello Louise,

Thank you for the email. Sorry for the delay in responding. s.22 and sometimes Mondays are a little busy.

Here is the updated information for Inquiry #: 100570.

Complainant's Info
Phone Number: s.22

Taxi Info
Driver's Name: Complainant does not have name.

Incident
Date of incident: Oct 29, 2017
Time of incident: 2-2:30 p.m.

Kind regards,
Lottie

LOTTIE BOETTCHER | LICENSING & INFORMATION OFFICER
TF 1.888.564.9963 Ext. 2808
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9

_____
Nov. 07/17 11:25 AM.
Good morning Carolyn,

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00241**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 2, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Nov 2, 2017
Location	VANCOUVER INTERNATIONAL	**Received via**	Email	**Completion Date**	Nov 20, 2017
Subject	Payment issues				

The Passenger Transportation Branch received the following complaint from Consumer Protection BC. The information provided reads in part as follows:

Taxi Info
Taxi Company: Yellow Cab
Taxi Number or License: No. 63

Incident
Date of incident: Oct 29, 2017
Time of incident: 2-2:30 p.m
Location Pick Up: Vancouver Airport
Location Drop Off: Richmond, BC.

Summary of Incident:
Complainant stated that driver asked her if she was visiting. Complainant told the driver that she was on vacation. Complainant states that at the end of the ride the meter read $25.00 but the driver charged her $28.00. I check the zone rate. It should be 25$ not 28$.

I did emailed yellow cab with my complaints but I never got any response from them till now.
It seems to me yellow cab driver was trying cheat me to pay more.
First impression I got from Vancouver right after I landed got ruined because of this driver.

Carolyn the complainant mentions meter and zone rate. Exact location of drop off not given.

Please interview the driver in question and report back your findings to the allegations by Tuesday, November 14, 2017.

_____
Nov. 07/17 11:52 AM.
Good morning s.22

Please find attached an acknowledgement letter for the information you provided to Consumer Protection BC.

_____
Nov. 07/17 12:21 PM.
Good afternoon Louise, please find attached records for taxi Y063 for October 29th I have run the report from 12:05 to 3:00pm. Anytime the meter would have gone on I would have captured it with our system. How did they pay for their trip? Do we have an address? I can run my records with that in case she got the taxi number mixed up.

It could be any color (YELLOW) taxi, but if they have a receipt I can look into it further.

Carolyn

_____
Nov. 07/17 12:41 PM.
Good afternoon s.22

How did you pay for the trip? (credit card or cash)
If you were issued a receipt for payment please provide a copy.
Please provide the address for the drop off location in Richmond.

Please provide the above information as soon as possible.

_____

Conclusion:

Nov. 15/17 12:55 PM.
Hi Carolyn,

2017-00241
Re: Zone Rates from YVR
I sent the complainant an e-mail requesting the drop off address in Richmond and whether the driver issued a receipt for the trip. If I don't hear back I will be closing the file.

_____

Last Updated By: lmswan Last Updated Date: Nov 20, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00241**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 2, 2017
Requestor	s.15,s.22	**Assigned Inspector**	312: Louise Swan	**Assigned Date**	Nov 2, 2017
Location	VANCOUVER INTERNATIONAL	**Received via**	Email	**Completion Date**	Nov 20, 2017
Subject	Payment issues				

Nov. 20/17 Complainant did not provide the drop off address in Richmond and whether a receipt was issued.
Allegations of wrong zone rates charged are unsubstianted as the complainant did not provide the requested information to pursue this matter further.
File closed.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number 2017-00242
Requestor s.15,s.22
Location VANCOUVER
Subject Trip refusal

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

Received Date Nov 1, 2017
Assigned Date Nov 2, 2017
Completion Date Dec 1, 2017

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 812984
Owner VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Licensee

PT Number 70538
License Type Special

ATTN: John Palis; Sukhi Sandhu
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604 664-0430
Fax 604 669-1100
Email manager.vancouvertaxi@telus.net

Driver

License Num: s.22 **Class:** 4
Driver Name: **Expiry Date:** s.22
Birthdate: **Jurisdiction** BC

Comments:

November 1, 2017 - Consumer Protection BC advised Passenger Transportation Branch of the following complaint:

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Vancouver Taxi
Driver's Name: Complainant did not provide. Information has been requested.
Taxi Number or License: V207

Incident
Date of incident: (October 29, 2017)
Time of incident: 2:10 a.m.
Location Pick Up: (Yukon @ West 2nd Avenue, Vancouver)
Location Drop Off: s.22 Vancouver

Summary of Incident: Complainant states: "At about 2:10am, Vancouver taxi cab V207 refused our ride request, demanding $20 for a short ride within east van. I repeatedly asked him to turn on the meter but he would not. He kicked us out moments later after turning around and heading in the wrong direction."

(** Complainant verbally confirmed with the Investigator that the meter was not running. The driver demanded a flat rate of $20. The customer refused to pay and insisted that the meter be activated. It was at that point that the driver turned around in the opposite direction, stopped and asked the passengers to get out).

Kind regards.

END_____

November 2, 2017 - Acknowledgement letter directed to the complainant. (mgl)

Last Updated By: mglovell Last Updated Date: Dec 1, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00242**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Nov 2, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Dec 1, 2017
Subject	Trip refusal				

_____

November 2, 2017 - complaint directed to the John Palis, General Manager of Vancouver Taxi. (mgl)

_____

November 3, 2017 - John Palis rebutted as follows:

Either the car number or the date is wrong as I can't match the cab to the location at that time. Also were they in the cab moving and he let them out or did they get in, not move and get tossed out? When they say went in the wrong direction, which way do they mean, that we can GPS track. Please get an clarification if possible.

Thanks,

John

_____

November 3, 2017 - the following email was directed to the complainant:

Hello s.22

Can you please provide further clarification. I already explain this to you that without specific information, the manager would be unable to track the vehicle. Here is the request:

Either the car number or the date is wrong as I can't match the cab to the location at that time. Also were they in the cab moving and he let them out or did they get in, not move and get tossed out? When they say went in the wrong direction, which way do they mean, that we can GPS track. Please get an clarification if possible.

I await your response. Thanks

_____

November 3, 2017 - the complainant clarified the allegations as follows:

As stated, this occurred this recent Saturday night. Technically it occurred Sunday, October 29th, between about 2:05AM and 2:10AM.

Below is a rough estimate of pick-up location and subsequent exit. The taxi followed more-or-less the below shown route, initially heading in the direction we wanted to go, before turning around and heading in the opposite direction. We three exited the cab where indicated, as I did not want to make the situation worse for us in finding a new cab.

(Note Map provided of the area travelled by the driver)

The cab number was almost certainly V207, the meter was never turned on.

This is all the information I have.

_____

November 10, 2017 - the response provided by the complainant was directed to John Palis. (mgl)

_____

November 30, 2017 - John Palis provided a vehicle movement printout that indicates:

Driver s.22 (2160) was at the location identified by the complainant. Vehicle movement indicates that the driver was logged in on November 29, 2017 at 2:16 am through to November 29, 2017 at 2:30 am. The manager submits that

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00242**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 1, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Nov 2, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Dec 1, 2017
Subject	Trip refusal				

the driver was indeed at the location reported. The manager also provided this information:

The driver in question actually drove his last shift with us that night. (see driver Log report attached) I can confirm the route that you provided and I have verified and confirm this was him (see attached)
s.22 As to what was said between the two parties I cannot say, but our policy is the meter has to be on and our tariff decal clearly says it in the cab.

Conclusion:

The complaint was directed to John Palis for his investigation. He reported his findings in that the driver was on duty and was at the location indicated by the complainant. John said the driver s.22
s.22

Penalties are not directed to the driver but to the licensee. There is sufficient information to levy a penalty against the company; however, the manager reported that the driver is s.22 and that their policy is the meter has to be on and their tariff decal clearly states that in the cab. The driver information has been flagged in the event further complaints are filed while in the employ of Vancouver Taxi.

Summary

The complaint was substantiated; however, the driver is s.22

The investigation is closed. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00243**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 3, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Nov 3, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Dec 5, 2017
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

November 3, 2017 - Complaint directed to the Branch through Consumer Protection BC. The complaint is as follows:

Inquiry #: 100590
Consumer name: s.15,s.22
Consumer numbe
Company name: Yellow Cab
Taxi number or license: Y315
Date of incident: October 24th 2017
Time of incident: 2:00 pm
Location pick up: Hotel Vancouver
Location drop off: s.22
Email or mailing address: s.22
Brief summary of incident:
s.22 states that the driver way playing very loud music. She asked the driver to turn down the music. The driver turned the music down for a short time before turning it up again. s.22 states that she did not like the drivers attitude. She feels that he was intimidating. She asked him to turn the music down a second time and he did. She states that she is sick and tired of drivers complaining. See the consumer's email for the full description.

Thank you,

(PLEASE NOTE - THE ACTUAL COMPLAINT IS AS FOLLOWS:

I picked up your cab Y315 at the Hotel Vancouver around 2 pm on Tuesday October 24 to take me to my home in West Van s.22

Half way cross the bridge I asked your driver to turn down his very loud music, he did then a moment later he turned it up again.
Then he said “I don’t like this I have to go back in this traffic!! Grumble grumble grumble…….” The lanes were about to change so two lanes would be going back into the city on his way back. I did not like his tone or his attitude, it was intimidating.

At Park Royal I asked again if he would turn down his very loud music. He did but he grumbled. I am sick and tired of taxi drivers complaining. I normally am a big tipper ($$) but last week I could not be bothered to give him anything more than $2.00.

Your driver whom you will be able to identify was rude and miserable. I don’t use taxi’s in Vancouver because the driver’s on the whole are RUDE

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00243**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 3, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Nov 3, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Dec 5, 2017
Subject	Behaviour of the driver				

beyond RUDE.

It would be worthwhile to train your drivers in some customer service. Year by year the cab drivers in Vancouver are getting worse in attitude and behaviour. I will be filing an official complaint because I am seriously sick and tired of the driver's attitudes.

s.15,s.22

END_____

November 3, 2017 - Acknowledgement letter was directed to the complainant (mgl)

_____

November 7, 2017 - the complaint was directed to Carolyn Bauer, General Manager of Yellow Cab for her investigation. (mgl)

Conclusion:

The complaint was directed to the General Manager of Yellow Cab, as it relates to driver behaviour which does not violate the licensee's terms of Conditions of Licence, or Passenger Transportation Act or Regulations.

The general manager is not required to provide her findings to the Branch. (The file will be help open until November 20, 2017 to ascertain if a response was received from the General Manager.

Summary

The allegations brought forward by the complainant do not violate the terms and Conditions of Licence of the licensee. However, under the Taxi Bill of Rights - the passenger has the rights to a quiet atmosphere, upon request. The allegations were referred to the General Manager of the Licensee. No voluntarily response was received to date.

The complaint was referred to the licensee for their investigation. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00244**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 3, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Nov 3, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Dec 5, 2017
Subject	Payment issues				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70526
License Type Special

ATTN: Michael Small, General Manager
SURDELL KENNEDY TAXI LTD.
103-12975 84TH AVE
SURREY BC V3W 1B3

Phone 604-588-1330
Fax 604-581-2017
Email michael@surdelltaxi.com

Driver

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

Comments:

November 3, 2017 - Consumer Protection BC directed the following complaint to the Passenger Transporttion branch:

Inquiry #: 100617
Taxi number or license: not provided
Consumer name: s.15,s.22
Consumer numbe
Company name: Surdel Taxi
Date of incident: 2017/11/01
Time of incident: not provided
Location pick up: not provided
Location drop off: not provided
Email or mailing address: s.22
Brief summary of incident:
"I just to know how the govt regulates taxi meter. What i observe is that, the meter drops 0.10 cents every 3 seconds. + 3.90 flag down rate. Is this normal?" I called the consumer and left a message to request the additional info.

Thank you

END _____

December 4, 2017 - Acknowledgement letter was directed. (mgl)

Conclusion:

The rates for the licensee was reviewed and are in keeping with the Board's approved metered rates as follows:

$ 3.20 (Flag)
$ 1.84 (Distance Rate 1 (per km)
$ 32.86 (Waiting time - per hour)
Effective date: 2016-03-01

Summary

Last Updated By: mglovell Last Updated Date: Dec 5, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00244**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 3, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Nov 3, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Dec 5, 2017
Subject	Payment issues				

There was no need to escalate the complaint. The complainant was only asking about the approved rates and how they are regulated. An explanation was provided. The investigation is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00245**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 6, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Oct. 6, 2017 - The Branch received the following complaint forwarded by Consumer Protection BC, as follows:

Hello,

Consumer Protection BC has received the following taxi complaint:

Inquiry#99834

Consumer Name: s.15,s.22
Consumer phone number(if collected) s.22
Taxi company name: Yellow Cab
Taxi number or license: Y155 ; License Plate# JW1077.
Date of incident: September 29, 2017
Time of incident: 2:00 a.m.
Location pick up: s.22 Vancouver, BC
Location drop off: s.22 Vancouver, BC
Email or mailing address: s.22

Brief summary of incident:

En route, the driver stopped to chat with a passerby and offered / insisted to give him a ride without my consent. The new passenger got into the front passenger seat of the car; I could smell that he had been drinking and immediately did not feel safe. As I am s.22 in the back of a cab in the middle of the night, I told both the driver and passenger that I did not agree with this arrangement, found it inappropriate, and did not feel safe. The new passenger apologized and got out at the next light.
As the cab driver pulled away from the curb, I felt that I did not want to continue my ride home with this driver as I still afraid and did not feel safe with him. I demanded of him 3 times to stop the car and let me out but he did not. I had luggage in the trunk so I could not just hop off. He also made sure to drive fast in the middle lanes and I felt trapped in his car.
When I realised he was not going to let me out, I asked that he drop me off at the convenience store s.22 but he still insisted on sending me s.22 I got out of his cab at 215am.
My complaint is that the driver picked up another passenger while I was using his service and without my consent. Furthermore, he refused to let me alight despite my demanding it of him 3 times, and I felt like a hostage in his car. Not only did he detour my route, he put me in a situation that made me feel afraid for my safety s.22 I was reluctant to pay him at the end of the ride as I felt my rights were violated, but paid him out of

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00245**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 6, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Behaviour of the driver				

fear anyway. I kept the receipt for reference s.22
I have given my feedback to Yellow Cab but would appreciate it if you could also look into to my concerns with this driver. I feel that what he did was completely inappropriate and I worry for the safety of other s.22 passengers that might get in his cab.

END_____

Conclusion:

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Incident Detail

File Number	**2017-00246**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 6, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70538
License Type Special

ATTN: John Palis; Sukhi Sandhu
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604 664-0430
Fax 604 669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

Oct. 6, 2017 - The following complaint was forwarded to the Branch from Consumer Protection BC, as follows:

Consumer: Name s.15,s.22
Consumer contact
Taxi company: Vancouver Taxi
Taxi number: V111
Date of incident: 2017-09-30
Time of incident: 13:45
Pick up location: s.22 Vancouver, BC
Proposed drop off location: YVR
Issue: Consumer claims that the driver drove away when he saw that s.22 was in a wheelchair. Please see email below.

From: s.15,s.22
Sent: Saturday, September 30, 2017 2:03 PM
To: info@consumerprotectionbc.ca
Subject: Taxi refusal because of disability

Who? Vancouver Taxi, car V111
What? I called for pickup, met the driver outside my apt. He saw s.22 was in a wheelchair and he frowned and drive away
When? Sat, Sept 30, 2017 @ 13.45
Where? s.22 Vancouver, BC

(nr)

END_____

Jan. 8, 2017- Acknowledgement letter sent.

Acknowledgement letter email delivery failed. No other email or phone number provided.

(nr)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00246**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 6, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Behaviour of the driver				

END_____

Jan. 8, 2018 - Complaint forwarded to John Palis, General Manager, as follows:

File No: 2017-00246

The Passenger Transportation Branch received the following complaint from Consumer Protection BC. Please investigate this matter and provide your rebuttal on or before January 16, 2018.

Summary of incident:
Taxi company: Vancouver Taxi
Taxi number: V111
Date of incident: 2017-09-30
Time of incident: 13:45
Pick up location: s.22 Vancouver, BC
Proposed drop off location: YVR

Issue: Complainant called for pickup, met the driver outside my apt. He saw s.22 was in a wheelchair and he frowned and drive away Consumer claims that the driver drove away when he saw that s.22 was in a wheelchair.

(nr)

END_____

Conclusion:

Forwarded to Manager John Palis. Manager to respond by Jan. 16, 2018.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00247**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 13, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 9, 2018
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70546
License Type Special

ATTN: John Palis, Sukhi Sandh
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604-664-0430
Fax 604-669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

Oct. 13, 2017 - The following complaint was forwarded to the Branch by Consumer Protection BC, as follows:

Taxi complaint Inq: 100048

Consumer name: s.15,s.22
Consumer numbe
Company name: Vancouver Taxi
Taxi number or license: dd8331
Date of incident: October 13, 2017
Time of incident: 3:00 pm
Location pick up: not applicable
Location drop off: not applicable
Email or mailing address: Not provided

Brief summary of incident:
s.22 was riding in the bike path. He was cycling south west on Beattie Street. Taxi pulled in to the bike lane and parked in the bike lane to let out passengers. s.22 was not pleased so he gave the driver a dirty look and passed him. He saw the taxi at the a red light. The driver rolled down his window and yelled at s.2 and gave him the finger. He followed the taxi and confronted him again and asked him why he was mad at him because the driver blocked the bike lane and he had done nothing wrong. s.2 called the taxi company and spoke to the dispatch who told him to call the police if he was injured.

(nr)

END_____

Oct. 16, 2017 - Did not get ahold of the complainant at the number given. No Acknowledgement letter sent as a email address was not provided.

(nr)

END_____

Jan. 8, 2018 - Officer Rotgans forwarded the complaint to John Palis, General Manager, as follows:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00247**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 13, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 9, 2018
Subject	Behaviour of the driver				

Hello John,

File No: 2017-00247

The Passenger Transportation Branch received the following complaint from Consumer Protection BC. As this is a driver behaviour and local by-law matter, we are referring this matter to you. Please note that the allegations made by the complainant do not violate the Passenger Transportation Act and Regulations, or the Terms and Conditions of Licence.

The Branch does retain a copy of the complaint attached to your Passenger Transportation Licence profile. Such complaints are subject to review by the Board at their discretion, typically when reviewing new applications. A response is not required from Vancouver Taxi. but if you wish to submit a response to these allegations it will be included with the complaint record.

The following information was provided by the complainant:

Company name: Vancouver Taxi
Taxi number or license: dd8331
Date of incident: October 13, 2017
Time of incident: 3:00 pm

Brief summary of incident:
Complainant was riding in the bike path. He was cycling south west on Beattie Street. Taxi pulled in to the bike lane and parked in the bike lane to let out passengers. Complainant was not pleased so he gave the driver a dirty look and passed him. He saw the taxi at the a red light. The driver rolled down his window and yelled at the complainant and gave him the finger. He followed the taxi and confronted him again and asked him why he was mad at him because the driver blocked the bike lane and he had done nothing wrong. The complainant called the taxi company and spoke to the dispatch who told him to call the police if he was injured.

(nr)

END_____

Jan. 8, 2018 - The Acknowledgment letter was not sent as no email was provided. Sent complaint to John Palis, General Manager. As this complaint is a driver behaviour and possibly a by-law local government issue the Branch will not be investigating this complaint.

(nr)

END_____

Conclusion:

Complaint unsubstantiated. The complaint does not appear to violate the Passenger Transportation Act or Regulations. The complaint appears to be regarding driver behaviour and local by-law rad safety issues. Therefore, the complaint was forwarded to the manager of the company for their own internal investigation.

Investigation closed. (nr)

END_____

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00248**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 7, 2017
Location	HORSESHOE BAY	**Received via**	Email	**Completion Date**	
Subject	Payment issues				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Oct. 19, 2017 - The following complaint was forwarded to the Branch from Consumer Protection BC, as follows:

Consumer name s.15,s.22
Company name: Yellow Cab
Consumer number: s.22
Taxi number or license: Does not know
Date of incident: Sept. 2. 2017
Time of incident: 8:45 am
Location pick up: Canada Place
Location drop off: Horseshoe bay ferry terminal
Email or mailing address: s.22
Brief summary of incident:
During the trip the driver told s.22 that he would have to pay with cash because the point of sale system was not operational. s.22 states that he had barely enough cash to pay the $55 fare. s.22 states that no receipt was given, he believes that the driver is pocketing the money and not reporting his income. s.22 said that he does not like being held hostage to a cash only deal. Complaint form is attached.

Conclusion:

SATUS: AK sent. Send to GM.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00249**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 7, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	
Subject	Accessible taxi not having the facilities for securing a passenger in a wheelchair and/or the wheelchair to the floor				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70404
License Type Special

ATTN: Tim Land
WHITE ROCK SOUTH SURREY TAXI LTD.
3-17921 55 AVE
SURREY BC V3S 6C4

Phone 604-574-0966 / 604-533-3333
Fax 604-576-2900
Email pacificcabs@telus.net

Driver

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

Comments:

Oct. 20, 2017 - The following compalint was received by the Branch via email, as follows:

thank you for your email i do have several taxi receipts in which i was not able to be safely secured.
the drivers have the attitude that because they secure the wheelchair [that is enough!
driver number1115
took me from s.22 and return this driver used the shoulder seat belt which in my opinion is essential. so as well as my complaints i do want to acknowlege this driver.
the worst occurance also happened on 19th october.
car number 81 with driver 570 [which was taking me back to s.22 the driver was going to pull out of the driveway into 152nd street with no attempt to seat belt me before he could pull out i asked him to stop to belt me. he came to the back and re-secured the wheelchair straps and asked if i was satisfied?
when i said that i wanted a seat belt on he brought out a lap belt. i asked him for a shoulder belt and he said they did not have one!!.
on 19th october car number37 driver number 521 took me from s.22 no belt.
please note that even the really good driver 1115 told me that unless you ask for a belt they will not put one on because a lot of people dont like them in my opinion that is just a company policy so that they can get more journeys in and make more money?
please forgive me if that sounds sarcastic but i can not believe that they are instructed NOT to place seat belts on if not requested. if it had been any other driver i would not have believed him but it was the "safe"driver who told me this! so i have to believe him.
all these taxis were from PACIFIC CABS.

also you asked who took the booking i dont know the answer to this but i did ask to talk to the manager on a previous occasion about overcharging. when i rang to congratulate the good driver i was put through to him again and he said"not you again!!" and hung up!!
i have no doubt that with this sort of attitude he will vehemently deny all these incedents!!

Respectfully,
s.15,s.22

END_____

Oct. 20, 2017 - additional information received:

dear naomi, i fotgot to tell you that there is NO TIME entered on any of the receipts that i have. if you need an approximate time i do keep a journal

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00249**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 7, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	
Subject	Accessible taxi not having the facilities for securing a passenger in a wheelchair and/or the wheelchair to the floor				

of my journeys with estimated time if you needed this please email me back i am desperate to bring this company to account before it causes death or serious injury to one of its passengers.

Respectfully,
s.15,s.22

END_____

Oct. 31, 2017 - Additional information received:

i have already told you of some of the dangerous practices of PACIFIC TAXI SERVICES. but as i frequently have to take them due to handy dart being too busy i have found out why they do not put shoulder safety belts on. several drivers have told me that 'they are not allowed to put straps on unless the client asks for it" because they claim alot of people dont like the straps. i am convinced beyond any doubt that with these policies there will be a death at some time and pacific taxis will claim that the client did not want one!!. also i know that they try to steal from us. on one occasion i went from s.22 AND THE COST WAS 8 DOLLARS. DUE TO THE INORDINATE AMIUINT OF TIME THAT THE DRIVERS SPEND EVENTUALLY GETTING YOU BELTED ON ONE OCCASION FOR THE SAME TRIP THE METER WAS STOPPED AT 119DOLARS90CENTS.
i believ e that the drivers are given this policy [of no seat belts] in order to overcharge you. the meter is ticking all the time that they are fiddling with the seat belts. on more than one occasion the meterhas read over 6 dollars before we have moved one inch!! i do mask them to reset it. and to give credit where it is due all the drivers that i have asked to reset have without complaint. i did on one occasion ask to speak to a complaints manager about the overcharging. on a different occasion[which i told you about there was one very good driver who belted me correctly[as i dont believe in complaining all the time[i like to give credit where it is due.] so i rang the company to praise this driver. as soon as in was put through to the manager he said straight away "not you again" today a driver was sent instead of handy dart and when i asked him to put a shoulder harness on he said that he couldnt because the seat belt was meant for the seats that had been taken out to make way for the wheelchair space. when i told him that other drivers were able to put one on he reluctantly did put it on. when i arrived home i asked him if he was new and he said he had been with the company for 15 years. so i asked him [why did he say he couldnt put one on but then was able to?] he immediately said cal,l the company and complain. well of course i no longer have that option as the manager has already expressed his displeasure at my calls even when i want to praise the company. it is my sincere belief that this company should have its license pulled before its dangerous policies have a disaterous effect!.
of course with the managers attitude i have no doubt whatsoever that they will deny my claims and just pass it off as "that compaining guy again ignore him he just wants tocause trouble. i dont know what your power levels are but i am prepared as a matter of principleto be a witness to these events if you require me to be.
i am sorry hat this email is so long but i consider this matter to be so dangerous that i wanted to give you full details.

Respectfully,
s.15,s.22

END_____

Conclusion:

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00250**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 30, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 7, 2017
Location		**Received via**	Email	**Completion Date**	
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70617
License Type Special

ATTN: Pardeep Sharma, Manager
ABBOTSFORD TAXI LTD.
502-30950 WHEEL AVE
ABBOTSFORD BC V2T 6G7

Phone 604-853-8888
Fax 604-855-9122
Email abbotsfordtaxi@hotmail.com; abbotsfordtaxi@gmail.com

Driver

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

Comments:

Oct. 30, 2017 - The following complaint was forwarded to the Branch by Consumer Protection BC, as follows:

Consumer claims that she was sexually harassed by a taxi driver. Consumer claims that taxi driver asked her to give him a "Blowjob" and then requested that she show him “her big juggs".

Inquiry #: 100442
Name s.15,s.22
Taxi number or license: "85 or 95"
Operator: “Abbotsford Taxi Yellow”
Fare: Consumer did not provide this information
Date of incident: 2017/09/04
Time of incident: ~20:00
Location pick up: Abbottsford Airport
Location drop off: Consumer's home (did not provide address)
Email or mailing address: s.22
Phone: consumer did not provide this information

END_____

Conclusion:

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00251**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 30, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Trip refusal				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Oct. 30, 2017 - The following complaint was forwarded to the Branch by Consumer Protection BC as follows:

Please find the details of the taxi complaint below, we received this complaint on Sunday October 29th at 3:43AM . I have emailed the consumer to ask for the taxi number, along with the name of the taxi driver (if available). If this information comes in I will pass it along.
Consumer details:
Name: s.15,s.22
Email:

Incident details:
Who: Yellow cabs
taxi number or license: not provided (requested)
taxi driver name: not provided (requested)
When: 2:00AM Saturday, October 28
Pick up: s.22 in Vancouver
Drop off: West Vancouver
summary:
allegedly the consumer asked to be taken to West Vancouver and the taxi driver responded that he was off in 30 minutes. The consumer allegedly stated that was approx. how long it took to get to West Van. At this point the taxi driver allegedly told the consumer to get out of the cab. The taxi driver allegedly called the police. The consumer states that the taxi driver fabricated a lie about s.22 being violent and that he actually never said a word and was standing on the curb. The police did show up and allegedly told the consumer to find another cab.

END_____

Conclusion:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00252**	**Request Type**	Record Taxi Complaint	**Received Date**	Oct 30, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 7, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Payment issues				

Requestor

s.15,s.22

Phone s.15,s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Oct. 30, 2017 - The floolwing complaint was forwaded to the Branch by Consumer Protection BC, as follows:

Complainant Info
Name: s.15,s.22
Email or Mailing address:
Phone:

Taxi Info
Taxi Company: Yellow Cab
Driver's Name: Not applicable
Taxi Number or License: Y218

Incident
Date of incident: September 16, 2017
Time of incident: 1:00 a.m.
Location Pick Up: s.22 Vancouver BC
Location Drop Off: s.22 Burnaby BC

Summary of Incident: Complainant states said that driver said the debit machines were down. Driver would not transport complainant without cash. Drove complainant to ATM so he could take out cash. Complainant wants to know if this is allowed. I explained that Consumer Protection BC takes complaints on behalf of the Passenger Transportation Branch. It will be up to the PTB to investigate his complaint to determine if the driver violated any regulation. Says he understood. Asked for PTB phone number. Provided him number off of the government website.

END_____

Conclusion:

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00253**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 7, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 7, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Mechanical vehicle safety issues				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70547
License Type Special

ATTN: Gurdip Sahota, Malkit (Singh) Sidhu
SUNSHINE CABS LIMITED
1465 RUPERT ST
NORTH VANCOUVER BC V7J 1G1

Phone 604 929-1221 ext 104 or 105
Fax 604-929-8644
Email gm@sunshinecabs.ca; operations@sunshinecabs.ca

Driver

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

Comments:

(cross referenced with files: 2017-00254; 2017-00255)
Nov. 6, 2017 - The following complaint was received by the Branch via email, as follows:

Dear Sir / madam ,
I write to the board with serious concerns regarding Sunshine Cabs Ltd
1- several W- Chair vans are not operational Cab 125 - Wchair has not been on the road since Feb 2017 Cab 107 - Wchair operating without 6 month's inspection , and unsafe vehicle . Expired June 2017 Cab 98 - not operational since early 2017 Cab 99 - W Chair - not signing on and doing any wheel chair trips at all Cab 35 - at Sea Bus not signed on

All cabs flagging downtown every day.

All Wchair Vans in YVR strictly for extra loads

No log books in office.
All YVR drivers not signed on
All Horseshoe Bay drivers not signed on

Several drivers doing more than 70 per week.

s.22

END_____
_____
Nov. 09/ 17 Acknowledgement letter sent.
Kristin asked me to log it 3 times for the different allegations mentioned. Only one file number was put on the acknowledgement letter.
_____
Nov. 09/17 10:28 AM.
Thank you very much .
The public's safty is of outmost importance here and I am pleased that action will be taken for these infractions.
I am also pleased that CVSE has been alerted as well.
I am also glad that the board does not keep any complainant updated on their findings.

Last Updated By: nrotgans Last Updated Date: Nov 22, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00253**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 7, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 7, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Mechanical vehicle safety issues				

I would also add that Subshine Cabs refuses W-C trips due to lack on WC on the road.
Please request trips for each Wchair assisted vehicle to get the challenges of our disabled clients.
There are multiple concerns from Handy Dart as well. The contract is with SC but NST is doing all wheelchair assisted trips.
Thank you
s.22

Nov. 20, 2017 - Received inspection reports from Greg Neal, AVI for the following Sunshine cab unit # 107, 70, 69,88. See attached.

Nov.21, 2017 - Forwarded complaint to CVSE AVI's Greg Neal and Jim Kendall.

Spoke to Greg Neal and he noted that CVSE will be conducting more inspections.

(nr)

END_____

Conclusion:

SATUS - Acknowledgement letter and documentation entered into system only.

CVSE AVI's are actively investigating and conducting Taxi inspections. CVSE contacts are Jim Kendall and Greg Neal.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00254**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 9, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Hours of service of taxi				

Requestor

s.15,s.22

Phone **Fax**

Cell s.22

Email

Vehicle

Reg/VIN **Jurisdiction**

Plate #

Owner

Licensee

PT Number 70547

License Type Special

ATTN: Gurdip Sahota, Malkit (Singh) Sidhu
SUNSHINE CABS LIMITED
1465 RUPERT ST
NORTH VANCOUVER BC V7J 1G1

Phone 604 929-1221 ext 104 or 105

Fax 604-929-8644

Email gm@sunshinecabs.ca; operations@sunshinecabs.ca

Driver

License Num: **Class:**

Driver Name: **Expiry Date:**

Birthdate: **Jurisdiction**

Comments:

Nov. 06/17 11:39 AM. (cross referenced with files 2017-00253; 2017-00255)
Dear Sir / madam ,
I write to the board with serious concerns regarding Sunshine Cabs Ltd
1- several W- Chair vans are not operational Cab 125 - Wchair has not been on the road since Feb 2017 Cab 107 - Wchair operating without 6 month's inspection , and unsafe vehicle . Expired June 2017 Cab 98 - not operational since early 2017 Cab 99 - W Chair - not signing on and doing any wheel chair trips at all Cab 35 - at Sea Bus not signed on

All cabs flagging downtown every day.

All Wchair Vans in YVR strictly for extra loads

No log books in office.
All YVR drivers not signed on
All Horseshoe Bay drivers not signed on

Several drivers doing more than 70 per week.

s.22

_____
Nov. 09/17 Acknowledgement letter sent to s.22
Kristin asked me to log it 3 times for the different allegations mentioned. Only one file number was put on the acknowledgement letter.

_____
Nov. 09/17 10:28 AM.
Thank you very much .
The public's safty is of outmost importance here and I am pleased that action will be taken for these infractions.
I am also pleased that CVSE has been alerted as well.
I am also glad that the board does not keep any complainant updated on their findings.
I would also add that Subshine Cabs refuses W-C trips due to lack on WC on the road.
Please request trips for each Wchair assisted vehicle to get the challenges of our disabled clients.
There are multiple concerns from Handy Dart as well. The contract is with SC but NST is doing all wheelchair assisted trips.
Thank you

Last Updated By: nrotgans Last Updated Date: Nov 22, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00254**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 9, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Hours of service of taxi				

Reshma

_____

Nov. 21, 2017 - Officer Rotgans spoke with Sandra Goes, CSI supervisor. Goes asked Rotgans to connect with Kate Barsky, CSI who has been assigned the file.

Forwarded complaint by email to CVSE Kate Barsky, CSI as follows:

Hi Kate,

Sandra and I spoke today regarding Sunshine Cabs Ltd. (North Vancouver) and she suggested I connect with you. I tried calling you a few minutes ago. Please call me when you have a minute.

I am forwarding the complaint we received regarding mechanical safety issues and hours of service below for CVSE's investigation. I understand you may be aware of some of this information already.

PT Branch will investigate the allegations concerning poaching downtown.

(nr)

END_____

Nov. 22, 2017 - Received phone call from CSI Kate Barsky. CVSE already received some information from s.22 directly and CVSE is already conducting an investigation regarding hours of service.

(nr)

END_____

Conclusion:

STATUS - Active hours of service investigation underway by CVSE.
CVSE contact is Kate Barsky (CSI).

(nr)

END____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00255**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15,s.22

Phone
Cell s.22
Email

Fax

Vehicle

Reg/VIN
Plate #
Owner

Jurisdiction

Licensee

PT Number 70547
License Type Special

ATTN: Gurdip Sahota, Malkit (Singh) Sidhu
SUNSHINE CABS LIMITED
1465 RUPERT ST
NORTH VANCOUVER BC V7J 1G1

Phone 604 929-1221 ext 104 or 105
Fax 604-929-8644
Email gm@sunshinecabs.ca; operations@sunshinecabs.ca

Driver

License Num:
Driver Name:
Birthdate:

Class:
Expiry Date:
Jurisdiction

Comments:

Nov. 06/17 11:39 AM. (cross reference with files 2017-00253; 2017-00254)
Dear Sir / madam ,
I write to the board with serious concerns regarding Sunshine Cabs Ltd
1- several W- Chair vans are not operational Cab 125 - Wchair has not been on the road since Feb 2017 Cab 107 - Wchair operating without 6 month's inspection , and unsafe vehicle . Expired June 2017 Cab 98 - not operational since early 2017 Cab 99 - W Chair - not signing on and doing any wheel chair trips at all Cab 35 - at Sea Bus not signed on

All cabs flagging downtown every day.

All Wchair Vans in YVR strictly for extra loads

No log books in office.
All YVR drivers not signed on
All Horseshoe Bay drivers not signed on

Several drivers doing more than 70 per week.

s.22

_____
Nov. 09/17 Acknowledgement letter sent.
Kristin asked me to log it 3 times for the different allegations mentioned. Only one file number was put on the acknowledgement letter.
_____
Nov. 09/17 10:28 AM.
Thank you very much .
The public's safty is of outmost importance here and I am pleased that action will be taken for these infractions.
I am also pleased that CVSE has been alerted as well.
I am also glad that the board does not keep any complainant updated on their findings.
I would also add that Subshine Cabs refuses W-C trips due to lack on WC on the road.
Please request trips for each Wchair assisted vehicle to get the challenges of our disabled clients.
There are multiple concerns from Handy Dart as well. The contract is with SC but NST is doing all wheelchair assisted trips.
Thank you

Last Updated By: lmswan
Last Updated Date: Nov 9, 2017

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00255**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 9, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 9, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Operating outside the licensee's area of service (poaching)				

Reshma

Conclusion:

Documentation entered into the system and acknowledgement letter sent only.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00256**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Nov 10, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 20, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Nov 10, 2017- Email from Consumer Protection BC:

Inquiry #:100771
Consumer name: s.15,s.22
Company name: Yellow cab
Taxi number or license: does not have it
Date of incident: November 8th
Time of incident: 2:55 pm
Location pick up: s.22
Location drop off: 6393 NW Marine Dr, Vancouver(passenger did not arrive)
Email or mailing address: s.22
Brief summary of incident:
s.22 requested a taxi for his client to take a trip to the museum of anthropology. s.22 contacted his client at a later date and found out that they did not arrive at the destination because the driver did not complete the trip. See the email for full description.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER

Subject: Yellow Taxi Complain

To Whom it may Concern:

I am writing on behalf of one of our out of town clients who came to Vancouver for one day only (11:30am to 7:00pm) Wednesday November 8, 2017

The purpose of her trip was to come and s.22 but because her time here was longer than necessary, she thought she would go the Museum of Anthropology after visiting s.22 I contacted Yellow Taxi at 604-681-1111 to order a taxi for the client at approximately 2:55 pm. The taxi arrived shortly after and I walked her to the car and made sure she was safely inside.

I followed up with an email today to inquire how her visit to the museum was and this is the response I received:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00256**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Nov 10, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 20, 2017
Subject	Trip refusal				

"I was not able to go the museum of Anthropology since the driver needed to be back on town by four. He did offer me to drive me to a taxi station to get another driver."

I find this appalling treatment of a guest and of a patron of our city. I was not in the Taxi therefore I cannot attest to the conversation our client had with the driver nor what agreement they arrived at but even to be told I cannot take you where you are wanting to go is not acceptable. I did review the taxi bill of rights and noted that:

As a Taxi Passenger you have the right to:
- Be picked up and transported to your stated destination by any available on duty taxi driver

This clearly did not happen! I cannot in good conscious ever recommend or contact Yellow Taxi for any of our clients in the future.

Unfortunately I do not have the taxi number but the taxi was dispatched to s.22 between 2:50pm and 3:10pm on Wednesday November 8, 2017.

Sincerely,
s.15,s.22

End… (djp)

Nov 15, 2017 - Sent email to Carolyn:

Hello,

The following complaint was received from Consumer Protection BC and forwarded to the Branch for investigation (note this complaint has been edited for privacy and clarity):

Company name: Yellow cab
Taxi number or license: does not have it
Date of incident: November 8th
Time of incident: 2:55 pm
Location pick up: s.22
Location drop off: 6393 NW Marine Dr, Vancouver (passenger did not arrive)
Brief summary of incident: I contacted Yellow Cab at 604-681-1111 to order a taxi for the client at approximately 2:55 pm. The taxi arrived shortly after and I walked her to the car and made sure she was safely inside. Driver refused to complete the trip. Passenger stated "I was not able to go the museum of Anthropology since the driver needed to be back on town by four. He did offer me to drive me to a taxi station to get another driver."

The Branch is concerned that this is potential a trip refusal and violation of the Passenger Transportation Act and Regulation. Please investigate this incident and reply with a driver's statement by Nov 24, 2017.

Regards,

Douglas Pickering

End… (djp)

Nov 15, 2017 - Sent acknowledgement email. (djp)

Nov 15, 2017 - Email from Carolyn:

Good afternoon Douglas, our policy is if it is shift change you can offer to have another taxi come to pick them up and wait while the taxi arrives, or since this trip was only two blocks from the Yellow Cab Lot the driver knew he could get her into a taxi immediately and offered to do so at no charge.

We did our best, the customer did not complain, it was the shop owner.

Carolyn

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00256**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Nov 10, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 20, 2017
Subject	Trip refusal				

I have already spoken with this gentleman, see email below.

Good afternoon, I have now had the opportunity to speak with the driver, he said that when the customer told him where they wanted to go he explained that his shift was ending and that he gladly take her to the Yellow Cab lot located at 1441 Clark at no charge to transfer her to another taxi to take her to UBC, she said no that is fine can you take me to the Museum of Arts located on Hornby Street. The passenger even tipped the driver. They had a nice conversation through the trip.

Our call takers always ask for destination between the hours of 2:00pm to 5:00pm. I noticed that when you called in, you used our automated system which does not give the option for destination. So the driver that was coming had no idea, but I feel he did his best to accommodate your customer.

Kind regards

Carolyn Bauer
General Manager
Yellow Cab

End… (djp)

Conclusion:

Complaint unsubstantiated.
Complainant alleged driver told one of his clients that he could not take them to Museum of Anthropology. Carolyn explained that driver's shift was ending soon and driver offered to take passenger for no charge to Yellow Cab office to get another cab. Passenger declined offer and gave different destination. I have received no complaint from the actual passenger. Complaint closed.(djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00257**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Nov 10, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 16, 2017
Subject	Driving ability				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Nov 10, 2017 - Email from Consumer Protection BC:

Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 100788

Consumer Name: s.15,s.22
Consumer contact
Taxi number: #97
Date of incident: 2017-11-06
Time of incident: 6:20 pm
Pick up location: N/A
Proposed drop off location: N/A
Issue: Consumer claims that he was crossing at the intersection of Taylor St and Keifer Place, Vancouver. He was already crossing the road (which is a 3 way stop) when the driver sped up and cut in front of him and his friend, nearly hitting him. Consumer claims that the driver yelled out to him that “he should’ve f-ing waited” and shouted several obscenities. Consumer called yellow cab on Monday and spoke to someone in the complaints department, they told him that a supervisor would call him back but they haven’t.

Thank you,

JULIE McNAMARA | LICENSING & INFORMATION OFFICER

End… (djp)

Nov 15, 2017 - Called s.22 no answer, no vm. (djp)

Nov 15, 2017 - My email to Carolyn:

Hello,

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00257**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 10, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Nov 10, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Nov 16, 2017
Subject	Driving ability				

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Taxi number: #97
Date of incident: 2017-11-06
Time of incident: 6:20 pm
Pick up location: N/A
Proposed drop off location: N/A
Issue: Consumer claims that he was crossing at the `intersection of Taylor St and Keifer Place, Vancouver. He was already crossing the road (which is a 3 way stop) when the driver sped up and cut in front of him and his friend, nearly hitting him. Consumer claims that the driver yelled out to him that “he should’ve f-ing waited” and shouted several obscenities. Consumer called yellow cab on Monday and spoke to someone in the complaints department, they told him that a supervisor would call him back but they haven’t.

The complainant has been advised that the subject matter of this complaint is under the jurisdiction of the regional police. The Branch does retain a copy of the complaint attached to your Passenger Transportation Licence profile. Such complaints are subject to review by the Board at their discretion, typically when reviewing new applications. A response is not required from Yellow Cab Company Ltd. but if you wish to submit a response to these allegations it will be included with the complaint record.

Regards,

Douglas Pickering

End… (djp)

Nov 15, 2017 - Email from Carolyn:

Thank you, we will have a word with the driver.

Carolyn

End… (djp)

Conclusion:

Complaint unsubstantiated.
Nov 10, 2017 - Complainant alleged taxi driven in unsafe manner at crosswalk. Not a violation of PTA/R. Advised Yellow Cab of complaint. No email address for complainant and no answer on their phone.
Nov 15, 2017 - Carolyn replied saying they would address with driver.
Complaint closed. (djp) (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00258**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Nov 15, 2017
Location	LANGLEY	**Received via**	Email	**Completion Date**	Dec 29, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

Nov 15, 2017 -The following complaint was submitted to the Board and forwarded to the Branch for investigation:

Subject: Monday Nov 13 2017.s.15,s.22 cab was arranged day before for 530am pick up. From west 1st to langley...this shouldn't happen to anyone one else..I want this to be noted in case this driver is known for this or does this again

Starter motor breaks..need to take a cab to work..langley...90 dollars with tip..I jump out and watch the blacktop cab pull away with my cell phone sitting on the passenger seat.
I quickly use a workmates cell to call blacktop cab..I was told to come into the office the next day..I said I need my cell for work so I'm told that the driver ia still in the neighbour hood..thwre will be a 15 dollar charge for him to return. Great..he shows up and demands 48 dollars ir no cell.only wants cash..so he's paid and and and I have and imsnr have my cell back and blacktop has lost and customer for life..robbery in my opinion. .have imsnr mentioned it was blacktop cabs lol.p

End… (djp)

Nov 20, 2017 - Sent acknowledgement email to s.22 with a couple questions for him:

File No: 2017-00258

November 20, 2017

s.15,s.22

Re: Complaint about Black Top received Nov 15, 2017

Thank you for providing important information to the Passenger Transportation Branch regarding a potential violation(s) of the Passenger Transportation Act and/or Regulations.

Last Updated By: dpickeri Last Updated Date: Dec 29, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00258**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Nov 15, 2017
Location	LANGLEY	**Received via**	Email	**Completion Date**	Dec 29, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

You mention that the driver asked for the $48 dollars in cash. What was the method of payment for the $90 trip fare? If you received a receipt for that fare please send me a copy or send me any unit number that may be listed on it.

We value your submission and may contact you for further details. Based on all of the information received, an investigation will be initiated to substantiate the allegations. If a violation has indeed occurred, the Branch will apply whatever penalty is deemed appropriate. However, due to privacy concerns, we are not able to divulge what level or type of penalty was administered.

If you have any questions or concerns please contact us by phone at 604-527-2198 or email at passengertransportationbr@gov.bc.ca.

Regards,

Douglas Pickering

End… (djp)

Nov 20, 2017 - Email from s.22 (attached receipt is handwritten, from Black Top but does not indicate cab number or driver's name):

I paid the 90 by interact

On Nov 20, 2017 11:05 AM,s.22 wrote:
He settled for 40 cash. I will look for the receipt for the ninety.I have attached the receipt for the 40.
Thank you

End… (djp)

Nov 27, 2017 - My email to Saif:

Hello,

The Passenger Transportation Branch received the following complaint (complaint has been edited for clarity):

Monday Nov 13 2017.. cab was arranged day before for 530am pick up. From west 1st to langley...this shouldn't happen to anyone one else..I want this to be noted in case this driver is known for this or does this again
Starter motor breaks..need to take a cab to work..langley...90 dollars with tip..I jump out and watch the blacktop cab pull away with my cell phone sitting on the passenger seat.
I quickly use a workmates cell to call blacktop cab..I was told to come into the office the next day..I said I need my cell for work so I'm told that the driver is still in the neighbourhood..there will be a 15 dollar charge for him to return. Great..he shows up and demands 48 dollars or no cell.only wants cash..he settled for $40 cash (copy of receipt attached) so he's paid and and I have my cell back and blacktop has lost a customer for life..robbery in my opinion. .have mentioned it was blacktop cabs

While the transportation of freight without passengers is not covered by the Passenger Transportation Act and Regulation we do encourage operators to conduct all their business in as fair and consistent a manner as possible. As this is a driver behavior issue I am referring the complainant to your office.

If you do have any questors or concerns please contact me.

Regards,

Douglas Pickering

End… (djp)

Nov 27, 2017 - My email to s.22

Hello s.22

Thanks for the replies. I've gone thru all the relevant Regulations and by the current rules passenger trips have to be charged at the metered rate. Charging unapproved rates for carrying passengers in a taxi in BC is illegal. The same rule does not apply to carrying freight. A taxi in BC does not

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00258**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Nov 15, 2017
Location	LANGLEY	**Received via**	Email	**Completion Date**	Dec 29, 2017
Subject	Excessive rates charged, not per the meter, or excessive deposits				

have to charge a specific rates for delivering freight.

I recognize there was a discrepancy between what you were quoted and what you were charged. I'm going to pass this complaint on to the management at Black Top minus your personal information. If you wish to try contacting them again the manager is Saif Ullah and his email is saif@btccabs.ca.

If you do have any further questions or concerns please contact me.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Nov 20, 2017 - Sent acknowledgement email to s.22 with couple questions. (djp)
Nov 27, 2017 - Referred s.22 to Saif. Sent Saif copy of complaint. (djp)
Complaint unsubstantiated. Complainant alleged driver charged too much for returning his cell phone. As explained to complianant we do not regulate fees for moving freight. Referred complaint to management. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00259**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Nov 15, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Nov 28, 2017
Subject	Refusing to transport assistant/guide dogs				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70391
License Type Special

ATTN: Mohammed Ullah (GM)/Yadwinder Sandhu
RICHMOND CABS LTD.
2440 SHELL RD
RICHMOND BC V6X 2P1

Phone 604 248-3131
Fax 604 276-2705
Email gm@richmondtaxi.ca

Driver

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

Comments:

Nov 15, 2017 - Email from Consumer Protection BC:

The consumer has responded with the drop off location. I also failed to provide the Inquiry # in the last email. It is 100848.

Drop off location was s.22 Richmond BC

Thanks,
s.15,s.22

Consumer name:s.15,s.22
Consumer numb
Company name Richmond Taxi
Taxi number or license: 93
Date of incident: November 11 2017
Time of incident: 4:00 pm
Location pick up: Canadian Line, Lansdowne station
Location drop off: not provided, requested.
Email or mailing address: s.22
Brief summary of incident:
The driver asked s.22 to put her guide dog in the back of the vehicle in the hatchback. The driver told s.22 that he did not want the dog to get his car dirty for other passengers. s.22 states that she refused to put her dog in the back of the car. She states that the dog is trained to sit on the floor. She states that she felt it put her dog in risk in the event of an accident. She states that the driver did deliver her to her destination but she feels his request was unacceptable. See consumers email for full description.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC

Last Updated By: dpickeri Last Updated Date: Jan 22, 2018

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00259**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Nov 15, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Nov 28, 2017
Subject	Refusing to transport assistant/guide dogs				

End… (djp)

Nov 20, 2017 - Called s.22 left message for her to call me. I want to ask her where did the dog end up riding? Has she had any response from Richmond Taxi? Has she complained to the Min of Public Safety?
She called me back; dog did end up riding in passenger area as she said they just got in and refused to move until driver proceeded. She has had no response from Richmond Taxi.

I send email to Carsten Chalk at Min Public Safety:

Hello Carsten,

Previously we would send these kind of complaints to James Gartshore. Please let me know if they should come to you in the future or if we should be sending them elsewhere.

Complaint was originally received by Consumer Protection BC on Nov 15, 2017:

Consumer name: s.15,s.22
Consumer numbe
Company name Richmond Taxi
Taxi number or license: 93
Date of incident: November 11 2017
Time of incident: 4:00 pm
Location pick up: Canadian Line, Lansdowne station
Location drop off: not provided, requested.
Email or mailing address: s.22
Brief summary of incident:
The driver asked s.22 to put her guide dog in the back of the vehicle in the hatchback. The driver told s.22 that he did not want the dog to get his car dirty for other passengers. s.22 states that she refused to put her dog in the back of the car. She states that the dog is trained to sit on the floor. She states that she felt it put her dog in risk in the event of an accident. She states that the driver did deliver her to her destination but she feels his request was unacceptable. See consumers email for full description.

Complainant's original email to Consumer Protection:
To whom it may concern;

I am writing to submit a complaint regarding services provided by car number 93 with Richmond Taxi on Saturday November 11 at approximately 4:00 pm. I called for a taxi to pick me up at the Canadian Line Lansdowne station. When the taxi arrived, s.22 approached him to ensure he had been sent for us. When we were getting into the taxi, the driver opened the back of his vehicle and asked me to put my guide dog in the back. I told him that s.22 and that my dog is a guide dog not a pet. He informed me that we were his first trip of the day and he didn't want my dog to make his car dirty for his other customers. I refused to put my guide dog in the trunk. Although I understand that the vehicle had a hatch back, putting my dog in the back would put her at risk if there was an accident during the trip. Also, once I put my dog in the back, I lose all ability to control my dog as I no longer have hold of the leash or harness.

Although the driver did take me to my destination, I believe that the request to put my guide dog in the trunk is unacceptable. My dog is trained to stay on the floor. This is the best place for her as it is safe for both guide dog and others in the vehicle in the event of an accident.

I have written to Mr. Anwar Ullah, General Manager at Richmond Taxi and I am awaiting his response. Thank you for your attention in this matter. I look forward to your response.

s.15,s.22

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00259**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Nov 15, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Nov 28, 2017
Subject	Refusing to transport assistant/guide dogs				

I called s.22 on Nov 20, 2017 and she confirmed that the dog did end up riding in the passenger area and as of today she said she has had no response from Richmond Taxi. I explained to her that I would be forwarding this complaint to Min Public Safety and that somebody from that Ministry may be contacting her.

If you have any questions or concerns please contact me.

Thank you and regards,

Douglas Pickering

End… (djp)

Nov 20, 2017 - Sent acknowledgement email. (djp)

Conclusion:

Nov 20, 2017 - Complaint substantiated. Talked to s.22 confirmed details. Sent email to Carsten Chalk at Min Public Safety for them to address. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00260**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Mechanical vehicle safety issues				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

Nov. 14, 2017 - This complaint was forwarded to the Branch by the Board, as follows:

-----Original Message-----
From: s.15,s.22
Sent: Saturday, November 11, 2017 7:01 PM
To: Passenger Transportation Board TRAN:EX
Subject: Cars in bad condition

Their is car 702 under Blacktop which is medallion and it is in very bad condition need to go thru inspection again but its is owned by garage I believe if it is owned by garage then it should get inspected by diff garage

(nr)

END_____

Conclusion:

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00261**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 23, 2017
Location		**Received via**	Email	**Completion Date**	
Subject					

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70547
License Type Special

ATTN: Gurdip Sahota, Malkit (Singh) Sidhu
SUNSHINE CABS LIMITED
1465 RUPERT ST
NORTH VANCOUVER BC V7J 1G1

Phone 604 929-1221 ext 104 or 105
Fax 604-929-8644
Email gm@sunshinecabs.ca; operations@sunshinecabs.ca

Driver

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

Comments:

Nov. 17, 2017 - This complaint was forwarded to the Branch by Consumer Protectin BC, as follows:

From: info@consumerprotectionbc.ca [mailto:info@consumerprotectionbc.ca]
Sent: Thursday, November 16, 2017 2:54 PM
To: info@consumerprotectionbc.ca
Subject: Notification of taxi complaint

the following taxi complaint form has been submitted
Name s.15,s.22
Addre
Phone Number s.22
Email s.22

Name of taxi company: Sunshine Taxi North Vancouver BC
Taxi number: Driver's name was s.22
Date of event11/08/2017
Time of event03:00 pm
Pick up location s.22 West Vancouver
Requested drop off location Vancouver Airport
Description of issue Called ahead for cab to the airport for pick up at 3:00 pm Tuesday November 8. Requested a large cab for 2 people each with a large suitcase and a golf bag.
The smallest Toyota Corolla arrived with driver s.22 The best he could do was to leave us barely 2/3 of the back seat for the two of us to share. It was a struggle to find and do up the seat belts and very uncomfortable. We are each fairly trim. If either of us had been any larger we could not have fit in. s.2 had no choice in the cab available and was as helpful and cheerful as possible. I would like to have another choice such a Uber that I have used in another city
All in all a very poor performance by "Sunshine".
I had to use my s.22 address (that I never use now) as your form advised that my email of s.22 is not a valid email ??

Conclusion:

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00262**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 17, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 23, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Nov. 17, 2017 - This complaint was forwarded to the Branch by Consumer Protection BC, as follows:

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Yellow Cab
Taxi number: 208Y
Date of incident: 2017-11-16
Time of incident: 5:55 PM
Pick up location: Hyatt Hotel in downtown, On Burrard
Proposed drop off location: North Shore

Issue: Consumer was at the Hyatt hotel, the concierge flagged a cab for her. She got in the cab, and told the driver that she was going to the North Shore. The driver advised that he couldn't take her there because his shift was ending soon. After a heated discussion, the consumer got out of the cab but now there was a line up of people waiting for cabs. She asked a woman who was next in line where she was going and they advised they were going to the airport. The consumer claims that the driver wouldn't accept the second fare either.

Conclusion:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00265**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 29, 2017
Location	LIONS BAY	**Received via**	Email	**Completion Date**	
Subject	Mechanical vehicle safety issues				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

Nov. 20, 2017 - The Branch received the following complaint, as follows:

It is totally unacceptable that taxi cabs operating in the lower Mainland should be allowed to operate in the winter with 3 season tires. There are probably about 80 days annually with temperatures reaching below 7C, the scientifically accepted borderline for acceptable traction with 3 season tires. However, in snow or icy conditions winter tires are in fact essential due to their substantially better grip.

How can vehicles licensed to carry the public in winter and probably operating 16 hours per day, be allowed to operate with winter inadequate 3 season tires?

On Saturday, Dec 10th, 2016, s.22 took a Blacktop taxi to travel from downtown Vancouver to Lions Bay. The roads on the whole route were in good condition, ploughed, salted and with only traces of compacted snow, snowing had stopped. Yet the driver complained that his taxi had only "all season" tires, drove at 35 km/hr in conditions safe at 70+ km/hr, and for a final insult dropped s.22 s.22 down by the highway 99 at the bottom of Lions Bay. This forced s.22 to walk up the hill in s.22 a significant distance to reach our house, which should have been an easy drive for a properly equipped vehicle.

The taxi was improperly equipped, and the driver was unfit to drive in winter conditions - neither of which should be permissible in a licensed taxi cab. Furthermore, beyond Eagleridge, vehicles on Hwy 99 are required to have winter tires after Oct 1st (or carry chains, and I seriously doubt that the cab was carrying chains and the driver knew how to fit them).
There are probably several other roads in Metro Vancouver posting requirements for mandatory winter tires.

The geographic nature of Lions Bay is also a non-issue. Metro Vancouver has hundreds of streets steeper and probably less well ploughed than any street in Lions Bay. For example in Vancouver: Fairview slopes and south end of Kerr. In North Vancouver and West Vancouver there are steep streets too many to list. All these areas are part of Metro Vancouver, and all taxi cabs and their drivers should be equipped to handle them, and do so better than the average driver/vehicle, after all these are supposed to be licensed professionals transporting the public.

Finally, there is no acceptable economic argument. Lets say it costs
$60,000 to operate a cab for 5 years (not including driver's wages). There is no additional long term tire cost in rotating between winter and 3 season tires. The only extra cost is a 2nd set of 4 wheel rims for convenient exchange, about $200 at Canadian tire, an extra running cost of 0.33% over 5 years (or an extra 0.1% or less if driver's wages are added).

In summary, it is totally unacceptable from safety or economic considerations for licensed taxicabs to be operating in winter in BC with improperly & unsafely equipped vehicles, and with drivers untrained in winter driving.

Last Updated By: nrotgans Last Updated Date: Nov 29, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00265**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 29, 2017
Location	LIONS BAY	**Received via**	Email	**Completion Date**	
Subject	Mechanical vehicle safety issues				

Yours truly,
s.15,s.22

(nr)

END_____

Nov. 29, 2017 -

Conclusion:

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00266**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 23, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Nov 29, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Nov 30, 2017
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70547
License Type Special

ATTN: Gurdip Sahota, Malkit (Singh) Sidhu
SUNSHINE CABS LIMITED
1465 RUPERT ST
NORTH VANCOUVER BC V7J 1G1

Phone 604 929-1221 ext 104 or 105
Fax 604-929-8644
Email gm@sunshinecabs.ca; operations@sunshinecabs.ca

Driver

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

Comments:

November 23, 2017 - the following email was directed to the Passenger Transportation Branch:

Wheel chair cabs -
76 106 99 107. 106 103
72. 85. 102. 104
Can any one please explain why Subshine Cabs has no wheelchair cabs for clients.
Please look at how Subshine Cabs can keep these plates. Several clients are not being serviced.

November 29, 2017 - the allegation is that Sunshine Cabs Limited is not operating their wheelchair accessible vehicles for the purposes intended. (mgl)

Conclusion:

A cursory review of the complaint was made. It appears that the allegation is that Sunshine Cabs Limited is not operating/using their approved wheelchair accessible vehicles for the purposes intended.

Conclusion
s.15

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00267**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Nov 29, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Dec 1, 2017
Subject	Driving ability				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70300
License Type Special

ATTN: Sohan Singh Mehat/George Nestor
SYD'S TAXI (1984) LTD.
20542 DEWDNEY TRUNK RD
MAPLE RIDGE BC V2X 3E3

Phone 604 465-5555
Fax 604-465-8251
Email alouette.taxi@yahoo.ca; sohan_mehat@shaw.ca

Driver

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

Comments:

Nov 29, 2017 - Email from Consumer Protection:

Inquiry #: 101206
Consumer name: s.15,s.22
Consumer numbe
Taxi number or license: ST 72
Company name: not provided, requested
Date of incident: November 28,2017
Time of incident: 6:45 am
Location pick up: not applicable
Location drop off: not applicable
Email or mailing address: s.22
Brief summary of incident:
Driver of the cab stop in a left hand lane and obstructed traffic intentionally so that he could cut across a solid white line in order to pull in to the right hand lane s.22 states that this has become regular occurrence in this location and feels this is causing risk of accidents. s.22 states that this is the first time he has seen a cab do this.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER
Consumer Protection BC
P 604.296.2856 TF 1.888.564.9963
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca.

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Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00267**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Nov 29, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Dec 1, 2017
Subject	Driving ability				

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If you have received this transmission by error, please notify us immediately by return email and destroy the original transmission immediately and all copies thereof.

From: s.15,s.22
Sent: Tuesday, November 28, 2017 7:21 AM
To: info@consumerprotectionbc.ca
Subject: Taxi Complaint

Driving along Stewardson Way in New Westminster this morning at about 6:45, heading towards the Queensborough. Traffic in the right lane, designated for the bridge, was backed up to just about 5th, as usual at that time. A couple cars cut in to traffic after the back up started, around where the sign clearly designated that the right lane went to Richmond/Delta. That's all normal.

A few minutes later, as I reached the loop to the Queensborough, I witnessed cab ST 72 stop in the middle of the left hand lane (obstructing traffic), so that he could cut across the solid white line and in to the right hand lane. This has become a regular occurrence along this stretch and constitutes a significant accident risk. This just happened to be the first time I witnessed a clearly marked Cab doing it.

--

s.15,s.22

End… (djp)

Nov 29, 2017 - Sent acknowledgement email with recommendation they report this to local police. (djp)

Nov 30, 2017- My email to Syd's:

Hello,

The following complaint was submitted to Consumer Protection BC and forwarded to the Branch for investigation:

Taxi number or license: ST 72
Date of incident: November 28,2017
Time of incident: 6:45 am
Brief summary of incident:
Driving along Stewardson Way in New Westminster this morning at about 6:45, heading towards the Queensborough. Traffic in the right lane, designated for the bridge, was backed up to just about 5th, as usual at that time. A couple cars cut in to traffic after the backup started, around where the sign clearly designated that the right lane went to Richmond/Delta. That's all normal.

A few minutes later, as I reached the loop to the Queensborough, I witnessed cab ST 72 stop in the middle of the left hand lane (obstructing traffic), so that he could cut across the solid white line and in to the right hand lane. This has become a regular occurrence along this stretch and constitutes a significant accident risk. This just happened to be the first time I witnessed a clearly marked Cab doing it.

We are concerned about the risk of accidents particularly at this location. As this incident falls under the jurisdiction of the local police we have recommended to the complainant that they submit their complaint to the New Westminster Police. Please investigate this incident and caution the driver about obeying the rules of the road. We may request the results of your investigation.

Regards,

Douglas Pickering

End… (djp)

Nov 30, 2017 - Email from Consumer Protection:

The consumer for taxi inquiry 101206 has replied. He does not know the name of the taxi company. See response below.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00267**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Nov 29, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	Dec 1, 2017
Subject	Driving ability				

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER

Thank you. Unfortunately I was not in the cab specifically, only following it, so I do not know for certainty which company it was. It was a light color (likely white).

End… (djp)

Dec 1, 2017 - Email from George Nestior:

Mr. Pickering:

I have checked my GPS records and can confirm this time, car number and location. I have brought in the driver of that car on that day. She is s.22 and has never before gone to the airport at that time of day. She tells me she was trying to change lanes for over 300 meters and no-one would let her in. Heavy traffic as the complainant has reported. Her client at the time told her she must go that way so she was doing everything possible to keep the client happy. She told me that as she was running out of road, a vehicle appeared to be letting her in so she cut in and waved thank-you to the other vehicle. She was not aware of the type of white line as she was watching traffic looking for a break. This is the first complaint about this driver and I was quite surprised to get one. The day clients all love this lady driver and I get commendations about her regularly. I have told her she must be more carefull with her driving habits and she is very agreeable. This will not happen again.

I hope this resolves your complaint.

with thanks

George Nestor - Manager - Alouette Transit Systems - Syd's Taxi

End… (djp)

Dec 1, 2017 - My reply to George:

Hello,

Thank you for the prompt and detailed response. We will update this information to the file and pending any further developments will consider this complaint closed.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Complaint unsubstantiated. Nov 30, 2017 - Complainant reported driver making illegal turn. Recommended to complainant to report to police as this is not a violation of the PTA & R. Sent email to Syd's asking them to address with driver. (djp)
Dec 1, 2017 - George Nestor replied detailing report from driver and their warning. (djp)
Complaint closed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00268**	**Request Type**	Record Taxi Complaint	**Received Date**	Nov 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Nov 29, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70391
License Type Special

ATTN: Mohammed Ullah (GM)/Yadwinder Sandhu
RICHMOND CABS LTD.
2440 SHELL RD
RICHMOND BC V6X 2P1

Phone 604 248-3131
Fax 604 276-2705
Email gm@richmondtaxi.ca

Driver

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

Comments:

Nov. 21, 2017 - The complaint was forwarded to the Branch by Consumer Protection BC, as follows:

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Richmond Taxi
Taxi number: LL 1599 (Badge Number of the car- 215058)
Date of incident: 2017-11-20
Time of incident: 7:10 PM
Pick up location: 7700 Minoru Richmond, BC V6Y 1R8- Richmond Public Library
Proposed drop off location: s.22 Richmond

Issue: Claims when she entered the car with s.22 the driver was taking on the phone and continued to talk and later text while driving. Claims he was driving quite slow. Her bill was only about $7.80, so she started to get out change as she wanted to pay cash. The driver told her that he wanted her to pay with card, and when she said no, that she wanted to pay with cash, she claims he slammed the debit machine down and was banging it about on the dashboard. She asked what he was doing and he advised that the machine was broken. Caller was very concerned by his behaiouver, his actions scared s.22 quite a bit and now they are scared to take cabs. Caller has called the cab company, but has yet to receive a call back from the manager.

(nr)

END_____

Conclusion:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00269**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 4, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Dec 4, 2017
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

Dec. 4, 2017 - The Branch received this complaint through email, as follows:

For Duty Officer Naomi

Hi this is about Royal City Taxi Company
I called a taxi on Friday night Dec 1first at 4:30 PM
to pick me up from s.22
New Westminister going to s.22 Burnanby
And then 7:30 pm rolls around and still no taxi
I am in a power wheelchair and I was told he would pick me up in
10 to 20 mintues but did not show up
so they told me that I was on the list but put on hold
so I called back and ended up cancelling it as it was getting late
to come home
Plus I felt I was being Discrimenated against
plus I was waiting for almost 3 hours which I don't think is right
so I hope you can help me find a resalution to the situation
ok thanks s.15,s.22

(nr)

END_____

Conclusion:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00270**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 6, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Dec 6, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70538
License Type Special

ATTN: John Palis; Sukhi Sandhu
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604 664-0430
Fax 604 669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

Dec. 6, 2017 - The complaint was forwarded to the Branch by Consumer Protection BC, as follows:

Inquiry #: 101327
Consumer name: s.15,s.22
Company name: Vancouver Taxi
Consumer number: 604.763.1970
Taxi number or license: v40
Date of incident: December 1st, 2017
Time of incident: 4:20 pm
Location pick up: the corner of Bute and Hastings
Location drop off: not applicable
Email or mailing address: s.22
Brief summary of incident:
Yesterday I was walking in down town Vancouver and flagged a Vancouver Taxi close to the intersection of Bute and Hastings street around 420pm. The driver pulled over, I crossed the street to get into the taxis, and the driver would not open the door to allow me into the cab. The driver rolled down the front passenger seat's window and asked "how far are you going"? of which I responded "I would like to get into the taxi please". I had my hand on the side door handle to the rear passenger entrance when he sped off heading east bound on Hastings St.
I took the attached photo of the minivan Vancouver Taxi as it sped away, I could not make out the license plate, but I could see the vehicle identification number on the back "V40"
I will be taking this issue up with Vancouver Taxis directly as well, but I would like a response to confirm this email was received, and the corrective actions planned to address this issue with Vancouver Taxi.

(nr)

END_____

Conclusion:

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00273**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 8, 2017
Location	New Westminster	**Received via**	Email	**Completion Date**	Jan 12, 2018
Subject	Trip refusal				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 802831
Owner ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

License Num: s.22 **Class:** 1
Driver Name: **Expiry Date:** s.22
Birthdate: **Jurisdiction** BC

Comments:

December 8, 2017 - the following complaint was submitted to the Passenger Transportation Branch by Consumer Protection BC:

Consumer Name: s.15,s.22
Consumer contac
Taxi company: Royal City
Taxi number: 29
Date of incident: 2017-12-01
Time of incident: 3:00 PM
Pick up location: s.22 New Westminster
Proposed drop off location: s.22
Issue: Trip refusal. Please see email below.

Actual Compliant:-

Just wanted to let someone know that Royal City Cabs in New Westminster is refusing rides to Vancouver which I believe is a violation under the taxi bill of rights. Thank you for your time,

Sarah

END_____

December 8, 2017 - Acknowledgement letter was directed to Sarah (mgl

_____

December 11, 2017 - complaint directed to the manager of Royal City Taxi for their investigation (mgl)

_____

December 20, 2017 - the following response was provided from the General Manager of Royal City Taxi Ltd.,

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00273**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 8, 2017
Location	New Westminster	**Received via**	Email	**Completion Date**	Jan 12, 2018
Subject	Trip refusal				

, I spoke to the driver and he agreed that is he refused due to his shift was over and he also did call the office to arrange another Taxi for the customer. The driver also agreed that he did not wait for another taxi to come.

Driver Name: s.22

BCDL #: s.22

Royal City Taxi Unit # 29

Royal City Taxi action against the driver is suspended for 1 day to accept the trip and not serving the customer.

If you have any question please do not hesitate to call me at 604-525-5616 or by email.

January 2, 2018 - in response to the General Manager's response, the following email was directed:

Hi Shashi:

Can you please address these issues:

What is your company's shift change policy to drivers? Are all drivers aware of the shift change policy.
Can you provide proof that the driver of Unit 29 made a request for a dispatch from s.22 New Westminster?
Was there a trip dispatched from that location to s.22 Vancouver.
You indicated that the driver was suspended for one day. Where is the Suspension letter.

Please respond by January 3, 2018.

Regards.

January 3, 2018 - the General Manager provided a copy of the Suspension letter issued to the driver of Unit RC29. The letter indicates that the suspension was effective December 1, 2017 at 2:15 pm. (mgl)

January 11, 2018 - The General Manager responded to the request for further information with respect to whether the initial driver who was on shift end requested another unit to transport the passenger.

Information was provided that indicate that a request was made for pick-up on an ASAP basis, and that Unit 98 responded at 1453 hours and completed the trip. The information provided also indicated that the passenger pre-booked through an APP during the same window of time on four separate occasions and all four trips were cancelled. (mgl)

Conclusion:

The complaint was directed to the General Manager of Royal City Taxi for their investigation. The manager reported out his findings citing that the driver alleged shift change as causal. As a result, the manager was asked about his company's shift change policies and if he can confirm that a trip was indeed dispatched to pick up the customer. The Manager did affirm that the passenger was not left stranded but that Unit 98 was dispatched on an ASAP basis.
A copy of the Suspension letter was provided as proof.

Summary

The investigative findings revealed that shift change was a factor and not a blatant trip refusal. In such cases, the driver should wait until the responding taxi arrives before leaving the customer without any transportation service. The manager took action against the driver with a one-day suspension based on their in-house policies.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00273**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 8, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 8, 2017
Location	New Westminster	**Received via**	Email	**Completion Date**	Jan 12, 2018
Subject	Trip refusal				

The investigation was substantiated, in part, on the basis that it was not a blatant trip refusal. Proof was provided that other arrangements were made for a trip pick-up for the same customer by the initial driver, although the driver did not wait until the unit arrived.

The investigation is closed. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00274**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Dec 12, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	
Subject	Payment issues				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70546
License Type Special

ATTN: John Palis, Sukhi Sandh
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604-664-0430
Fax 604-669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

Dec. 11, 2017 - The complaint was forwarded to to the Branch by the Board, as follows:

Good Morning s.15,s.22

I am forwarding your email by cc of this email, to the Passenger Transportation Branch which deals with enforcement issues.

Thank you,

Jane

Jane Morris
Research and Administrative Coordinator
Passenger Transportation Board
Ph: 250.953-3777 || Fax 250-953-3788

Please consider the environment before printing this email.

From: s.15,s.22
Sent: Monday, December 11, 2017 10:57 AM
To: Passenger Transportation Board TRAN:EX
Subject: flat fee taxi fares???

Hello,
I sent my email at the bottom to the two addresses below … I received the following reply. Upon their suggestion I am writing to you.
kind regards,
s.15,s.22

Good morning s.22

This is to acknowledge and thank you for your emails. Please be advised that copies of your email have been forwarded to the Mayor and each

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00274**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Dec 12, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	
Subject	Payment issues				

Councillor for information.
With regards to your concern, you may wish to contact the Passenger Transportation Board at 250-953-3777 or by email ptboard@gov.bc.ca.

Thank you again for taking the time to contact Richmond City Council.

Hanieh Berg | Legislative Services Coordinator
City Clerk's Office | City of Richmond
6911 No. 3 Road, Richmond, BC V6Y 2C1

Hello,
Yesterday I sent the email below, upon reading it s.22 wanted me to tell you that he did get $10 back from the driver after all was said and done. I had removed myself from the situation.
thx
s.15,s.22

Begin forwarded message:

From: s.15,s.22
Subject: Taxi rides in Richmond ... flat fee $20.
Date: December 10, 2017 at 3:31:50 PM PST
To: mayorandcouncillors@richmond.ca
Cc: Manager.vancouvertaxi@telus.net

To whom this may concern,
On Dec 10, 2017 at 0215 s.22 and I, along with s.22 took a 'Vancouver Taxi' (#33) from Vancouver Airport to The Abercrombie Inn, 9260 Bridgeport Rd, Richmond, BC (across from Costco on Bridgeport Rd.) When we arrived at the hotel, the meter said $12.70. When s.22 gave the driver a $20. the driver told him it was a flat fee of $20 to anywhere in Richmond. We were not told this when we got in the taxi.
I am writing to file a complaint as to what I see as a very underhanded practice of Canadian Taxi company and/or their drivers. I will boycott this taxi company in the future … always remember … "word of mouth is the Best advertisement and the WORST!"

I would appreciate someone looking into this matter and contacting me as to is this the practise of just Vancouver Taxi, flat fee $20 anywhere in Richmond OR do all taxi cab services at the Airport using this same practice and DO NOT inform their passengers of this practice when they first get in the cab …. only when the driver arrives at the destination! If it is the practice of all taxi companies … why do they mislead people by having a meter in their cab.

I look forward to your response.

Respectfully,

s.15,s.22

(nr)

END_____

Conclusion:

Last Updated By: nrotgans Last Updated Date: Dec 12, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00274**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 11, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Dec 12, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	
Subject	Payment issues				

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00276**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 14, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Dec 18, 2017
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

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

Comments:

December 14, 2017 - the following complaint was received through Consumer Protection BC:

Inquiry #101521

Taxi number or license: not provided, requested
Taxi Company names: Back Top Cabs and Yellow Cabs
Date of incident: 12/06/2017
Time of incident: between 2:35 pm and 4:43 pm
Location pick up: s.22
Location drop off: s.22
Email or mailing address: s.22
Brief summary of incident:
s.22 helps her s.22 attend appointments. She requested a cab from Black Top cabs at 2:35. She called several times between 2:35 and 3:23 and she was told that they had been unable to find a wheelchair accessible car to send for her mother. She called Yellow Cab and was told that it would take about 20 minutes for a car to arrive. The yellow cab car took 1 hour and 20 minutes to arrive. She states that this is not an isolated incident. She states that this is normal. She states that cab drivers prefer able bodied customers. She feels that seniors with disabilities deserve better than this because the wheelchair accessible taxis are sometimes the only real option for seniors with disabilities.

The actual complaint filed is as follows:

Hello -

I have a concern about the disgraceful taxi service provided to wheelchair-bound customers in Vancouver.

I must occasionally accompany my s.22 to appointments. She has recently s.22 so jostling about on a bus is out of the question. She is s.22

Yesterday, we had to attend an appointment at s.22 Long experience has shown that if I call for the outgoing cab from the facility's phone line, there is no undue wait for a car. Called at approximately 11:15 AM, and we were delivered to our destination by 11:40. Perfect, so far.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00276**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 14, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Dec 18, 2017
Subject	Wait times (regular/accessible taxi)				

The problem is always in getting her home. I first called Black Top at 2:35 PM to request a taxi back to the facility. At 3:23 PM, after several calls to enquire about the cab, I was informed that they had 'not yet found a car to send out'. They could provide no estimate of when they might get around to doing that.

I called Yellow cabs, and was told that a wheelchair cab would likely take about 20 minutes. I cancelled Black Top, and ordered a Yellow cab. Several frustrated calls, and 1 hour 20 minutes later, at 4:43 PM, a Yellow taxi finally showed up, now in the middle of rush hour. The driver did his best to avoid the worst of the traffic, and managed to get s.22 back to her home just after 5:00 PM, over 2 and a half hours after my first call for a cab.

If this experience was an exception to the rule, I would write it off as a bad day for cabs in Vancouver. It was not. It is the norm.

Cab drivers prefer able-bodied customers for obvious reasons. Because of the extra time required, and the invariably short trips, I always tip these drivers well, but understand that many seniors don't have the option to do that.

Frail seniors and the disabled community deserve better than this. These modified taxis are sometimes the only real transportation option. Drivers should not be allowed to bypass wheelchair trips in favour of easier fares.

s.15,s.22

END_____

December 14, 2017 - an Acknowledgement letter was directed to the complainant (mgl)

_____

December 15, 2017 - complaint was directed to the manager of Black Top for their information, as the complaint was not specific to a vehicle. The complaint is of a general nature which was confirmed by the consumer. (mgl)

The manager was advised as follows:

Hello Saif and Saurabh:

Please be advised that Consumer Protection directed a complaint to the Passenger Transportation Branch wherein it is alleged that your company's wait times for wheelchair accessible taxi service is excessive. This complaint is about customer service and, as such, it is being deferred to you so that you are aware of the complaint directed to the Branch. In this case, it is a general complaint as no unit number was identified. Etc. (mgl)

_____

December 15, 2017 - Saurabh Bahl, Black Top's Operational Manager responded as follows:

Thank you for bringing this complaint to our attention.

We are monitoring this situation and also broadcasting the following message for our fleet:

"No one is allowed to reject any wheelchair trips --- anyone found rejecting wheelchair trips will be suspended for minimum 1 day.

We are constantly monitoring all wheelchair trips as we are receiving a lot of complaints."

Thank you,

Conclusion:

Complaint received and acknowledged. Consumer upon receiving the Acknowledgement letter advised that the complaint is of a general nature, as no vehicle specific information was available.
The complaint was directed to the manager of Black Top for their information, as well as advisement on improving their dispatch of wheelchair accessible vehicles and wait times. No further action is required by the Branch.

Last Updated By: mglovell Last Updated Date: Dec 18, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00276**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 14, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Dec 18, 2017
Subject	Wait times (regular/accessible taxi)				

Summary

The complaint was general to accessible vehicle wait times and, as such, was directed to the Manager for their information. No specific vehicle information was provided.

The investigation is closed. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00278**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 14, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 4, 2018
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70233
License Type Special

ATTN: Hardeep Dhaliwal (Harry); Shawn Bowden
BEL-AIR TAXI (1982) LIMITED
2121 HARTLEY AVE
COQUITLAM BC V3K 6Z3

Phone 604-524-5450 ext:3
Fax 604-521-7790
Email coqtaxi@telus.net

Driver

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

Comments:

December 14, 2017 - the following complaint was directed to the Branch by Consumer protection BC:

Consumer name: s.15,s.22
Consumer phone number(if collected): s.22
Taxi company name: Bel Air Taxi
Taxi number or license: BA-33
Date of incident: December 2nd, 2017
Time of incident: 2:00am
Location pick up: Seymours Pub, North Vancouver
Location drop off: s.22
Email or mailing address: s.22

Brief summary of incident: After the venue closed, I flagged Bel-Air taxi BA-33 and requested a ride. He asked me where I was going and I informed him I was headed to an address in s.22 He said he would not take me because I he was only going to Coquitlam or New Westminster. It was very cold and I asked kindly to please make an exception but he started to drive away. I told him that I would report him for result and he said "go ahead". For the record, I was not intoxicated nor threatening. This is not my first experience with this - North Van is notoriously difficult to get rides to/from. This is the first time I have taken the step to report someone because I feel the industry needs to be held accountable. People need safe options to get home. I request that disciplinary action be taken against the drive and his company. Thank you for taking the time to look in to this case, it means a lot to me as a frustrated consumer.

Best

END_____

December 14, 2017 - Acknowledgement letter directed to the complainant (mgl)

_____

December 14, 2017 - Complaint directed to the Manager of Bel-Air Taxi for their investigation. (mgl)

_____

Last Updated By: mglovell Last Updated Date: Jan 4, 2018

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00278**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 14, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 4, 2018
Subject	Operating outside the licensee's area of service (poaching)				

January 3, 2018 - the General Manager responded and explained the driver of Unit BA33 was not in North Vancouver on the date and time alleged by the complainant. The General Manager initially advised that the driver did not do anything wrong. The driver informed the customer he was going back to Coquitlam. As such, the driver did not poach only did a drop off in the city.

Conclusion:

The complaint was directed to the General Manager for Bel-Air Taxi to conduct their investigation. The General Manager's findings is that the driver of Unit BA33 did not do anything wrong. He only informed the customer that he was going back to Coquitlam. As such, the complaint was not substantiated by the General Manager. The licensee is not authorized to originate fares in North Vancouver and the driver acted accordingly. It maybe that the complainant was not aware when the driver said he was going to Coquitlam, that he meant he could not participate in the pick-up.

SUMMARY

The allegation of trip refusal was not substantiated by the licensee, as they are not authorized to originate fares in North Vancouver.

The complaint is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00280**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 13, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 15, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Jan 10, 2018
Subject	Mechanical vehicle safety issues				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70547
License Type Special

ATTN: Gurdip Sahota, Malkit (Singh) Sidhu
SUNSHINE CABS LIMITED
1465 RUPERT ST
NORTH VANCOUVER BC V7J 1G1

Phone 604 929-1221 ext 104 or 105
Fax 604-929-8644
Email gm@sunshinecabs.ca; operations@sunshinecabs.ca

Driver

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

Comments:

December 13, 2017 - the following complaint was directed to the Passenger Transportation Branch:

Dear Sir/madam,

I am writing to the board on few serious issues @ Subshine Cabs of North Vancouver (1465 Rupert St) .

Someone needs to please investigate this taxi company throughly.

My concerns are as follows :

Several wheelchair accessible vans have not been operating since early 2017 . Cab 106 , Cab 125 and Cab 98 .These cabs are always parked on the road. The Public does not get serviced in time when wheelchair vans are required.
Several drivers are flagging downtown only. The same drivers are doing this every day.

Most drivers at airport do not have proper permits. They just go there and work extra hours.

For example today Dec 13/2017 there wasn't any cabs because there was no one answering the phones . We kept calling so many times. Finally North Shore Tavi picked us.

There is Cab 107 on the road. I took it and the engine light was on and there was black tape covering the speedometer.
Vans are used for trips to airport.

During the November there were no wheelchair vans available for 3 weeks. Many of us didn't get to where we wanted. Only 1 driver (#103) always on shift in day time.

I also spoke to drivers who said most cars repaired at the garage at Subshine Cabs don't operate properly. The mechanic uses parts from salvage cabs. The ramp on Cab 107 was broken for a long time.

Today I saw van 107 and driver also looked very tired cause he works many many hours when he comes s.22 to drive here.

Thank you
s.22

Last Updated By: mglovell Last Updated Date: Jan 10, 2018

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00280**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 13, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 15, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Jan 10, 2018
Subject	Mechanical vehicle safety issues				

END_____

December 15, 2017 - the allegations made are two-par

PART 1

Allegation made concerns the safety of Unit No. 107. The allegations made were investigated and revealed that Unit 107 was inspected and placed "Out of service" on November 20, 2017 by AVI Greg Neal. On November 23, 2017 - the vehicle was re-inspected at a designated inspection facility; namely, P Larsen Auto Services Ltd. by Inspector Peter Larsen who passed the vehicle.
However, it is not clear on either of the Inspection Reports whether or not the vehicle's ramp was reinvestigated. Discussion was held with Jim Kendal one of the AVI involved in the initial vehicle inspection with a view of ascertaining whether the ramp was inspected at that time, and if there were any safety concerns.

Inspector Kendal advised that there were no safety concerns with the wheelchair accessible vehicle ramp on Unit 107, and that the re-inspection of the vehicle, by the named facility, appears valid. This brings closure to the safety concerns expressed on Unit 107. (mgl)

_____

PART 2

The complaint alleges - Unit Nos. 106, 125 and 98 have not been operating since early 2017. This allegation will be investigated with the Manager of Sunshine Cabs. (mgl)

_____

December 15, 2017 - the following email was directed to Gurdip Sahota, Manager of Sunshine Cabs:

Hello Gurdip:

Your company's wheelchair accessible vehicle use has been highlighted to the Branch. From our records, it appears that your company is authorized to operate a total of 10 wheelchair accessible vehicles when YVR contract is factored in.

As a result, I am requesting that you provide a list identifying the PT Plates that are wheelchair accessible and the unit numbers. Also, if all 10 wheelchair accessible vehicles are currently being operated. Written confirmation is required. I am also requesting that you confirm how many of these vehicles wheelchair accessible vehicles were being operated in the month of November 2017. For example, on a daily basis how many wheelchair trips were provided and Unit number.

As an aside:- Is there a working relationship between Sunshine and North Shore with respect to dispatch and sourcing out of wheelchair accessible trips? It is alleged that on December 13, 2017, your dispatch service was not sourcing calls and that, finally, North Shore responded. (We are not sure how Northshore entered into the equation. If the customer called Sunshine Cabs and after no response contacted North Shore, OR, if the two competing licensees have a working relationship?).

Your response is required on or before December 21, 2017.

Regards.

_____

January 9, 2018 - a response was received from Gurdip Sahota wherein the requested stats were provided. It appears that there are only 8 of 10 WAT's activated by the company, being:

Unit 072 (PTB Plate 805518)
Unit 076 (PTB Plate 803519)
Unit 085) (PTB Plate 803489)
Unit 099 (PTB Plate 803522)
Unit 102 (PTB Plate 807470)
Unit103 (PTB Plate 810623)
Unit 104 (PTB Plate 812901)
Unit 106 (PTB Plate 811067) reportedly off the road

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00280**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 13, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 15, 2017
Location	NORTH VANCOUVER	**Received via**	Email	**Completion Date**	Jan 10, 2018
Subject	Mechanical vehicle safety issues				

Unit 107 (PTB Plate 811091)
Unit 125 (PTB Plate 807668) reportedly off the road

Sunshine Cabs has two 12-hour shifts. It appears that three vehicles are dedicated to Vancouver International Airport, which means a reduced fleet of seven vehicles available for dispatch in and from the North Shore. That number is further reduced because two vehicles are off the road - with no certainty when those vehicles will be reintroduced.

From the information provided, it appears that on average three vehicles are operated on the morning/day shift; and two on the afternoon/early night shift. This means that the licensee is not operating its WATs to capacity in keeping with the Board's requirements in that the licensee must ensure that accessible taxi service is available to passengers throughout a 24-hour day in a reasonable manner and that accessible taxi availability is, at a minimum, proportionate to conventional taxi availability. Without any certainty, the Investigator cannot attest whether persons with mobility aids that require accessible taxi transportation are priority clients for the dispatch of accessible taxis. This finding was brought to the attention of the General Manager who explained that he is in the process of getting the licensee on track with their service responsibilities. (mgl)

Conclusion:

The complaint was investigated. Documentation was requested and provided with respect to the number of units that are dedicated to WAT's.

Summary

The investigative findings revealed that the licensee appears to not maximizing the number of WAT's authorized for use by the terms of their licence. This was brought to the attention of the current General Manager, as the licensee has undergone management changes with the last two years. The new General Manager is committed to getting the company back on track with a focus on wheelchair accessible vehicles.

The investigation is closed. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00281**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Dec 15, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Dec 29, 2017
Subject					

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70974
License Type Special

ATTN: Davinder Kainth (Office Manager)/JATINDER BHULLAR
NEWTON WHALLEY HI WAY TAXI LTD.
107-13119 84TH AVE
SURREY BC V3W 1B3

Phone 604-597-3811 EXT 2
Fax 604-597-8002/604-597-3811
Email manager@whalleytaxi.ca

Driver

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

Comments:

Dec. 15, 2017 - The Branch received the following complaint forwarded by the Board, as follows:

Good Morning!

I'm not sure if this goes to you - let me know if not!

Thanks,
Jane

Jane Morris
Research and Administrative Coordinator
Passenger Transportation Board
Ph: 250.953-3777 || Fax 250-953-3788

Please consider the environment before printing this email.

s.15,s.22

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00281**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 15, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Dec 15, 2017
Location	SURREY	**Received via**	Email	**Completion Date**	Dec 29, 2017
Subject					

(nr)

END_____

The Duty Inspector sent the following reply by email:

Hello s.15,s.22

Thank you for your email. The Board forwarded your email to the Branch to provide a response as the Branch deals with compliance and enforcement. The Passenger Transportation Act and Regulations do not regulate owner operators or lease drivers. Therefore, we won't be conducting an investigation as it appears that the complaint is in regards to in house company policies.

Kind regards,
(nr)

END_____

Conclusion:

Complaint unsubstantiated. The allegations made do not violate the Passenger Transportation Act and Regulations. We do not regualate drivers, owner operators or lease dirvers and it appears the complaint is in regards to in house company policies.

File closed.

(nr)

END_____

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00282**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Dec 19, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Decemnber 14, 2017 - the following complaint was filed with Consumer Protection and directed to the Branch for investigation:

Consumer Protection BC has received the following complaint.

Complainant Info
Name: s.15,s.22
Email or Mailing address:

Email:
Phone:

Taxi Info
Taxi Company: Yellow Cab
Driver's Name: N/A – see comments
Taxi Number or License: N/A - see comments

Incident
Date of incident: December 1, 2017
Time of incident: 7:00 p.m.
Location Pick Up: s.22 Vancouver BC
Location Drop Off: Via Rail Station, Vancouver BC

Summary of Incident: Complainant was traveling by train to Kamloops and had planned for friend to pick her up in Kamloops to drive her destination 200km away.

Called to reserve cab to take her to train at 10:00 a.m. on December 1, 2017. Complainant asked to be picked up a 7:00 p.m. Cab did not arrive. At 7:15 p.m. complainant tried calling company but got a busy signal. Missed check in time was unable to board train. Complaint did email cab company and was told that they had a software problem which left 500 people in their que.

Complainant stated that she has now had to cancel her trip and wants $65 for train fare and $250 for friend's expenses.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00282**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Dec 19, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

END_____

December 18, 2017 - complaint letter directed with request for the complainant to call the Investigator (mgl).

_____

December 18, 2017 - the consumer contacted the Investigator. The investigator inquired why it is that she feels the Branch should be instrumental in recovering her out of pocket expenses due to a glitch in Yellow Cab's dispatch system. The consumer explained that she pre-booked and waited for the cab then it was too late to get to the train to travel to Kamloops. The consumer did not know that an attempt could have been made to get one of the other taxi companies. The consumer said she brought the complaint to the attention of the manager - but did not discuss restitution for out of pocket expenses. (mgl)

_____

December 19, 2017 - the complaint was directed to Carolyn as follows:

Hello Carolyn:

OUR FILE NO. 2017-00282

The Branch was advised of a complaint filed through Consumer Protection. The details of the complaint are as follows:

Taxi Company: Yellow Cab
Driver's Name: N/A – see comments
Taxi Number or License: N/A - see comments

Incident
Date of incident: December 1, 2017
Time of incident: 7:00 p.m.
Location Pick Up: s.22 Vancouver BC
Location Drop Off: Via Rail Station, Vancouver BC

Summary of Incident: Complainant was traveling by train to Kamloops and had planned for friend to pick her up in Kamloops to drive her destination 200 km away.

Called to reserve cab to take her to train at 10:00 a.m. on December 1, 2017. Complainant asked to be picked up a 7:00 p.m. Cab did not arrive. At 7:15 p.m. complainant tried calling company but got a busy signal. Missed check in time was unable to board train. Complaint did email cab company and was told that they had a software problem which left 500 people in their que.
Complainant stated that she has now had to cancel her trip and wants $65 for train fare and $250 for friend's expenses. END_____

I had a telephone conversation with the consumer, as well as with Derminder who confirmed that your computer system had a glitch on the day of the complaint. The consumer alleges that the "glitch" was causal for her not getting to her end destination and, as a result, is seeking compensation because the taxi pick up was pre-booked. The consumer was advised that the Passenger Transportation Act and Regulations, or terms of Conditions of Licence were not violated. As such, the Branch cannot negotiate any restitution for out of pocket cost for the trip. The consumer was advised that the complaint will be directed to you for your information and any appropriate action. (The consumer indicated that she had a conversation with you; however, compensation was not discussed at that time.)

Regards.

Conclusion:

The consumer was contacted with a view of ascertaining why the Branch is being asked to recover out of pocket expenses through Yellow Cab. The consumer explained that the taxi trip was pre-booked and through no fault of the consumer, the taxi did not show up and that a planned trip had to be curtailed. As a result, the complaint was directed to the manager of Yellow Cab for their information.

Summary

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00282**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Dec 19, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

The complaint does not violate the Passenger Transportation Act or Regulation. Restitution for out of pocket expenses is a civil matter that is best resolved by Yellow Cab or in a court of competent jurisdiction.

The investigation is closed. (mgl)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00283**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 5, 2018
Subject	Trip refusal				

Requestor

s.15,s.22

Phone Nil **Fax**
Cell
Email Nil

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

December 14, 2017 - Consumer Protection BC directed the following complaint to the Passenger Transportation Branch for investigation:

Consumer claims that he was refused a trip by an active cab driver.

Inquiry #: 101545

Name: s.15,s.22
Taxi number or license:y235
Operator: Yellow Cab
Fare: $N/A
Date of incident: 2017/12/14
Time of incident: 15:47
Location pick up: Main Street and Second Ave
Location drop off: N/A
Email or mailing address: Consumer did not want to provide this information
Phone: Consumer did not want to provide this information.

END_____

December 15, 2017 - a cursory review of the allegations was made by the Investigating Inspector. From the information provided by Consumer Protection, it appears that pertinent information was requested from the consumer, who allegedly declined providing any contact information.

As a result, the complaint will still be directed to the Manager of Yellow on the basis of trip refusal. The investigation may not proceed further, if the manager decides not to substantiate the allegations because the investigator cannot contact the consumer. (mgl)

_____

December 15, 2017 - the complaint was directed to Carolyn Bauer, Manager of Yellow Cabs for her investigation. (mgl)

_____

December 15, 2017 - Please note that no contact information was provided and, as a result, an Acknowledgement letter was not directed to the

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00283**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 5, 2018
Subject	Trip refusal				

consumer. (mgl)

Conclusion:

In commencing the investigation, the Investigating Inspector contacted Consumer Protection BC to ascertain if they had any contact information for the consumer. The Investigator was advised that the consumer did not wish to make known any contact information.

As a result an Acknowledgement letter was generated but not directed. The complaint was directed to the General Manager of Yellow Cab because the complainant alleges 'trip refusal'.

Although the date and time and unit number were make available to the General Manager, a response was not provided to the Investigating Inspector.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00284**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 2, 2018
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70199
License Type Special

ATTN: Ony Chowdhury
MACLURE'S CABS (1984) LTD.
1275 75TH AVE W
VANCOUVER BC V6P 3G4

Phone 604-731-4999 (Ony)
Fax 604-731-9219
Email maclurescabs@hotmail.com

Driver

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

Comments:

December 14, 2017 - the following complaint was filed through Consumer Protection BC and directed to the Branch for investigation:

Inquiry #:101542
Taxi number or license: not provided, requested
Consumer name: s.15,s.22
Consumer numbe
company name Maclure's cabs
Date of incident: 12/05/2017
Time of incident: Approx. 2 am
Location pick up: not provided, requested
Location drop off: not provided, requested
Email or mailing address: s.22
Brief summary of incident:
s.22 states he called to schedule a pick up and need a cab that would accommodate 6 people. When he arrived at the pickup location the cab that was waiting was only able to accommodate 4 people. He called back to correct the mistake but this led to an argument that caused the company to deny the booking of a second cab. s.22 states that he has s.22 that were waiting outside .He sates that he did not get angry or do anything that should have caused this response. See his email below for the detailed description.

Thank you,

THE ACTUAL COMPLAINT FILED BY THE CONSUMER IS AS FOLLOWS:

To whom it may concern,

I wish to report an incident of taxi refusal that took place in the early hours of Tuesday morning last week. As the incident involved leaving small children stranded in the freezing cold in the middle of the night, I would be grateful if you could take the matter further. I have cc'd the guilty party involved, MacLure's cabs, who refused to provide identifying details either at the time, or on follow up phone call the following day (redirected to a voicemail at management, the request to return my call was ignored).

On Monday evening, December 4th, myself, s.22 boarded an Amtrak in Seattle to return home to Vancouver. Unfortunately, due to an accident further along the track, we were left stranded for 4 hours somewhere south of Bellingham, until Amtrak arranged for a bus to return passengers to Vancouver.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00284**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 2, 2018
Subject	Trip refusal				

As soon as we cleared customs at Peace Arch, just after 2 am on Tuesday 5th December, I rang MacLure's cabs and asked if they had a taxi on duty that could accommodate our larger than normal party of s.22 After a brief pause while the lady at MacLure's checked, she confirmed that they could accommodate our party at our expected ETA of 245 am, and the booking was made. We have used MacLure's 6 person taxis in the past.

A minor aside, if records need to be checked, despite repeating my name s.22 to her several times as the name on the booking, she consistently repeated s.22 to me, and I just accepted that this was the name that the driver would be given for the booking.

When the bus arrived in Vancouver, there was indeed a MacLure's taxi waiting for s.22 however, it was a standard 4 person vehicle. I explained to the driver that dispatch had messed up the booking, and that I would need to call again to get a larger cab as requested.

When I dialed again, I explained to the same lady that a mistake had been made. She asked who I was speaking too, and I told her I was pretty sure it was her, just 45 minutes previously. She put her supervisor on the line who said she was in training, and he would arrange the larger, 6 person taxi to come. He was about to hang up without a time estimate, and seemed annoyed when I asked him to give us an estimation. I explained that it was almost 3 am on a freezing night, and we had s.22 on the sidewalk with teeth chattering because of a mix up with our booking.

He got even more annoyed with this, and rather than expressing any apology or sympathy, warned me not to say they had mixed up our booking again, he said the mistake was all mine.

With this accusation, I asked, in a calm voice (as the entire exchange was held), how many passengers their regular cabs could take. He replied "4", and I then asked how it could me my fault if he sent a regular cab for a booking of 6 people.

At this stage, he grew extremely hostile, and said "Fine, I warned you not to say it was our fault again, you know what, I am cancelling your booking, find your own way home!"

I expressed dismay that he would act in such a manner given the circumstances, and requested his name to make a formal complaint. He refused, and hung up.

Other stranded passengers, who had heard both the exchange on the bus and the conversation at the train station expressed dismay, and when a 6 person yellow cab randomly appeared, the waiting people all allowed us to jump the queue,and get s.22 safely home.

I cannot begin to express how disgusted at this gross abuse of power, leaving s.22 stranded on a freezing night, essentially off a bizarre power trip. I can confirm that there was no inappropriate conduct nor offensive language used, merely a request to please expedite the correct booking, and a polite request for the gentleman in dispatch to clarify his claim that having s.22 shivering at 3 am was my fault.

Yours Sincerely,

s.15,s.22

December 15, 2017 - Acknowledgement letter directed to the consumer. (mgl)

December 18, 2017 - the complaint was directed to Ony Chowdhury for investigation and his response. (mgl)

December 20, 2017 - the following response was provided by the General Manager of MacLure's Cabs:

Thanks for your email.

I have investigated the complaint and found that the customer called for a cab and our dispatcher send a Sedan cab. The customer did not mention to get a Van For 6 passenger and I admit that our dispatcher should realize that the customer needed a van for 6 passengers. When the customer called back and asked why we sent a sedan despite a Van, our dispatcher told him we are sending a Van and it will take longer time

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00284**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 14, 2017
Requestor	s.15,s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 15, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 2, 2018
Subject	Trip refusal				

because during night time we only had 6 vans available and standard wait time is 15-20 minutes. The customer was swearing with our dispatcher and after the heated conversation our dispatcher notified that he cannot send a van right away unless he waits. I understand the customer was frustrated for not getting a van; but it was out of our dispatchers discretion to send a van right away to the pickup address if no van was around. The customer was aggressive with both of our dispatchesr and both of them confirmed that.

I also haven't got any voicemail from the customer which he mentioned in the email.

Our goal is to provide consistently reliable and exemplary level of customer service.

I apologize for the inconvenience caused and we will further evaluate how we can prevent this kind of problem from occurring again in the future

Regards,

Conclusion:

The complaint was directed to the General Manager of Maclure's Cab for their investigation. A response was received from the General Manager wherein it was indicated that the customer did not mention that a van was required and a sedan was dispatched. It was called to the Manager's attention that his assessment is not accurate because the customer knew that alternate transportation would be arriving in Vancouver late and that travelling with young children would necessitate a van being dispatched not a sedan. The dispatcher failed to deliver to that end. The exchange between the driver and customer is about customer service, and that the dispatcher's lack of attention to details may have escalated the exchange. It was explained to the Manager that because the dispatcher's action did not violate Passenger Transportation Act or Regulation or terms of Conditions of Licence it is their responsibility to appease the customer. It was indicated that they have the customer's contact information because the trips was pre-booked and in the guise of good customer relations, he should contact the customer directly and apologise and, perhaps, offer the customer some coupons towards their next trip. The Manager indicated that he would follow through, as suggested.

Summary

Although the trip was pre-booked - there was a mistake that appears to may have been human error. The licensee was directed to contact the customer directly and make restitution for the error.

The investigation is closed. (mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00285**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 18, 2017
Location	New Westminster	**Received via**	Email	**Completion Date**	Dec 19, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

Requestor

s.15,s.22

Phone s.15 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

Dec 17, 2017 - Following complaint was received at the Branch:

Sir/Madam,

I write this to complain about the attitude and harassment faced by myself and s.22 on the night of Dec 16, 2017 by Royal Taxi, New Westminster BC, cab number RC-52.

s.22 requested a Taxi on Dec 16, 2017 around 10:30 PM from New Westminster to Surrey via corporate account. Our destination was given to dispatch and I believe the same was passed to the assigned cab.

Cab # RC-52 from Royal Taxi arrived to pick us. I went outside and informed the cab driver that s.22 is coming and we will be leaving in a minute. At the same time, he spoke to me very rude saying that he is busy and s.22 needs to show up right now. His tone was more of a command.

As s.22 arrived and we were heading to get into cab, another passenger approached the same cab and he left with that passenger, leaving us out in rain and cold.

I called the dispatch again and informed him about this incident as well requested another cab. I was told that there will be a cab for us in about 10-15 mins. We waited for 40 mins and no cab showed up.

Finally another Taxi from Royal Cab pulled in that was available for hire. He helped us out and drove us home.

I request that this matter be throughly investigated with Royal Taxi and the driver of Cab RC-52 should be held accountable for the said actions that caused us harassment throughout.

Please feel to call me at s.22 if you need any further details to this matter or email me at s.22

Thanks in anticipation.

s.15,s.22

End… (djp)

Last Updated By: dpickeri Last Updated Date: Dec 19, 2017

Ministry of Transportation and Infrastructure

BRITISH COLUMBIA

Incident Detail

File Number	**2017-00285**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 18, 2017
Location	New Westminster	**Received via**	Email	**Completion Date**	Dec 19, 2017
Subject	Changing taxi pick-up location, non arrival of taxi, cancelling service				

Dec 18, 2017 - I called s.22 Told him nothing in regs requiring driver to wait. Passenger can ask driver to start meter if they are waiting and driver can start meter if passenger boards and asks driver to wait for another passenger. Told him of Bill of Rights and that I would contact Royal City manager and ask them to caution driver about being courteous to passengers. s.22 said he considered this satisfactory. (djp)

Dec 18, 2017 - Sent acknowledgement email. (djp)

Dec 19, 2017 - Sent email to Shashi at Royal City:

Hello Shashi,

Hope you are doing well.

The following complaint was received at the Branch:

I write this to complain about the attitude and harassment faced by myself and s.22 on the night of Dec 16, 2017 by Royal Taxi, New Westminster BC, cab number RC-52.

s.22 requested a Taxi on Dec 16, 2017 around 10:30 PM from New Westminster to Surrey via corporate account. Our destination was given to dispatch and I believe the same was passed to the assigned cab.

Cab # RC-52 from Royal Taxi arrived to pick us. I went outside and informed the cab driver that s.22 is coming and we will be leaving in a minute. At the same time, he spoke to me very rude saying that he is busy and s.22 needs to show up right now. His tone was more of a command.

As s.22 arrived and we were heading to get into cab, another passenger approached the same cab and he left with that passenger, leaving us out in rain and cold.

I called the dispatch again and informed him about this incident as well requested another cab. I was told that there will be a cab for us in about 10-15 mins. We waited for 40 mins and no cab showed up.

Finally another Taxi from Royal Cab pulled in that was available for hire. He helped us out and drove us home.

I request that this matter be throughly investigated with Royal Taxi and the driver of Cab RC-52 should be held accountable for the said actions that caused us harassment throughout.

As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed. The Branch has communicated with the complainant and explained to them the rules regarding turning on the meter when waiting including the option for a passenger to ask for the meter to be turned on and that this complaint does not describe a violation of the Passenger Transportation Act and Regulations.

We may request the outcome of your investigation with the driver, as we record complaints and report them to the Passenger Transportation Board upon request; this is normally done as part of the application process.

If you have any questions, please do not hesitate to contact us.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Dec 19, 2017 - Complaint unsubstantiated. Complainant reprots taxi would not wait for other passenger and that driver was rude. I explained that this is not a violation of the Act and Regs and explained the option for passenger to request driver engage the meter when waiting. Sent copy of complaint to Royal City for them to review with driver as needed. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00286**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 16, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Dec 18, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Dec 16, 2017 - Orginal complaint email:

Hi

After seeing this video of a Taxi driver refusing to drive someone home from downtown Vancouver to New Westminster I thought I should also share a story that happened to me two years ago.

Me and a friend hailed a Yellow Cab in down town Vancouver, we started driving away and after telling the driver our destination was Port Moody he pulled over and refused to go any further as his shift was almost over. It was so difficult to get a cab in the first place we refused to get out until he got another cab to come pick us up. The driver got on his phone and made a call speaking another language, 5min later a cab pulled up in front of us and he told us that was our new cab and he would take us home. We thanked him and got out of his cab, I approached the other cab but when I tried to open the door it was locked. Thinking he was about to unlock the door I kept my hand on the door handle when all of a sudden he took off almost pulling me down and came very close to running over my foot. Before I realized what was happening the initial cab had pulled a U turn and fled in the other direction tiers screeching as he left the scene. It was clear to me that they were working together and this was not the first time they had pulled this stunt off.

Regards, s.22

---
s.15,s.22

End… (djp)

Dec 18, 2017 - Sent email to s.22

Dear s.22

Re: Complaint about Yellow Cab Company Ltd. received Dec 16, 2017

Thank you for providing important information to the Passenger Transportation Branch regarding a potential violation(s) of the Passenger

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00286**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 16, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Dec 18, 2017
Subject	Trip refusal				

Transportation Act and/or Regulations.

A copy of your complaint will be attached to the file for the Passenger Transportation Licence issued to Yellow Cab Company Ltd. Complaints are typically reviewed when a Licencee makes a new application, for example, to expand their service area or add more vehicles.

Trip refusal is a violation of the Passenger Transportation Act and Regulations. Violators may be issued a violation ticket with a penalty of $288. If you experience this kind of incident again we encourage you to contact us immediately with the date, time, location and a vehicle identifier (the ICBC plate number, Passenger Transportation plate number or Taxi Identification Code from the window or trunk). Based on all of the information received, an investigation will be initiated to substantiate the allegations. If a violation has indeed occurred, the Branch will apply whatever penalty is deemed appropriate. However, due to privacy concerns, we are not able to divulge what level or type of penalty was administered.

If you have any questions or concerns please contact us by phone at 604-527-2198 or email at passengertransportationbr@gov.bc.ca.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Dec 18, 2017 - Complaint unsubstantiated. Complainant reporting indicent of trip refusal from 2 years ago. Sent email to complainant advising them if this happens again to contact us with necessary details. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00287**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 8, 2017
Requestor	s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 8, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Dec 19, 2017
Subject	Wait times (regular/accessible taxi)				

Requestor

s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70242
License Type Special

ATTN: Harinder Gill, Manjurul (Emon) Bari, Harjit Bains
BONNY'S TAXI LTD.
5759 SIDLEY ST
BURNABY BC V5J 5E6

Phone 604-412-0281
Fax 604-435-6757
Email emon@bonnystaxi.com

Driver

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

Comments:

December 8, 2017 - Consumer Protection BC directed the following complaint to the Passenger Transportation Branch for our investigation:

Hello,

We had a consumer call yesterday in regards to a taxi complaint. The consumer call was escalated to me due to her not being happy with the response she initially received. I phoned her back this morning and provided her with the number for the PTB.

Inquiry Number 101389
Consumer name: s.22
Contact: Email address - s.22
Consumer phone number: s.22
Taxi company: It sounded like the consumer said Bonus Taxi, but it might have been Bonny's taxi as the consumer is located in Burnaby
Date of incident: current and ongoing
Location pick up: Burnaby area
Drop off: n/a
Issue: complainant is concerned about there only being one taxi company in her area. She feels the staff is young and isn't able to assist her.
Referral: she has been referred back to the business and to the PTB.

I left a message with the complainant this morning, so if she calls us back I will update this email.

Please let me know if you have any further questions.

END_____

December 18, 2017 - contact was made with s.22 who complained that her concerns are about the excessive wait times for a taxi. She explained that she is a resident of Burnaby and that there is only one Taxi Company. She wonders if she had an emergency what she would do. She feels that the dispatcher cannot help her when she calls for a taxi.

It was explained to s.22 that there are four taxi companies in Burnaby that are corporately related and are dispatched through the same dispatch. It was indicated that the complaint will be directed to the manager of the four taxi companies so that they are aware of the excessive wait times for a taxi. (mgl)

Last Updated By: mglovell Last Updated Date: Dec 19, 2017

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00287**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 8, 2017
Requestor	s.22	**Assigned Inspector**	311: Margaret Lovell	**Assigned Date**	Dec 8, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Dec 19, 2017
Subject	Wait times (regular/accessible taxi)				

_____

Decembeer 18, 2017 - Acknowledgement letter directed to the consumer. (mgl)

_____

December 18, 2017 - complaint was directed to Bonny's Taxi as follwos:

Hello Emon:

Consumer Protection BC directed the following complaint to the Passenger Transportation Branch. It appears that the complaint was not specific to any driver or unit, rather to excessive passenger wait time. In telephone conversation with the complainant who wonders if there was an emergency and is dependant of taxi service how things would turn out with only taxi company. The complainant was reassured that are at least three taxi companies under the same dispatch. The complainant feels the dispatch staff is young and does not pay attention to details. In general, the complainant expressed disgust at the excess wait time of one hour for a regular taxi. This information is directed for your information. You are not required to respond, as the complainant only provided general information.

_____

December 19, 2017 - the following response was received from Emon Bari, Manager of Bonny's Taxi:

Bonny's Taxi Ltd (the "Company") is a limited company incorporated on the 7th day of November, 1977, under number # 167759. The Company provides taxi service in and from the City of Burnaby and the Vancouver International Airport to all points in BC and vice versa.

The goal of Bonny's Taxi Ltd is to be a leading provider of taxi mode transportation and to be in a constant position of providing "on demand" transportation service to the largest number of potential taxi users in our license area. To achieve this goal, the Company strives to maintain or increase fleet size to meet demand, to maintain a high level of customer service, to provide a safe and pleasant mode of transportation and to introduce a high level of driver professionalism and pride in the work place.

The Management team is supported by three (3) middle management employees, twenty eight (28) regular dispatch and office employees, all of whom are members of the union movUp (Previously known as Cope 378) and have a long and continual association with the Company for over thirty two (34) year.

We are constantly working on our service improvement especially for the patrons with special needs. I would like to contact (Personally meet at their convenience) the complacent and find out where we are not meeting the expectation. Thank you.

_____

December 19, 2017 - the complainant was contacted and declined any contact with the Manager. She is satisfied that after speaking with a dispatcher that it appears the wait times have improved. (mgl)

Conclusion:

The complaint was directed to the Manager of Bonny's Taxi. A response, although not anticipated, was provided by the Manager who was also willing to reach out to the consumer. The consumer declined any further contact.

Summary

The Manager of Bonny's provided a response wherein it was explained that their goal is to be a leading provider of taxi mode transportation and to be in a constant position of providing "on demand" transportation services to the largest number of potential taxi users in their licence district. Further that they are constantly working on their service improvement. The consumer was pleased that the Branch took immediate action in reaching out to Bonny's Taxi.

The investigation is closed. (mgl)

mgl)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00288**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 10, 2017
Requestor	Global News BC News Article	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Dec 18, 2017
Location		**Received via**		**Completion Date**	
Subject	Trip refusal				

Requestor

Global News BC News Article
https://globalnews.ca/news/3907475/taxi-driver-refuses-to-drive-man-home-because-new-westminster-is-too-far/

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number
License Type

Phone
Fax
Email

Driver

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

Comments:

Dec. 11, 2017 - The following news article came to the attention of the Registrar and she asked the inspectors to investigate. The news article was run by local media agencies including Global News BC and reads as follows:

https://globalnews.ca/news/3907475/taxi-driver-refuses-to-drive-man-home-because-new-westminster-is-too-far/

Headline: Vancouver taxi driver refuses to drive man home because New Westminster is 'too far'

The incident was recorded by the passenger, and run on local news.

WATCH: A cab driver has been suspended and fined after refusing to drive a fare from Vancouver to New Westminster. The passenger gets a strong response when he posts the video on social media.

A video of a Vancouver Yellow Cab driver refusing to take a customer home to New Westminster because it's "too far" has put the cab industry back under the microscope.

The incident happened Friday night, according to customer Kuldip Gill, who said he was trying to get home from a holiday party downtown.
The video opens with an exchange between Gill and the driver.
Gill: "You don't want to drive me because it's too far?"
Driver: "Too far, man."
Gill: "Because you're not going to make that much money?"
Driver: "Yeah."
For the next five minutes the cab circles downtown Vancouver, with the driver asking Gill to exit the cab, and Gill refusing.

At one point, the driver turns the roof light back on to try and get another customer. Another man tries to get in, asking the driver, "You want me to get him [Gill] out?"
Later in the video, the driver accuses Gill of being too drunk, and says he feels unsafe with him in the car.

After about five minutes, Gill gives up and exits the cab.

Driver suspended
Reached for comment, Yellow Cab general manager Carolyn Bauer described what she saw in the video as "absolutely disgusting, not acceptable, not company policy."

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00288**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 10, 2017
Requestor	Global News BC News Article	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Dec 18, 2017
Location		**Received via**		**Completion Date**	
Subject	Trip refusal				

The driver has been suspended, she said, and could face discipline “up to and including termination.”

“I’ve been in touch with the director of the company, this driver is off the road immediately,” she said. “Absolutely unacceptable. Our job is to provide safe transportation home.”

Bauer also apologized to Gill, saying he conducted himself in a perfectly reasonable manner.

She said drivers are only allowed to refuse service when their lives are in danger, something she said was clearly not the case in the video.
Regular problem

Gill said this isn’t the first time he’s been turned away by a cab driver.
“I lived in the West End for four years, and I had an issue trying to get cabs even then,” he said.

“Now that I’m back in New Westminster, I’ve been told flat out so many times before I even get in the cab that ‘No, no, no that’s too far.”
He described the incident as a matter of safety, particularly during the holidays when people have been drinking and need a safe way to get home.
He added that in retrospect, the interaction he had with the person trying to get into the cab could also have been dangerous.

“After the fact, I’m thinking to myself that could have gone south, like if this guy tried to pull me out of the cab just to try to get into the cab himself because it’s so difficult to get cabs downtown.”

Gill said he was meant to be attending two more Christmas parties on Saturday, which he won’t be doing now because of transportation concerns.

As for the punishment meted out to the driver, Gill described him as a “sacrificial lamb,” saying the problem is industry-wide, and not related to one man.

WATCH: Vancouver man says cabbie trapped him in taxi

He’s calling for new regulations for the taxi industry, and for the province to hurry up and approve ride-hailing services like Uber.

An independent review into the taxi industry and ride hailing is currently underway, with a report not due until 2018, and a legislative committee is currently reviewing a Green Party bill on the service.
That’s too slow for Gill.

“The industry needs to change. I mean this has been going on forever. And there’s so many people that this has affected that people sort of brush it off once in a while, and that’s just the way it is,” he said.
“We need better and more options in this city.”

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(nr)

END _____

Dec. 11, 2017 - Inspector Rotgans contacted Carolyn Bauer, General Manager Yellow Cabs, by voicemail and email requesting Yellow Cab to provide a statement, as follows:

From: Rotgans, Naomi TRAN:EX On Behalf Of Passenger Transportation Br, TRAN:EX
Sent: Monday, December 11, 2017 3:06 PM
To: 'Carolyn Bauer'
Subject: Statement Request
Importance: High

Hi Carolyn,

In follow up to my voicemail can you please provide a written statement to the Branch in regards to the alleged trip refusal incident that occurred on Friday night? The alleged incident occurred downtown Vancouver with a requested drop-off location in New Westminster.

Please include a statement, vehicle registration, vehicle unit number, Driver’s name and Driver’s Licence number.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00288**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 10, 2017
Requestor	Global News BC News Article	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Dec 18, 2017
Location		**Received via**		**Completion Date**	
Subject	Trip refusal				

Please send your statement to the Branch's email as soon as possible.

END_____

Dec. 11, 2017 - Inspector Rotgans emailed the Manager with a deadline, as follows:

Hi Carolyn,

The Registrar is requesting the written statement to be provided by 12:00 noon Tuesday Dec. 12, 2017. Please be advise if you are unable to meet this deadline.

Carolyn Bauer responded, as follows:

Good evening, thank you for your voice mail and subsequent emails in relation to an alleged event that took place on Friday evening regarding a possible trip refusal indicating that you require a directive by noon on Tuesday. At this time Yellow Cab will be unable to provide a detailed description of events as we are conducting an internal investigation to determine the validity of the complaint as well as the compliance of provincial regulations and our internal corporate policies.

I have dedicated my schedule to completing this investigation and will send my findings to the branch by Friday December 16th, 2017.

Carolyn Bauer

END_____

The General Manager of Yellow Cab provided the following statement:

December 15th, 2017

Re: s.22
Investigation video that went viral regarding a taxi refusal:

On December 8th, 2017 at approximately 11:00pm s.22 entered into taxi Y323.
s.22 was driving Y323 that evening.
I was made aware of this situation on and the video on Saturday December 9th, 2017 at 2:42pm by CKNW. At this time, I did not know who the driver was nor did I know who the passenger was as his name was not mentioned
I viewed the video and at first glance it looks as though s.22 has refused to take this passenger to New Westminster.
I contacted the operation department of Yellow Cab and asked the Manager on duty to suspend this operators ID until I could complete a full investigation.
The drivers ID was suspended and remains suspended.
The driver has provided me with a full statement of the event by email (attached).
When I arrived at work on Monday December 11th, 2017, I received a message taken by one of the employees of Yellow Cab (attached). I called this number back thinking that this s.22 was the person in question regarding the video, they have never returned my call. There can't be two videos out there
Our drivers statement indicates that this person was in the taxi long before the recording started. There are witness names included.
Upon entering the taxi, this fellow was aggressive as he had been waiting a very long time for a taxi. They were in the taxi for approximately 8 – 10 minutes, the video shows 5 minutes.
The driver had asked for monies up front as the customer was very aggressive. The customer told the driver that he would not pay him until they got to New West, he then ranted about him (the customer) s.22
s.22 and that he was just a taxi driver.
The driver knowing that s.22 had drank and was aggressive just agreed with everything that the customer was saying as he drove through the streets looking for a police officer to avoid an altercation. The driver knew he was being recorded and was not concerned about the video he was more concerned about finding an officer.

I have not spoken with the driver as s.22 (copy attached).
I have not spoken to the passenger.
I have spoke with all witnesses who were on the phone at the time this was taxing place.
Witness 1. s.22 Yellow Cab 53 said he was on the phone with s.22 and heard everything that was going on he encouraged s.22 to find a police officer.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00288**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 10, 2017
Requestor	Global News BC News Article	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Dec 18, 2017
Location		**Received via**		**Completion Date**	
Subject	Trip refusal				

Witness 2, s.22 Vancouver Taxi did not have a trip at the time and has watched the video and said that the passenger is not showing the entire video.
Witness 3, s.22 had a trip at the time and was not listening closely to the call.
We have been told that the video has been pulled from UTUBE.
There are two sides to every story.

Carolyn Bauer
General Manager
Yellow Cab

(See attached driver's statement)

Conclusion:

STATUS: To date we have not been contacted by the complainant. The investigator would like to receive a statement or more information from the passenger on the alleged events.

(nr)

END____

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00289**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 17, 2018
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Dec 15, 2017 - Original complaint email:

We pre booked a taxi last week Friday and none showed up, waited on hold for over 30 minutes to be told a van taxi would be a 3 HOUR wait! We were significantly late for my Christmas party as a result.

The next night we called yellow cab for a taxi and once again it did not show up!!

This city's cab situation is horrific! It's dangerous for so many reasons.

It's pretty ridiculous that we haven't allowed a safe solution like Lyft or Uber to operate in Vancouver.

Sincerely

s.15,s.22

End… (djp)

Dec 19, 2017 - Sent acknowledgement email with questions for s.22

Dear s.22

Re: Complaint about Yellow Cab Company Ltd. received Dec 15, 2017

Thank you for providing important information to the Passenger Transportation Branch regarding a potential violation(s) of the Passenger Transportation Act and/or Regulations.

Can you please provide us with the date, time, requested pick up location and for the first incident confirm the company involved?

We value your submission and may contact you for further details. Based on all of the information received, an investigation will be initiated to substantiate the allegations. If a violation has indeed occurred, the Branch will apply whatever penalty is deemed appropriate. However, due to privacy concerns, we are not able to divulge what level or type of penalty was administered.

Last Updated By: dpickeri Last Updated Date: Jan 17, 2018

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00289**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 18, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 18, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 17, 2018
Subject	Wait times (regular/accessible taxi)				

If you have any questions or concerns please contact us by phone at 604-527-2198 or email at passengertransportationbr@gov.bc.ca.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Jan 17, 2018 - Complaint unsubstantiated. Complaining about wait times. Sent acknowledgement email with a couple questions. No reply. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00290**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 19, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Dec 29, 2017
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70242
License Type Special

ATTN: Harinder Gill, Manjurul (Emon) Bari, Harjit Bains
BONNY'S TAXI LTD.
5759 SIDLEY ST
BURNABY BC V5J 5E6

Phone 604-412-0281
Fax 604-435-6757
Email emon@bonnystaxi.com

Driver

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

Comments:

Dec 18, 2017 - Original complaint email from s.15,s.22

On Friday December 15th I booked a cab with Bonny's (in Burnaby) via their App. At approximately 1520hrs a car turned up. On entering the cab I informed the driver of my destination (Craft Beer Market in Olympic Village).
The driver told me he could not take me, and that he was in the middle of a shift change. He provided no reason for why he took the fare, and didn't try and help me to get closer to my destination. Based upon the heavy traffic flow I could only assume the destination was not to the drivers liking. I called the cab company after the refusal and did not feel my complaint was taken seriously. I booked another cab and had to wait another 15 minutes.
I have copied the General Manager of the taxi company on this email. I have also called in my complaint to the company and also lodged a formal complaint with Consumer Protection BC.
Thank you.
s.15,s.22

End… (djp)

Dec 19, 2017 - My email to Emon at Bonny's:

Hello Emon,

Hope you are doing well.

The following complaint was received at the Branch:

Subject: Complaint - Taxi Refusal Car #122

On Friday December 15th I booked a cab with Bonny's (in Burnaby) via their App. At approximately 1520hrs a car turned up. On entering the cab I informed the driver of my destination (Craft Beer Market in Olympic Village).

The driver told me he could not take me, and that he was in the middle of a shift change. He provided no reason for why he took the fare, and

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00290**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 19, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Dec 29, 2017
Subject	Trip refusal				

didn't try and help me to get closer to my destination. Based upon the heavy traffic flow I could only assume the destination was not to the drivers liking. I called the cab company after the refusal and did not feel my complaint was taken seriously. I booked another cab and had to wait another 15 minutes.

I have copied the General Manager of the taxi company on this email. I have also called in my complaint to the company and also lodged a formal complaint with Consumer Protection BC.

Trip refusal can be a violation of the Passenger Transportation Act and Regulations. Please investigate this incident and respond with a driver's statement by Dec 29, 2017. If you do have any questions or concerns please contact us.

Regards,

Douglas Pickering

End… (djp)

Dec 19, 2017 - Sent acknowledgement email. (djp)

Dec 22, 2017 - Email from s.22

It seems Bonny's refusal practice is worse than I realized. I just had another refusal. The trip was accepted by car 111. I received a call, after the trip was accepted from the driver (asking for me to confirm my destination). When I gave him my destination address (home), he stated he was changing shift and could not take me.

Local taxi companies need competition in the market place, such as Uber or Lyft.

End… (djp)

Dec 22, 2017 - My email to s.22

Hello s.22

Thank you for the information.

Can you please provide the destination address? And you mention this 'just happened.' If you have it can you confirm the exact time that this happened?

Happy holidays,

Douglas Pickering

End… (djp)

Dec 22, 2017 - Email from s.22

Hi Douglas

The destination address was s.22 Vancouver. This happened at approximately 426pm yesterday, December 21st.

This is the second refusal by this company within a week.

Thank you for your help

s.22

End… (djp)

Dec 27, 2017 - Entered Dec 21 incident as complaint 2017-00297. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00290**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 19, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Dec 29, 2017
Subject	Trip refusal				

Dec 27, 2017 - Reply from Bonny's:

December 20, 2017
Emon Bari
General Manager
Bonny's Taxi L.T.D
Dear Sir,
In response to complaint dated December 18, 2017 that I had a trip from s.22 to Downtown as you know between 2:30pm to 4:30 pm if trip dispatch from office we have code comes with the trip offer that where the trip going to and driver knows that if trip is long or short. But that trip came through our Bonny's app and app doesn't have that code options. So when I had accepted that trip code shows me that it is short trip so I had accepted that and I didn't know where my customer going to until I have reached at pick up address.
I expla ined my customer that I cannot drive you that far due to long trip and NSC because I had work already enough hrs. You also know that I'm working for the company since s.22 and do not have any kind of complaint in to my file.
Sorry for misunderstand,
Regards,
s.22

December 20, 2017
Driver: s.22
DL: s.22
Re: Complaint date 18 Dec 2017
Letter of Suspension
Dear Sir
I understand that you are a full time driver and you have a good record as an operator. But you also know that you cannot refuse any dispatch trip when you are driving a Bonny's Taxi. So it is necessary to issue a suspension of four days (starting today Dec 20th ends 23th Dec) for operating a taxi dispatched by Bonny's Taxi L.T.D, Contrary to the Company's Condition of License.
I do accept your apology, Truthfulness and recognition of your error. Please be advised that this letter becomes part of your permanent record with the Company and any further Complaints will result in a suspension.

Baljinder Virdi
Supervisor
Bonny's Taxi L.T.D

End… (djp)

Dec 28, 2017 - My reply to Emon:

Hello Emon,

Thank you very much for your reply. I have updated this information to the file and we consider this complaint closed.

Happy holidays to you and your family,

Douglas Pickering

End… (djp)

Dec 28, 2017 - Called s.22 left vm thanking him for his info and telling him we had made some progress. (djp)

Dec 29, 2017 - Email from Consumer Protection received today (note we received this complaint from Consumer Protection 11 days after they originally received it):

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00290**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 19, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Dec 29, 2017
Subject	Trip refusal				

The following taxi complaint was received:

Inquiry # 101793.
Trip refusal
See details below.

Cheers,

LAURA COX | MANAGER, LICENSING AND INFORMATION SERVICES

From: info@consumerprotectionbc.ca [mailto:info@consumerprotectionbc.ca]
Sent: Monday, December 18, 2017 8:41 AM
To: info@consumerprotectionbc.ca
Subject: Notification of taxi complaint

the following taxi complaint form has been submitted
Name s.15,s.22
Address s.22
Phone Number s.22
Email s.22
Name of taxi companyBonnys (Burnaby BC)
Taxi number122
Date of event12/15/2017
Time of event03:25 pm
Pick up location s.22 Burnaby
Requested drop off location Craft Beer Market Vancouver, Olympic Village
Description of issue After getting in the taxi (he was picking me up s.22) and informing the driver of my destination, he informed me he couldn't go to my destination. He said there was a shift change. I asked why he had been sent/took the fare, but he wouldn't respond. He did not take me, nor would he call another cab.

End… (djp)

Conclusion:

Dec 19, 2017 -Complaint substantiated. Reported trip refusal. Sent email to Bonny's requesting reply by Dec 29. (djp)
Dec 22, 2017 - s.2 emailed with details of another trip refusal. I entered it as new complaint 2017-00297. (djp)
Dec 27, 2017 - Emon replied with driver's statement and notice from company they have suspended driver for 4 days. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00291**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 19, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Dec 18, 2017 - The following complaint was sent to Consumer Protection and forwarded to the Branch for investigation:

Inquiry #: 101579
Consumer name: s.15,s.22
Consumer number: s.22
Taxi number or license: Y119
Company name: Yellow Cab
Date of incident: December 17, 2017
Time of incident: 1 am
Location pick up: s.22
Location drop off: Does not know the address but said it was s.22 in Burnaby.
Email or mailing address: s.22
Brief summary of incident:
s.22 had a party at her home. Called a cab for her friend at 1 am . Her friend was intoxicated. s.22 was told that a cab was around the corner. Cab arrived 10 minutes later. When the cab arrived s.22 helped the passenger to the cab and driver told him that he would not take her. s.22 explained that s.22 told the driver to take the passenger and the driver refused again and drove off. Referred to yellow cab and PTB.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER

End… (djp)

Dec 19, 2017 - Complaint suggests that person making the complaint, s.22 did not actually interact with the taxi driver but instead it was s.2 s.22 who witnessed the alleged violation. I want to speak to s.22 directly. I called the number s.22 provided, got message that that number is currently not available. Will try again later. (djp)

Dec 21, 2017 - Tried number again, same recording. Sent acknowledgement email with request that s.22 contact me. (djp)

Dec 22, 2017 - s.22 called me. Said passenger was walking and talking. Said he did not understand why the driver refused the fare. Said driver asked if s.22 was coming along, s.22 said no, driver said I can't take her. (djp)

Last Updated By: dpickeri Last Updated Date: Feb 13, 2018

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00291**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 19, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	
Subject	Trip refusal				

Dec 29, 2017 - Sent email to Carolyn at Yellow Cab:

Hello,

The following complaint was sent to Consumer Protection and forwarded to the Branch for investigation:

Taxi number or license: Y119
Company name: Yellow Cab
Date of incident: December 17, 2017
Time of incident: 1 am
Location pick up: s.22
Location drop off: Does not know the address but said it was s.22 in Burnaby.
Brief summary of incident:
Complainant had a party at her home. Called a cab for her friend at 1 am . Her friend was intoxicated. Complainant was told that a cab was around the corner. Cab arrived 10 minutes later. When the cab arrived complainant's s.22 helped the passenger to the cab and driver told him that he would not take her. s.22 explained that s.22 told the driver to take the passenger and the driver refused again and drove off. s.22 reported passenger was walking and talking. Said he did not understand why the driver refused the fare. Said driver asked if s.22 was coming along, s.22 said no, driver said I can't take her.

The Branch is concerned about the availability of taxi service to persons who may be impaired. Please investigate this incident and reply including a driver's statement by January 25, 2018. If you do have any questions or concerns please contact us.

Regards,

Douglas Pickering

End… (djp)

Feb 13, 2018 - My email to Carolyn:

Hello Carolyn,

Hope you are doing well.

As of today I have 3 outstanding complaints that have previously been forwarded to you for investigation and response. Without a reply from you I have to look at basing our conclusions on the evidence we do have or look at possible penalties for failure to produce information to an inspector.

For your review I have attached copies of the original emails I sent to you detailing the complaints.

If you do have any questions or concerns please let me know.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Dec 29, 2017 - Alleged trip refusal. Sent email to Carolyn requesting reply by Jan 25, 2018. (djp)
Feb 13, 2018 - Sent email to Carolyn with attached copy of complaint and reminder 'Without a reply from you I have to look at basing our conclusions on the evidence we do have or look at possible penalties for failure to produce information to an inspector.'
(djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00292**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 19, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 22, 2018
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70199
License Type Special

ATTN: Ony Chowdhury
MACLURE'S CABS (1984) LTD.
1275 75TH AVE W
VANCOUVER BC V6P 3G4

Phone 604-731-4999 (Ony)
Fax 604-731-9219
Email maclurescabs@hotmail.com

Driver

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

Comments:

Dec 18, 2017 - Email from Consumer Protection:

Hello,

Consumer Protection BC has received the following taxi complaint.

Consumer Name: s.15,s.22
Consumer contac
Taxi company: MacLure's
Taxi number: Chauffer's permit- s.22 - Driver's name is s.22
Date of incident: 2017-12-18
Time of incident: 12:25 PM
Pick up location: The Hyatt Hotel on Burrard St, Vancouver
Issue: Consumer got into the taxi and told the driver where she was headed. Claims the driver told her that he wouldn't take her because it was too close. Consumer claims that she advised that she has mobility issues s.22 to which the driver responded that he needed to see some proof. The consumer then advised that driver that she would not exit the cab until they reached her destination. Consumer claims that the driver was berating her the entire way- calling her names, so she asked for his chauffeur's permit information. Consumer claims that the driver then told her that he was going to snap a photo of her and he proceeded to grab his phone to take a picture. Consumer claims that she didn't feel comfortable with this and an altercation ensued. Consumer claims that the driver ended up grabbing her and dragged her out of his cab into the traffic on West Georgia St.

Thank you,

JULIE McNAMARA | LICENSING & INFORMATION OFFICER

End… (djp)

Dec 19, 2017 - Sent acknowledgement email with request for drop loff location. (djp)

Dec 19, 2017 - Reply from s.22

Hello, the requested pick up location was at the Hyatt. I do believe an assault occurred and will proceed accordingly after going through this

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00292**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 19, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 22, 2018
Subject	Trip refusal				

channel. I would like my identity to remain a secret from this cab driver as I fear retribution from him.
Sent from my iPhone

End… (djp)

Dec 20, 2017 - My reply to s.22

Hello s.22

Thank you for the reply. Just to clarify, I'm looking for the requested drop off location, ie your intended destination.

Per your request and our standard practice the identity of complainants is kept confidential. The subject of your complaint may be made available through a Freedom of Information request but typically the identity of the complainant is not shared.

Thank you again for bringing this to our attention.

Regards,

Douglas Pickering

End… (djp)

Dec 20, 2017 - Reply from s.22

Hi Douglas,

My requested drop off was 701 W Georgia St. The TD Bank across from the Pacific Centre.
Sent from my iPhone

End… (djp)

Dec 21, 2017 - My email to MacLure's:

Hello,

The following complaint was submitted to Consumer Protection BC and forwarded to the Branch for investigation:

Taxi company: MacLure's
Taxi number: Chauffer's permit- s.22 - Driver's name is s.22
Date of incident: 2017-12-18
Time of incident: 12:25 PM
Pick up location: The Hyatt Hotel on Burrard St, Vancouver
Issue: Consumer got into the taxi and told the driver where she was headed; 701 W Georgia St. The TD Bank across from the Pacific Centre. Claims the driver told her that he wouldn't take her because it was too close. Consumer claims that she advised that she has mobility issues (s. s.22 to which the driver responded that he needed to see some proof. The consumer then advised that driver that she would not exit the cab until they reached her destination. Consumer claims that the driver was berating her the entire way- calling her names, so she asked for his chauffeur's permit information. Consumer claims that the driver then told her that he was going to snap a photo of her and he proceeded to grab his phone to take a picture. Consumer claims that she didn't feel comfortable with this and an altercation ensued. Consumer claims that the driver ended up grabbing her and dragged her out of his cab into the traffic on West Georgia St.

We have recommended to the complainant that if they believe an assault or other criminal offence occurred then they should report this matter to the police.

The Branch is concerned that a person with a mobility issue potentially had such problems obtaining service from a Licencee. Drivers cannot seek to refuse trips based on the trip being 'too short' and passengers have the right to a courteous driver. Please investigate this incident and reply with a driver's statement by Jan 4, 2017. If you do have any questions or concerns please contact us.

Regards,

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00292**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 19, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 22, 2018
Subject	Trip refusal				

Douglas Pickering

End… (djp)

Dec 22, 2017 - Email from Ony:

Hello Douglas,

I will investigate the issue and get back to you soon.

--
Regards,
Ony Chowdhury
General Manager
Maclure's Cabs (1984) Ltd

End… (djp)

Jan 2, 2018 - Email from Ony at MacClure's:

Hello Douglas,

Good Morning.

The driver s.22 and haven't driven cab since December 19 2017. Under this circumstance I could not arrange to get the driver statement.

I would appreciate if you kindly allow us time extension to respond about the complaint with the driver statement.

Thanks

--
Regards,
Ony Chowdhury

End… (djp)

Jan 3, 2018 - My reply:

Hello Ony,

Thank you for the update. We understand many people are away during the holidays. Please submit your reply by Jan 18, 2018.

Regards,

Douglas Pickering

End… (djp)

Jan 3, 2018 - Reply from Ony:

Hello Douglas,

Thanks for the extension.

I will submit the report by the deadline.

--
Regards,

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00292**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 19, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 22, 2018
Subject	Trip refusal				

Ony Chowdhury

End… (djp)

Jan 15, 2018 - Reply from Ony:

Hi Douglas,

Good Afternoon.

I have attached the Drivers statement about the complaint.

Please let me know if you need anything in addition.

Thanks

--
Regards,
Ony Chowdhury
General Manager
Maclure's Cabs (1984) Ltd

Hi Ony

Here is my initial response to the customer complaint that I received from you on Monday (Jan8/18) s.22

My response to her complaint is as follows:

The customer walked over and got into my cab outside the Hyatt lobby.

She said that she wanted to go to the nearest TD bank branch. I told that the nearest Branch that I knew of was at the corner of Howe and Georgia, approximately 2 short blocks away. Knowing this information, I then asked her if she would prefer to walk rather than to have to pay for the taxi fare of $ 4 to $ 5.00.
She indicated rather aggressively that she wanted to be driven because she was from out of town.

At no time did I say to her that I would not drive her. I never asked her to exit the cab while outside the hotel lobby.

I then pulled out of the Hyatt lobby driveway, turned left on Georgia St. and arrived at the corner (eastside) of Georgia and Howe sts. approximately 2-3 minutes later. The fare was $ 4.40.

On the way to the bank ,she indicted that s.22 I said that it wasn't apparent to me .She then became very aggressive verbally--she indicated she wanted me to give her my chauffer's license which was on display on my front dash. She wanted to take a picture of it so she could a make a complaint. I said I would do so when we stopped at the destination. I was afraid she was going to throw it out the window as we were driving.

When we got to Georgia and Howe. She refused to pay ! She said she was going to take my picture with her phone.
I said Ok and I should probably take her picture also. She then got very angry--grabbed my phone and threw it into the front of the cab where initially I couldn't find it. I called dispatch and told them I had a problem passenger.

I asked her to pay again. She refused. So I told to leave the cab. She wouldn't get out so I opened the back door and told her to leave or I would call the police .She finally got out on her own. I did not drag her out of my cab.!! I found my phone on the front floor of my cab.

I have been driving taxi for s.22 , have never refused a fare and always try to give good service to the best of my ability.

Sincerely.

Douglas J Jones

End… (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00292**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 19, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 22, 2018
Subject	Trip refusal				

Jan 22, 2018 - My email to Ony:

Hello Ony,
Thank you for the reply. The complainant has given evidence that indicates they started the altercation with the driver when the complainant objected to the driver taking their picture. There is no rule or regulation that I am aware of that prohibits the driver from taking a picture of a passenger.
We request that if you have not already done so you caution this driver about the rules and potential penalties for trip refusal. Given the evidence and circumstances in this case we are closing the file with no order or recommendation for any penalty.
Regards,
Douglas Pickering

End… (djp)

Jan 22, 2018 - Email from Ony:

Hello Douglas,

Thanks for your email and the decision.

I have already cautioned the driver about the rules and potential penalty for trip refusal. He will be more careful from now on to handle situation like this.

--
Regards,
Ony Chowdhury
General Manager
Maclure's Cabs (1984) Ltd

End… (djp)

Conclusion:

Jan 22, 2018 - Complaint unsubstantiated. Complainant alleged driver was argumentative about length of trip and subsequently ejected them from the cab. Complainant acknowledged they started an altercation with the driver when the driver went to take their picture. Driver claims never refused trip but only warned passenger it would be very short. Instructed company to caution driver and educate them on rules and penalties for trip refusal. Manager acknowledged compliance. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00293**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 20, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Jan 3, 2018
Subject	Driving ability				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70242
License Type Special

ATTN: Harinder Gill, Manjurul (Emon) Bari, Harjit Bains
BONNY'S TAXI LTD.
5759 SIDLEY ST
BURNABY BC V5J 5E6

Phone 604-412-0281
Fax 604-435-6757
Email emon@bonnystaxi.com

Driver

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

Comments:

Dec 20, 2017 - Original complaint email (video downloaded and attached to email in correspondence):

Was driving south bound on Willingdon Ave when Bonny's taxi stops on busy road and made an illegal left turn. The road were slippery as it snowed today and because of him I almost got rear ended up by cars behind me due to taxi drivers carelessness.
Bonny's Taxi B155 License Plate: CL7290? Willingdon Ave & Sardis St at 4PM.
Please see the below video.
https://streamable.com/g3xbs

End… (djp)

Dec 20, 2017 - Sent email to s.22

File No: [File No:]

December 20, 2017

s.15,s.22

Dear s.22

Re: Complaint about Bonny's Taxi received Dec 20, 2017

Thank you for providing important information to the Passenger Transportation Branch regarding a potential violation(s) of the Passenger Transportation Act and/or Regulations.

The incident described in your complaint falls under the jurisdiction of the local police. We encourage you to report this incident directly to the Burnaby RCMP. Information on how to contact them can be found on their website at http://burnaby.rcmp-

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00293**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 20, 2017
Requestor	s.15,s.2	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 20, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Jan 3, 2018
Subject	Driving ability				

grc.gc.ca/ViewPage.action?siteNodeId=864&languageId=1&contentId=-1

If you have any questions or concerns please contact us by phone at 604-527-2198 or email at passengertransportationbr@gov.bc.ca.

Regards,
Douglas Pickering

End… (djp)

Dec 20, 2017 - Email from s.22

Is the Taxi passenger safety and other drivers on the road not a mandate of your department? I am just curious what is your responsibility when you regulate such unsafe driver cabs?

Dec 20, 2017 - My reply to s.22

Hello s.22

Our Branch administers and enforces the Passenger Transportation Act and Regulations. Information on these statutes can be found on our website at http://www.th.gov.bc.ca/rpt/index.htm (lower left under Related Links). The incident you have reported involves a violation of the Motor Vehicle Act which is enforced by the local police and again we encourage you to report this incident to them (they normally prefer to have such an incident reported to them directly from a witness).

We do maintain a record of all complaints and these complaints are typically reviewed when an operator makes a new application, for example to expand their territory or add new vehicles. Also we forward complaints of this nature to the management of the company involved with the recommendation that they address this behaviour with the driver; based on past results this may result in company issued warnings or suspensions.

Again we appreciate you bringing this to our attention and if you do have further questions or concerns please let us know.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Jan 3, 2018 - Complaint unsubstantiated. Complainant reported driver making illegal turn. Referred complainant to local police. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00294**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 20, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Trip refusal				

Requestor

Ryan Dutour

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Dec 20, 2017 - The following complaint was received by Consumer Protection and forwarded to the Branch for investigation:

Complainant Info
Name: s.15,s.22
Mailing address:
Email:
Phone:

Taxi Info
Taxi Company: Yellow Cab
Driver's Name: N/A – see comments
Taxi Number or License: Y203

Incident
Date of incident: December 19, 2017
Time of incident: 10:30 p.m.
Location Pick Up: Gastown – Around Alexander Street, Vancouver BC
Location Drop Off: Port Moody, BC

Summary of Incident: Complainant waived down taxi. Driver picked him up but pulled over to side of road when complainant informed him that he was going to Port Moody and paying with a voucher. Driver claimed that he had another customer to pick up, and told complainant to get out of cab.
Kind regards,
Lottie

End… (djp)

Dec 20, 2017 - Sent email to Carolyn:

Hello Carolyn,

Hope you are doing well.

Last Updated By: dpickeri Last Updated Date: Feb 13, 2018

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00294**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 20, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Trip refusal				

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Taxi Info
Taxi Company: Yellow Cab
Driver's Name: N/A – see comments
Taxi Number or License: Y203

Incident
Date of incident: December 19, 2017
Time of incident: 10:30 p.m.
Location Pick Up: Gastown – Around Alexander Street, Vancouver BC
Location Drop Off: Port Moody, BC

Summary of Incident: Complainant waived down taxi. Driver picked him up but pulled over to side of road when complainant informed him that he was going to Port Moody and paying with a voucher. Driver claimed that he had another customer to pick up, and told complainant to get out of cab.

Please investigate this matter and reply including a driver's statement by Jan 3, 2017. If you do have any questions or concerns please contact us.

Regards,

Douglas Pickering

End… (djp)

Jan 16, 2017 - Sent email to Carolyn:

Hello Carolyn,

Reminder we are still looking a response to the complaint below. Please reply including a driver's statement as soon as possible so we can resolve this matter.

Regards,

Douglas Pickering

End… (djp)

Feb 13, 2018 - My email to Carolyn:

Hello Carolyn,

Hope you are doing well.

As of today I have 3 outstanding complaints that have previously been forwarded to you for investigation and response. Without a reply from you I have to look at basing our conclusions on the evidence we do have or look at possible penalties for failure to produce information to an inspector.

For your review I have attached copies of the original emails I sent to you detailing the complaints.

If you do have any questions or concerns please let me know.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00294**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 20, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 20, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Trip refusal				

Dec 20, 2017 - Alleged trip refusal. Sent email to Carolyn asking for reply by Jan 3, 2017. (djp)
Jan 16, 2018 - Sent email to Carolyn asking for reply. (djp)
Feb 13, 2018 - Sent email to Carolyn with attached copy of complaint and reminder 'Without a reply from you I have to look at basing our conclusions on the evidence we do have or look at possible penalties for failure to produce information to an inspector.'
(djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00295**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 22, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 22, 2017
Location		**Received via**	Email	**Completion Date**	Jan 24, 2018
Subject	Driving ability				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70974
License Type Special

ATTN: Davinder Kainth (Office Manager)/JATINDER BHULLAR
NEWTON WHALLEY HI WAY TAXI LTD.
107-13119 84TH AVE
SURREY BC V3W 1B3

Phone 604-597-3811 EXT 2
Fax 604-597-8002/604-597-3811
Email manager@whalleytaxi.ca

Driver

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

Comments:

Dec 22, 2017 - Received the following email at the Branch:

Hello,

My s.22 was in a reckless cab last evening around 7pm with the letter NW 97 on it, so I was wondering which company has those letters? I spoke with Royal City Cabs and they say they have RC on their cabs.

Thanks,

s.15,s.22

End… (djp)

Dec 22, 2017 - My email to s.22

Hello s.22

Thanks for contacting us. I hope your s.22 is ok.

NW is Newton Whalley Hi Way Taxi Ltd. I'd like to get more details please about what happened including date, time and location. We typically investigate complaints regarding taxis and if I know more about what happened I could possibly assist you or direct you to other agencies that could help.

If you do have any further questions or concerns please contact me by email or phone.

Regards,

Douglas Pickering

End… (djp)

Dec 22, 2017 - Reply from s.22

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00295**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 22, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 22, 2017
Location		**Received via**	Email	**Completion Date**	Jan 24, 2018
Subject	Driving ability				

Hi Douglas,

My s.22 texts came in frantically at 7:39 pm yesterday, (Thursday Dec 21st/2017).

She reported the taxi NW97. She was taking the taxi to the s.22 Surrey, BC.

She has recently been s.22 , she had to call a taxi in order to try getting out for food.

s.22 I can be reached at s.22 if you need.

s.22

End… (djp)

Dec 22, 2017 - Called s.22 no answer. (djp)

Dec 28, 2017 - Called s.22 left msg on vm for her to call me. (djp)

Dec 29, 2017 - s.22 called me. Said s.22 was in cab, driver turned in front of oncoming car and they were almost hit. I told s.22 this should be reported to local police. Called s.22 left msg on vm for her to call me. (djp)

Conclusion:

Jan 24, 2018 - Complaint unsubstantiated. Complainant alleged daughter was in cab driven recklessly. I advised complainant to contact police and left vm with s.22 asking her to call me. No reply from s.22 Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00297**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 27, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 27, 2017
Location	BURNABY	**Received via**	Email	**Completion Date**	Jan 16, 2018
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70242
License Type Special

ATTN: Harinder Gill, Manjurul (Emon) Bari, Harjit Bains
BONNY'S TAXI LTD.
5759 SIDLEY ST
BURNABY BC V5J 5E6

Phone 604-412-0281
Fax 604-435-6757
Email emon@bonnystaxi.com

Driver

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

Comments:

Dec 22, 2017 - s.22 previously reported an incident of trip refusal on complaint 2017-00290. This complaint is for a new and seaprate incident (attached screenshot lists pick up address as s.22):

It seems Bonny's refusal practice is worse than I realized. I just had another refusal. The trip was accepted by car 111. I received a call, after the trip was accepted from the driver (asking for me to confirm my destination). When I gave him my destination address (home), he stated he was changing shift and could not take me.

Local taxi companies need competition in the market place, such as Uber or Lyft.

End… (djp)

Dec 22, 2017 - Sent s.22 an email:

Hello s.22

Thank you for the information.

Can you please provide the destination address? And you mention this 'just happened.' If you have it can you confirm the exact time that this happened?

Happy holidays,

Douglas Pickering

End… (djp)

Dec 22, 2017 - Reply from s.22

Hi Douglas

The destination address was s.22 Vancouver. This happened at approximately 426pm yesterday, December 21st.

Last Updated By: dpickeri Last Updated Date: Jan 16, 2018

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00297**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 27, 2017
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Location	BURNABY	**Received via**	Email	**Completion Date**	Jan 16, 2018
Subject	Trip refusal				

This is the second refusal by this company within a week.

Thank you for your help

s.22

End… (djp)

Dec 27, 2017 - My email to Bonny's:

Hello Emon,

The following complaint was submitted to the Branch:

Details: The trip was accepted by car 111. I received a call, after the trip was accepted from the driver (asking for me to confirm my destination). When I gave him my destination address (home), he stated he was changing shift and could not take me.

The destination address was s.22 Vancouver. This happened at approximately 426pm yesterday, December 21st. This is the second refusal by this company within a week.

We are hearing more incidents of trip refusal where the driver's state they are going off shift. Please investigate this incident and reply with documentation regarding this driver's shift hours for the day in question and a driver's statement by Jan 10, 2017. If you do have any questions or concerns please contact us.

Regards,

Douglas Pickering

End… (djp)

Jan 16, 2018 - Sent email to Bonny's:

Hello Emon,

Hope you are doing well.

We are still looking for a response to the complaint below. Note this is a separate complaint from the one we dealt with at the end of December, which was our file 2017-00290.

Regards,

Douglas Pickering

End… (djp)

Jan 16, 2017 - Email from Bonny's:

December 22, 2017
s.22
DL: s.22
Letter of Suspension
Dear Sir
I understand that you are a full time driver and you have a good record as an operator.
But you also know that you have to serve our all customers after accepting trip, when you are driving a Bonny's Taxi. Which is you failed to do so. So it is necessary to issue a

Ministry of Transportation and Infrastructure

Incident Detail

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Location	BURNABY	**Received via**	Email	**Completion Date**	Jan 16, 2018
Subject	Trip refusal				

suspension of three days (starting from today Dec 2ih Dec 2017 ends 23th Dec 2017) for operating a taxi dispatched by Bonny's Taxi L.T.D Contrary to the Company's Condition of License.
I do accept your apology, Truthfulness and recognition of your error. Please be advised that this letter becomes part of your permanent record with the Company.
Yours truly,
Baljinder Virdi
Supervisor
Bonny's Taxi

December 22, 2017
To the attention of Emon Bari the General Manager of Bonny's Taxi Ltd
In response to the complaint dated on December 21, 2017 about a trip I accepted from s.22 s.22 around 4:30 pm.
In the beginning I want to mention that I accepted that trip by mistake, while trying to sign off. After I turned my meter off from the previous trip, trips start coming in to my screen, I rejected few of them but somehow I did hit the Accepted button instead of the Sign off one.
As you know between 2:30 and 4:30 pm the trips dispatched from the office come with codes of the drop off areas. So every driver gets an idea how much time is going to take him to do that trip depending from witch area he is picking up the customer. The trip subject to the complaint came through Bonny's Taxi App, the App does not provide the option of area code attribution, and therefore all the App trips come with code (30] for local drop off within Burnaby.
In addition, the customer didn't mention the destination in his booking. My only option was just to call him and ask about his destination.
When I called the customer, he said he is going to s.22 in Vancouver. I did apologies and explain to him that my shift ends in 30 minutes and the company will send another cab.
As you know, I have been working for Bonny's Taxi since 2009, and do not have such complaint in my record.
I wish that the company upgrade its App booking system, so as drivers do not have to face such confusing and complains in the future.
At the end, I want to say that the suspension and the fine that a driver may have to pay are very hard to endure, especially when the allegation are based on misinterpretation of driver action. We start our days very early wishing to make the best of it and to go back home safe. Our working environment is very challenging, stressful and risky but unfortunately few those who really understand.
Finally, I wish that our management give the drivers a chance to defend themselves before taking any action against them. This is a basic human right and a pillar of democracy.
Thanks for your comprehension
s.22

End… (djp)

Jan 16, 2018 - My email to Emon:

Hello,

Thank you very much Emon. Barring any further communications we will consider this complaint closed.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Jan 16, 2018 - Complaint substantiated. Alleged trip refusal. Statement from driver received. Company imposed 3 day suspension. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00298**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 26, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 27, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Dec 27, 2017
Subject	Driving ability				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70547
License Type Special

ATTN: Gurdip Sahota, Malkit (Singh) Sidhu
SUNSHINE CABS LIMITED
1465 RUPERT ST
NORTH VANCOUVER BC V7J 1G1

Phone 604 929-1221 ext 104 or 105
Fax 604-929-8644
Email gm@sunshinecabs.ca; operations@sunshinecabs.ca

Driver

License Num: s.22 **Class:**
Driver Name: **Expiry Date:**
Birthdate: **Jurisdiction**

Comments:

Dec 26, 2017 - Email from s.22 received at the Branch:

I am writing to inform Passenger Transportation Br a serious issue with sunshine Cabs # 104 at YVR . Driver was suspended for reason.
He hit 2 pedestrians at YVR. YVR reviewed the video tape and saw the driver was falling asleep while in the tunnel.
I hope the board will investigate this public safety issue.
Thank you
s.22

End… (djp)

Dec 27, 2017 - Sent email to s.22

Dear s.22

Re: Complaint about Sunshine Cabs received Dec 26, 2017

Thank you for providing important information to the Passenger Transportation Branch regarding a potential violation(s) of the Passenger Transportation Act and/or Regulations.

The Passenger Transportation Branch enforces and administers the Passenger Transportation Act and Regulation. Your complaint describes potential violations of the Motor Vehicle Act which fall under the jurisdiction of the local police. If you have not already done so we encourage you to report this matter to them directly.

We value your submission and may contact you for further details. The subject of your complaint will be sent to the management of the Licencee involved. We typically do not disclose the identity of a complainant although the subject of your complaint may be accessible to the public via a Freedom of Information request.

Your complaint will be retained as part of the Passenger Transportation Licence file for this operator. Complaints are typically reviewed when a Licencee makes a new application, for example to add new vehicles or change their service area.

If you have any questions or concerns please contact us by phone at 604-527-2198 or email at passengertransportationbr@gov.bc.ca.

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Incident Detail

File Number	**2017-00298**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 26, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 27, 2017
Location	RICHMOND	**Received via**	Email	**Completion Date**	Dec 27, 2017
Subject	Driving ability				

Regards,

Douglas Pickering

End… (djp)

Dec 27, 2017 - I called Shani at YVR Ground Transportation and asked her if this incident actually happened. She said she would look into it and call me back. (djp)

Dec 27, 2017 - Shani called me back, said incident happened Dec 1, 2017, driver issued VT from RCMP for driving without consideration (was entering info in dispatch computer while driving). Driver was suspended from YVR and by company, YVR dealt with manager at Sunshine. She said there was nothing in their report about driver being fatigued. Driver s.22 BCDL s.22 (djp)

Conclusion:

Dec 27, 2017 -Complaint substantiated. Complainant alleges driver struck pedestrians at YVR while operating electronic device while driving. Confirmed incident with Shani Nakade at YVR Ground Transportation; driver ticketed by RCMP and suspended by YVR and company. Complaint closed. (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00300**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

Dec 24, 2017 - Email received at the Board and forwarded to the Branch (including photo of cab) with Michael McGee's response:

Hello s.22

I am forwarding the picture and information in your email to the Passenger Transportation Branch (based in Coquitlam) so they have the information that you provided. The Branch (not the Board) is responsible for compliance and enforcement actions under the Passenger Transportation Act.

Michael McGee
Manager of Policy, Programs & Communications
Passenger Transportation Board

I saw royal City cab 80 picking up passengers illegally on Granville street downtown Vancouver at 2:47am on December 24th 2017 Sunday morning. He also loaded his car more than the capacity of passengers allowed. s.22 Thanks

End… (djp)

Dec 28, 2017 - Sent acknowledgement email. (djp)

Dec 28, 2017 - Sent email to Shashi:

Hello Shashi,

Happy holidays and hope you are doing well.

The following complaint including a photograph of the incident was received by the Board and forwarded to the Branch for investigation:

Subject: I saw royal City cab 80 picking up passengers illegally on Granville street downtown Vancouver at 2:47am on December 24th 2017 Sunday morning. He also loaded his car more than the capacity of passengers allowed.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00300**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Operating outside the licensee's area of service (poaching)				

Please investigate this complaint and reply with your findings including a driver's statement by January 12, 2017. If you have any questions or concerns please contact us.

Regards,

Douglas Pickering

End… (djp)

Jan 17, 2018 - My ematil to Shashi:

Hello Shashi,

Reminder we are still looking for a reply to the complaint detailed below.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Dec 28, 2017 - Alleged poaching. Sent email to Shashi asking him to reply by Jan 12. (djp)
Jan 17, 2018 - Sent email to Shashi reminding him to reply. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00301**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 24, 2018
Subject	Trip refusal				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN s.15 **Jurisdiction** BC
Plate # 812891
Owner BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Licensee

PT Number 70294
License Type Special

ATTN: Saurabh Bahl / Saif Ullah
BLACK TOP CABS LTD.
777 PACIFIC ST
VANCOUVER BC V6Z 2R7

Phone 604 891-8504
Fax 604 683-7757
Email saif.btc@telus.net; saif@btccabs.ca; saurabh@btccabs.c

Driver

License Num: s.22 **Class:**
Driver Name: **Expiry Date:**
Birthdate: **Jurisdiction**

Comments:

Dec 27, 2017 - The following complaint was submitted to Consumer Protection Bc and forwarded to the Branch for investigation:

Consumer claims that taxi driver refused to drive her to her requested destination unless she paid in cash.

Name s.15,s.22
Address s.22
Phone Number s.22
Email s.22
Name of taxi companyBlacktop
Taxi number356
Date of event12/02/2017
Time of event10:30 pm
Pick up locationWest Pender at Bute Vancouver
Requested drop off location s.22 Port Moody
Description of issue Once the cab driver heard we were going to port Moody he refused to drive us because instantly his payment processing machine was broken. He said cash only, I said no, credit card and he instantly told me to get out. I refused, stating my bill of rights as requested that he try $5 on my card that he could have to show me his machine wasn't working. He against refused. He then said I was abusive and that he was going to call the cops on me. I said go for it, I have nothing but time and I'm not in the wrong. So I waited 40 minutes until the police arrived who told me they knew I was in the right but were powerless. He also refused to show me his taxi license.

ROBERT WILLIAMS | LICENSING & INFORMATION OFFICER

End… (djp)

Dec 28, 2017 - Sent acknowledgement email. (djp)

Dec 28, 2017 - Sent email to Black Top:

Hello,

The following complaint was received by Consumer Protection BC and forwarded to the Branch for investigation:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00301**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 24, 2018
Subject	Trip refusal				

Name of taxi companyBlacktop
Taxi number356
Date of event12/02/2017
Time of event10:30 pm
Pick up locationWest Pender at Bute Vancouver
Requested drop off location s.22 Port Moody
Description of issue Once the cab driver heard we were going to port Moody he refused to drive us because instantly his payment processing machine was broken. He said cash only, I said no, credit card and he instantly told me to get out. I refused, stating my bill of rights as requested that he try $5 on my card that he could have to show me his machine wasn't working. He against refused. He then said I was abusive and that he was going to call the cops on me. I said go for it, I have nothing but time and I'm not in the wrong. So I waited 40 minutes until the police arrived who told me they knew I was in the right but were powerless. He also refused to show me his taxi license.

Trip refusal can be a violation of the Passenger Transportation Act and Regulations. In addition passengers have the right to 'Pay the posted rate by cash, or accepted credit card or TaxiSaver voucher.' Please investigate this incident and reply including a driver's statement by January 12, 2017. If you have any questions or concerns please contact us.

Regards,

Douglas Pickering

End… (djp)

Jan 8 ,2018 - Email from Saurabh at Black Top:

Officer Pickering,

We have tried to interview the following driver:

Name: s.22
Driver's Licence Number: s.22
Car number: 356
Registration Number: s.15

Unfortunately, the driver s.22 due to which we have been unable to question him. We will be suspending him s.22

Please suggest how you would like to proceed.

Thank you,

Saurabh Bahl
Operations Manager
Black Top and Checker Cabs
604 891 8504

End… (djp)

Jan 15, 2018 - My reply to Saurabh:

Hello Saurabh,

Thank you for the response. I have updated this information to the file s.22 please send us an update as to how this matter was addressed and if you have any new material you wish to offer in reply.

Regards,

Douglas Pickering

End… (djp)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00301**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 28, 2017
Location	VANCOUVER	**Received via**	Email	**Completion Date**	Jan 24, 2018
Subject	Trip refusal				

Feb 7, 2018 - Email from Saurabh with attached photos of statements from driver and dispatcher:

Officer Pickering,

We have interviewed the following driver:

Name: s.22
Driver's Licence Number: s.22
Car number: 356
Registration Number: s.15

As per the driver when the customer informed him that they were going to Port Moody, he asked them for a deposit. The customer refused to pay it and became very aggressive. The driver fearing for his safety, involved the dispatcher on phone and even put the phone on speaker so that the dispatcher can advise the customer why the deposit was required.

The customer started to yell at the dispatcher as well and tried to snatch the drivers phone from his hands to throw it away. At this point the dispatcher called the police and an undercover officer showed up at the scene and after speaking to the driver advised him to leave the scene. The driver did not hand over his license to the customer when asked as they had earlier tried to snatch his phone.

I have also attached a written statement signed by the driver and the dispatcher on duty.

Please note that this driver s.22

In case you need any further information kindly let me know.

Thank you,

Saurabh Bahl
Operations Manager
Black Top and Checker Cabs
604 891 8504

End… (djp)

Feb 7, 2018 - My email to Saurabh:

Hello Saurabh,

Thank you for the reply. Based on the available evidence this complaint will be closed with no negative findings.

Regards,

Douglas Pickering
Passenger Transportation Enforcement Officer

End… (djp)

Conclusion:

Dec 28, 2017 - Complaint unsubstantiated.Complainant alleged driver would only take cash. Driver and dispatcher provided evidence contradicting complainant and stating complainant refused to provide requested deposit.Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00302**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 28, 2017
Location	DEEP COVE	**Received via**	Email	**Completion Date**	Jan 8, 2018
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70476
License Type Special

ATTN: Moonyem Mohammad; Balvinder Singh Randhawa
NORTH SHORE TAXI (1966) LTD.
264 PEMBERTON AVE
NORTH VANCOUVER BC V7P 2R5

Phone 604 980-7011 ext 5
Fax 604 987-6735
Email gm@northshoretaxi.com; manager@northshoretaxi.com

Driver

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

Comments:

Dec 26, 2017 - Email from s.15,s.22

From: s.15,s.22
Sent: Tuesday, December 26, 2017 9:44 AM
To: Ma.MLA, Bowinn LASS:EX; Transportation, Minister TRAN:EX
Cc: brichter@nsnews.com; ViewerContactBC@globalnews.ca
Subject: NO TAXIS IN NORTH VAN ON CHRISTMAS DAY!!!!

Good Day

This is totally ridiculous!!
This is my 4th email, about needing Uber in Vancouver, to The minister of Transportation and the MLA.

On Christmas evening (2017) there were NO TAXIS available in Deep Cove North Vancouver.

I booked on the North Shore taxis app after Christmas dinner for myself and my s.22
No driver ever accepted the ride (I waited 1 hour)
I called North Shore Taxi
I was put in hold for 30 mins!!
The said 30 -40 mins for a taxi so booked a taxi.
Re called 40 mins later when no taxi ever came.
I was put on hold 20 mins
NORTH SHORE TAXI NOW SAID THAT THEY HAD NO IDEA HOW LONG IT WOULD TAKE TO GET A TAXI!!!

WHEN IS UBER COMING TO VANCOUVER???

Please respond
Thanks for your time

s.15,s.22 End… (djp)

Dec 27, 2017 - Email from Deputy Registrar Chantelle to s.22

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00302**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 28, 2017
Location	DEEP COVE	**Received via**	Email	**Completion Date**	Jan 8, 2018
Subject	Wait times (regular/accessible taxi)				

Hi s.22

Thank you for writing again to share your experience with taxi services in North Vancouver.

I understand that you have received information from Minister Travena about the consultation work that is currently underway with Dr. Hara. The government has committed to bringing rideshare into B.C. and government's main priority is providing a passenger transportation network that is safe, fair and accessible for all people in B.C. Dr. Hara's work is an important first step towards reviewing and updating current legislation. The legislative framework - both provincially and at the municipal level - around passenger directed vehicles is quite complex and requires dedicated attention before ride hailing services are introduced in B.C.

I am passing your email along to the Passenger Transportation Branch's team of inspectors. Each complaint that is received by us is investigated/followed-up by the Inspection team. Complaints can be directed to us in two ways – either through the Consumer Protection by email at info@consumerprotection.ca or by telephone at 1-888-564-9963 or you can write directly to the Passenger Transportation Branch at PassengerTransportationBr@gov.bc.ca.

I appreciate your having taken the time to write.

Chantelle Gergley, Deputy Registrar

End… (djp)

Dec 28, 2017 - My email to North Shore Taxi:

Hello,

The following complaint was received by the Passenger Transportation Board and forwarded to the Branch for investigation:

Subject:
On Christmas evening (2017) there were NO TAXIS available in Deep Cove North Vancouver.
I booked on the North Shore taxis app after Christmas dinner for myself and my s.22
No driver ever accepted the ride (I waited 1 hour)
I called North Shore Taxi
I was put in hold for 30 mins!!
The said 30 -40 mins for a taxi so booked a taxi.
Re called 40 mins later when no taxi ever came.
I was put on hold 20 mins
NORTH SHORE TAXI NOW SAID THAT THEY HAD NO IDEA HOW LONG IT WOULD TAKE TO GET A TAXI!!!

Wait times are of particular interest to the Branch and the Board. We welcome any response or feedback you may wish to provide. If you choose to reply your submission will be added to the complaint file and considered in any future reviews. If you do have any questions or concerns please contact us.

Regards,

Douglas Pickering

End… (djp)

Jan 3, 2018 - Email from Moonyem:

Hi Douglas,

North Shore Taxi Sorry to hear about bad customer experience on Christmas day.
Do you have any other related information like Phone #, pick up location, WAT or sedan, time of taxi request.
I am having difficulty tracking this particular customer.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00302**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 28, 2017
Location	DEEP COVE	**Received via**	Email	**Completion Date**	Jan 8, 2018
Subject	Wait times (regular/accessible taxi)				

Thank you

Sincerely,
Moonyem Mohammad
General Manager

North Shore Taxi (1966) Ltd

End… (djp)

Jan 3, 2017 - My email to s.22

Hello,

Thank you for the information you submitted concerning the availability of taxis in North Vancouver.

To help us further investigate your complaint please provide the phone number the booking was made from, requested pick up location, if you requested a wheelchair accessible vehicle and the time of the request.

If you do have any questions or concerns please contact us.

Regards,

Douglas Pickering

End… (djp)

Jan 4, 2018 - Email from s.22

s.22

no wheelchair access was requested

Very bad handling, VERY COMMUNICATION INFORMATION FROM THEIR END
To promise a taxi in 30-40 mins and then 40 mins later (after I re call) say that they have no idea when a taxi would be available??
Get ride sharing in Vancouver

End… (djp)

Jan 4, 2017 - My email to Moonyem:

Hello Moonyem,

Thank you for the reply.

Per your request:

Phone number: s.22
Pick up location
Type of vehicle: no wheelchair access was requested

Douglas Pickering

End… (djp)

Jan 5, 2018 - Email from Moonyem with screenshot of AM730 accident report and North Shore Taxi booking system:

Hi Douglas,

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00302**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 28, 2017
Requestor	Lauren Fraser	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 28, 2017
Location	DEEP COVE	**Received via**	Email	**Completion Date**	Jan 8, 2018
Subject	Wait times (regular/accessible taxi)				

Yes, Customer did book a taxi through our NST App at 22:20 (10:20 PM).
Customer called back our office at 22:28 (10:28 PM)
Customer canceled the trip at 23:23 (11:23 PM)
It was a holiday, many of our drivers drove few hours and went home to celebrate Christmas with their family. So the number of vehicle on fleet was lower than normal and number taxi request was high, many were prebooked.
Our computer (software) made several attempts to find an empty taxi to serve this customer, but due to accident on the bridge, it was impossible for any taxi to reach there.
Our office staff did not have updated information of the accident at that moment and tried their best to accommodate a customer with their request for a taxi.
We sincerely apologize for customers inconvenience and it was never our intention to ignore a customer request of a taxi on Christmas day.
However, Considering the Holliday and customer struggle, Our office happy to sent customer $20 taxi voucher (2 x$10) to customers mailing to address 's.22
s.22
The trip detail and accident record enclosed with my email. Please confirm the mailing address, we like to mail the vouchers.
Thank you
Sincerely,
Moonyem Mohammad

End… (djp)

Jan 8, 2018 - My email to s.22

Hello s.22

Please see the following reply from North Shore Taxi:

Yes, Customer did book a taxi through our NST App at 22:20 (10:20 PM).
Customer called back our office at 22:28 (10:28 PM)
Customer canceled the trip at 23:23 (11:23 PM)

It was a holiday, many of our drivers drove few hours and went home to celebrate Christmas with their family. So the number of vehicle on fleet was lower than normal and number taxi request was high, many were prebooked.
Our computer (software) made several attempts to find an empty taxi to serve this customer, but due to accident on the bridge, it was impossible for any taxi to reach there.
Our office staff did not have updated information of the accident at that moment and tried their best to accommodate a customer with their request for a taxi.

We sincerely apologize for customers inconvenience and it was never our intention to ignore a customer request of a taxi on Christmas day.
However, Considering the Holliday and customer struggle, Our office happy to sent customer $20 taxi voucher (2 x$10) to customers mailing to address s.22

For your reference we have verified that prior to this booking a serious accident did occur on the southbound side of the Iron Workers Bridge and this did have a significant impact on traffic in that area. If you do wish to receive their offered compensation please reply with a mailing address.

All of your comments and concerns have been recorded. Complaints are typically reviewed when a new application is made, for example, when an existing licencee seeks to change their conditions or when a new operator seeks to enter into service in that area. Thank you again for bringing this matter to our attention.

Regards,

Douglas Pickering

End… (djp)

Jan 8, 2018 - Talked to s.22 on the phone. She said thank you for our efforts and referred me to this email. Email from s.22

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00302**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Douglas Pickering	**Assigned Date**	Dec 28, 2017
Location	DEEP COVE	**Received via**	Email	**Completion Date**	Jan 8, 2018
Subject	Wait times (regular/accessible taxi)				

Thanks for the follow up.
I will take the taxi voucher mailed to:
s.15,s.22

The info below is not quite accurate
At any rate …..this is why we need UBER/ ride sharing in vancouver
The taxis (by their own admission) can not cope with the work.
Thanks
I hope the government can finish their studies before next Christmas
s.22

End… (djp)

Jan 8, 2018 - Sent email to Moonyem:

Hello Moonyem,

Thank you very much for the detailed reply. Your response has been added to the record of the complaint. I have shared this information with the complainant. She would like to take advantage of your offer. The vouchers can be sent to:

s.15,s.22

Barring any further communications we will consider this complaint closed.

Regards,

Douglas Pickering

End… (djp)

Conclusion:

Jan 8, 2018 - Complaint unsubstantiated. Complainant unable to get taxi, excessive wait time and then told no taxi available. Company response cited holiday and accident on bridge causing delays. Company offered vouchers which complainant accepted. Complaint closed. (djp)

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00303**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 4, 2018
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70546
License Type Special

ATTN: John Palis, Sukhi Sandh
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604-664-0430
Fax 604-669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

Dec. 19, 2017 - The complaint was forwarded to the Branch By Consumer Protection BC, as follows:

Inquiry #: 101641
Taxi number or license: Lic: JW 0998 Car: V704S
Consumer name: s.22
Company name: Vancouver Taxi
Date of incident: 12/19/2017
Time of incident: 2:33 pm
Location pick up: not applicable
Location drop off: not applicable
Email or mailing address: s.22
Brief summary of incident:
s.22 states that Taxis are stopping in no stopping zones. s.22 provided a photo of a cab(scroll down) and states that it was stopped for several minutes while letting out a fare. He states he sees more times than he can count and the drivers should be pulling out of these areas or find and alley top stop in.

From: s.15,s.22
Sent: Wednesday, December 13, 2017 8:50 AM
To: info@consumerprotectionbc.ca
Subject: Taxi stopping in a no stopping zone

Hi,

This photo was taken on Thursday at 3:55pm. The taxi was stopped for several minutes letting out a fare. Who else should this go to, the Vancouver Police? The number of times I see taxis tying up traffic when all they need to do is turn the corner or find an alley is too numerous to count. This needs to stop.

The photo was taken on Seymour Street before Nelson.

Thanks,

s.22

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00303**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 19, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 4, 2018
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger				

(nr)

END_____

Dec. 20, 2017 - Officer Rotgans responded by sending an email to Consumer Protection BC, as follows:

Hello Fraser,

This is not a Passenger Transportation Branch issue. Stopping in a no stopping zone is a bylaw local government issue. Can you please refer this to City of Vancouver?

(nr)

END_____

File closed.

END_____

Conclusion:

Consumer Protection misdirected the complaint to the Branch instead of local government. As this is a city bylaw and local government issue the PT Branch will not be investigating and requested Consumer Protection to re-direct to City of Vancouver.

(nr)

END_____

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00304**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 4, 2018
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70450
License Type Special

ATTN: Shashi Engineer / Chamkaur Sandhu / Chamkaur Dhillon
ROYAL CITY TAXI LTD.
436 ROUSSEAU ST
NEW WESTMINSTER BC V3L 3R3

Phone 604 525-5616
Fax 604 525-9622
Email manager@royalcitytaxi.com; gm.royalcitytaxi@gmail.com

Driver

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

Comments:

Dec. 21, 2017 - The Branch received the following complaint forwarded by the Board through email, as follows:

From: s.15,s.22
Sent: Wednesday, December 20, 2017 7:58 PM
To: Passenger Transportation Board TRAN:EX
Subject: Fwd: Royal city taxi president s.22 taxi # RC 63 fighting with customer

Sent from my iPhone

Begin
Subject: Royal city taxi president s.22 taxi # RC 63 fighting with customer

There is a MP4 video file attached to the email.

(nr)

END_____

Dec. 20, 2017 - The email received by the Branch only had a subject line and a video attachement. No email body explaining the complaint or concerns.

(nr)

END_____

Conclusion:

STATUS: Email the complainant to find out details of the complaint (what, when, where, how).

Early indication show no violation of the Passenger Transportation Act or Regulations. The video shows a complaint regarding possible behaviour issues of the driver and a verbal altercation between a driver and a passenger.

Last Updated By: nrotgans Last Updated Date: Jan 4, 2018

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00304**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 4, 2018
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	
Subject	Behaviour of the driver				

(nr)

END_____

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00305**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 21, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 4, 2018
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Trip refusal				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Dec. 21, 2017 - The Branch received the complaint forwarded by Consumer Protection BC, As follows:

Name: s.15,s.22
Address: s.22
Phone NumberConsumer did not provide
Email s.22
Name of taxi company: Yellow Cab Company
Taxi number: 604-681-1111
Date of event: 12/16/2017
Time of event: 11:45 pm
Pick up location: s.22 Vancouver
Requested drop off location: Consumer did not provide
Description of issue: Called for cab, told 30 an hour. Called when 45 minute elapsed, told 45 more minutes. Tried to flag cabs down was told because we had vouchers from our company Christmas party they wouldn't take us. Told by 3 cars because we wouldn't pay cash they wouldn't take us.

(nr)

END____

Conclusion:

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00306**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 4, 2018
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Behaviour of the driver				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70546
License Type Special

ATTN: John Palis, Sukhi Sandh
VANCOUVER TAXI LTD.
790 CLARK DR
VANCOUVER BC V5L 3J2

Phone 604-664-0430
Fax 604-669-1100
Email manager.vancouvertaxi@telus.net

Driver

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

Comments:

Dec. 29, 2017 - The Branch received this complaint forwarded by Consumer Protection BC, as follows:

Hello, the following complaint was received:
Inquiry # 101794.
Complainant was referred back to respondent for quality of service issue. Also let her know the complaint would be sent to the PTB.

See details below.
Thanks,
Laura

LAURA COX | MANAGER, LICENSING AND INFORMATION SERVICES
P 604.296.2856 TF 1.888.564.9963 Ext. 2817
A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9
W www.consumerprotectionbc.ca

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If you have received this transmission by error, please notify us immediately by return email and destroy the original transmission immediately and all copies thereof.

From: info@consumerprotectionbc.ca [mailto:info@consumerprotectionbc.ca]
Sent: Tuesday, December 19, 2017 2:33 PM

Last Updated By: nrotgans Last Updated Date: Jan 4, 2018

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00306**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 4, 2018
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Behaviour of the driver				

To: info@consumerprotectionbc.ca
Subject: Notification of taxi complaint

the following taxi complaint form has been submitted
Name s.15,s.22
Addre
Phone Number
Emai s.22
Name of taxi companyVancouver Taxi
Taxi numberV7
Date of event12/19/2017
Time of event01:00 pm
Pick up location41st and Oak Street Vancouver
Requested drop off location Requested UBC (but got out at 41st and Dunbar) Vancouver
Description of issue Taxi driver was continually texting and on the phone with someone during the drive. When I mentioned that I felt unsafe he said "too bad" and "I can take you back to 41st and Oak".
Unfortunately I have no picture evidence as my phone was dead

(nr)

END_____

Conclusion:

STATUS: Forward to GM and send AK.

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00307**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 4, 2018
Location	PORT MOODY	**Received via**	Email	**Completion Date**	
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70233
License Type Special

ATTN: Hardeep Dhaliwal (Harry); Shawn Bowden
BEL-AIR TAXI (1982) LIMITED
2121 HARTLEY AVE
COQUITLAM BC V3K 6Z3

Phone 604-524-5450 ext:3
Fax 604-521-7790
Email coqtaxi@telus.net

Driver

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

Comments:

Dec. 29, 2017 - The Branch received the following complaint forwarded by Consumer Protection BC, as follows:

Hello,
Inquiry # 101795
This is a quality of service issue regarding Bel-Air taxi, however the consumer has a general complaint about wait times and the inability to receive taxis.

Name: s.15,s.22
Addres
Phone Number: s.22
Email: s.22

Name of taxi company: bel Air
Taxi number: N/a
Date of event:12/01/2017
Time of event: 6PM
Pick up location: s.22
Requested drop off location:

Description of issue: We recently had our office Christmas party. The dinner location was over near UBC. I live in Port Moody. I called to reserve a cab at around 11:00 a.m. that day (Friday December 1) and was told a cab would be there at the requested time (6:00 p.m.). s.22 and I were ready to go at 6 and no cab. We waited another 10 minutes…no cab. We called the company (Bel-Air) and waited on hold for 5 minutes before someone came on and told us that a cab was on its way and would be there in a couple minutes. After 20 minutes more…no cab. We got in our car and drove. On the way, we booked someone to drive our car back through sober eyez. They arrived on time and we got home without a problem.

I don't take a taxi very often, but in the past 5 years, the handful of times I try to take a cab I have had similar issues or extended waits.

The result of this is the impact on peoples lives whether they are trying to get to a dinner, party, appointment, etc. Another result of this situation we find ourselves in Vancouver being held hostage by the cab companies is more drunk drivers on the road and more accidents, injuries and fatalities.

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00307**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 4, 2018
Location	PORT MOODY	**Received via**	Email	**Completion Date**	
Subject	Wait times (regular/accessible taxi)				

If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or any other use of this email is strictly prohibited.

If you have received this transmission by error, please notify us immediately by return email and destroy the original transmission immediately and all copies thereof.

From: info@consumerprotectionbc.ca [mailto:info@consumerprotectionbc.ca]
Sent: Friday, December 22, 2017 10:42 AM
To: info@consumerprotectionbc.ca
Subject: Notification of taxi complaint

the following taxi complaint form has been submitted
Name s.15,s.22
Addre
Phone Number s.22
Email s.22
Name of taxi company
Taxi number
Date of event: 12/01/2017
Time of event:
Pick up location:
Requested drop off location:
Description of issue: We recently had our office Christmas party. The dinner location was over near UBC. I live in Port Moody. I called to reserve a cab at around 11:00 a.m. that day (Friday December 1) and was told a cab would be there at the requested time (6:00 p.m.). s.22 and I were ready to go at 6 and no cab. We waited another 10 minutes…no cab. We called the company (Bel-Air) and waited on hold for 5 minutes before someone came on and told us that a cab was on its way and would be there in a couple minutes. After 20 minutes more…no cab. We got in our car and drove. On the way, we booked someone to drive our car back through sober eyez. They arrived on time and we got home without a problem.

I don't take a taxi very often, but in the past 5 years, the handful of times I try to take a cab I have had similar issues or extended waits.

The result of this is the impact on peoples lives whether they are trying to get to a dinner, party, appointment, etc. Another result of this situation we find ourselves in Vancouver being held hostage by the cab companies is more drunk drivers on the road and more accidents, injuries and fatalities.

(nr)

END_____

Conclusion:

STATUS:

BRITISH COLUMBIA | Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00308**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 4, 2018
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70277
License Type Special

ATTN: Derminder Bali / Gurmeet Sidhu / Royce Santos
YELLOW CAB COMPANY LTD.
1441 CLARK DR
VANCOUVER BC V5L 3K9

Phone 604-258-4709/604-258-4711
Fax 604-258-0492 / 604-258-4717
Email royce@yellow-cab.ca; derminder@yellow-cab.ca; gurmeet

Driver

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

Comments:

Dec. 29, 2017 - The Branch received the folling complaint from Consumer Protection BC, as follows:

Additional complaint type: Charging passenger's extras.

The following taxi complaint was received:
Inquiry # 101802
Excessive rates being charged for airport service. Consumer has also been referred to YVR line.

Thanks, Laura

From: info@consumerprotectionbc.ca [mailto:info@consumerprotectionbc.ca]
Sent: Thursday, December 28, 2017 10:30 AM
To: info@consumerprotectionbc.ca
Subject: Notification of taxi complaint

the following taxi complaint form has been submitted
Name s.22
Address s.22
Phone Number
Email s.22
Name of taxi companyYellow Cab
Taxi number
Date of event12/28/2017
Time of event09:20 am
Pick up locationVancouver Airport Richmond
Requested drop off location s.22 Vancouver
Description of issue The taxi driver was rude and I was overcharged for my ride. There is a fixed fare of $35 from YVR and was charged $40 for the ride. The driver wanted to charge additional $15 for a box that was around the same size as a suitcase. There was a lack of professionalism from the driver.

(nr)

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00308**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 4, 2018
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Excessive rates charged, not per the meter, or excessive deposits				

END_____

Conclusion:

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00309**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 29, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 4, 2018
Location	VANCOUVER	**Received via**	Email	**Completion Date**	
Subject	Operating outside the licensee's area of service (poaching)				

Requestor

s.15,s.22

Phone **Fax**
Cell
Email s.22

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70547
License Type Special

ATTN: Gurdip Sahota, Malkit (Singh) Sidhu
SUNSHINE CABS LIMITED
1465 RUPERT ST
NORTH VANCOUVER BC V7J 1G1

Phone 604 929-1221 ext 104 or 105
Fax 604-929-8644
Email gm@sunshinecabs.ca; operations@sunshinecabs.ca

Driver

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

Comments:

Dec. 29, 2017 - The Branch received the following complaint forwarded by Consumer Protection BC, as follows:

Details:
Trip refusal
Consumer name: s.15,s.22
Consumer Number(if provided): s.22
Taxi company name: Sunshine cabs
Taxi number or license: S18
Date of incident: Dec 27
Time of incident: 12:22AM
Location pick up: Vancouver
Location drop off: s.22 North Vancouver
Email or mailing address: s.22
Brief summary of incident
Cab number S18 with Sunshine Cabs rejected our fare to s.22 in North Vancouver at approximately 12:22am. The driver slightly rolled down his window and asked us where we were going and once the destination was stated he proceeded to drive off with no response. As per taxi guidelines I believe this is illegal.

This is exactly the reason why Uber is needed in Vancouver as it happens constantly.

The consumer email is below.

Thanks,

(nr)

END_____

Conclusion:

STATUS: It appears the the taxi should not have been interacting with the public in such a way that it would appear they are available to pick-up a fare. The taxi company was outside it's service area.

Last Updated By: nrotgans Last Updated Date: Jan 4, 2018

Ministry of Transportation and Infrastructure

BRITISH COLUMBIA

Incident Detail

File Number	**2017-00310**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 18, 2018
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone s.22 **Fax**
Cell
Email

Vehicle

Reg/VIN **Jurisdiction**
Plate #
Owner

Licensee

PT Number 70242
License Type Special

ATTN: Harinder Gill, Manjurul (Emon) Bari, Harjit Bains
BONNY'S TAXI LTD.
5759 SIDLEY ST
BURNABY BC V5J 5E6

Phone 604-412-0281
Fax 604-435-6757
Email emon@bonnystaxi.com

Driver

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

Comments:

Dec. 18, 2017 - The Branch received the complaint by email, as follows:

Dear Duty Inspector,

It is with great regret that I am writing to you regarding Bonny's Taxi service in New Westminster regarding December 25th at 17:30. Our family has taken our s.22 s.22 to the Boathouse restaurant at New West Quay in New Westminster via Coquitlam/Bel Air Wheelchair Taxi with no issues for the past 3 years.

However this year I reserved Coquitlam taxi to pick us up s.22 at 2:30 for early dinner, a week in advance - no issues - They were there on time as usual. When I booked the reservation I was told that Coquitlam taxi could not longer pick up in New Westminster I had to book return with Bonny's taxi?? I called Bonny's taxi a week in advance asked for pick up at the boathouse Dec 25th at 17:30 pm they took all the information pick up place - boathouse New Westminster, my name s.2 and time 17:30. We finished dinner around 17:00 I called to see if Bonny's could pick us up earlier the dispatcher said they were busy would be there at 17:30. So we waited along with 4 other elderly couples waiting for wheel chair taxi's. And we waited at 6 pm s.22 was very tired no taxi in sight, I called Bonny's taxi again. Dispatcher was rude said I had already called i mentioned again I had reserved a wheel chair taxi a week ago for 17:30 he just said he had no idea when they would be there. Family members now all calling taxi companies to get s.22 home. We called Royal City, dispatcher said he would do what he could we let him know there were other parties wanting wheel chair taxi's as well at this location he said he would try. We did get a taxi and got s.22 home around 18:45. I received a call around 19:45 from Bonny's asking if I still needed a taxi - my response was really your kidding I had a reservation for 17:30.

s.22 went back to the boathouse restaurant on his way home in his own car to see if the elderly gentleman and is wife got a ride he was just getting in a car with his friend and s.22 was able to assist them in lifting his wife in the vehicle. Others were still waiting as well for rides.

I would like to ensure Bonny's taxi is aware of the stress this causes elderly people.

I would also like to know why Coquitlam taxi cannot pick us up in New Westminster. (The only reason we go to New West Boathouse is we could not find a restaurant open in Coquitlam or Port Moody - somewhere close to s.22 short ride for mom)

Bonny's taxi needs to be fined and written up for this lack of service and lack of customer service

Thank you for your attention too this matter.

Last Updated By: nrotgans Last Updated Date: Feb 14, 2018

Ministry of Transportation and Infrastructure

Incident Detail

File Number	**2017-00310**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 18, 2018
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	
Subject	Wait times (regular/accessible taxi)				

Yours Truly,

s.15,s.22

END_____

Jan. 18, 2018 - The Branch received a follow-up email from the complainant, as follows:

Dear Duty Supervisor, I am following up regarding my email to you, dated December 28th 2017. I would like to enquire as to what your findings were with regards to many elderly handicapped clients stranded on Christmas Day due to Taxi company not following through with the previously reserved taxis??

Sincerely
s.15,s.22

END_____

Jan. 18, 2018 - Acknowledgement letter drafted and sent.

END_____

February 7, 2018 - Sent email to Emon, General Manage, Bonny's taxi and Queen City Taxi, as follows:

Hi Emon,

File No: 2017-00310

Please review the complaint below pertaining to customer service and long wait times for a pre-booked accessible taxi trip. Please provide your findings and rebuttal by Feb. 14, 2018.

Date: December 25, 2017
Time: Pre-booked taxi for 5:30pm (booked 1 week in advance)
Type: Accessible taxi (passenger in wheelchair)
Pick-up location: Boathouse New Westminster

The complaint reads in part as follows:

It is with great regret that I am writing to you regarding Bonny's Taxi service in New Westminster regarding December 25th at 17:30. Our family has taken our s.22 … Coquitlam to the Boathouse restaurant at New West Quay in New Westminster via … Taxi with no issues for the past 3 years.

[For the return trip] I called Bonny's taxi a week in advance asked for pick up at the boathouse Dec 25th at 17:30 pm they took all the information pick up place - boathouse New Westminster, my name … and time 17:30. We finished dinner around 17:00 I called to see if Bonny's could pick us up earlier the dispatcher said they were busy would be there at 17:30. So we waited along with 4 other elderly couples waiting for wheel chair taxi's. And we waited at 6 pm s.22 was very tired no taxi in sight, I called Bonny's taxi again. Dispatcher was rude said I had already called i mentioned again I had reserved a wheel chair taxi a week ago for 17:30 he just said he had no idea when they would be there. Family members now all calling taxi companies to get s.22 home. We called Royal City, dispatcher said he would do what he could we let him know there were other parties wanting wheel chair taxi's as well at this location he said he would try. We did get a taxi and got s.2 home around 18:45. I received a call around 19:45 from Bonny's asking if I still needed a taxi - my response was really your kidding I had a reservation for 17:30.

s.22 went back to the boathouse restaurant on his way home in his own car to see if the elderly gentleman and is wife got a ride he was just getting in a car with his friend and s.22 was able to assist them in lifting his wife in the vehicle. Others were still waiting as well for rides.

I would like to ensure Bonny's taxi is aware of the stress this causes elderly people. Bonny's taxi needs to be fined and written up for this lack of

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Incident Detail

File Number	**2017-00310**	**Request Type**	Record Taxi Complaint	**Received Date**	Dec 28, 2017
Requestor	s.15,s.22	**Assigned Inspector**	Naomi Rotgans	**Assigned Date**	Jan 18, 2018
Location	NEW WESTMINISTER	**Received via**	Email	**Completion Date**	
Subject	Wait times (regular/accessible taxi)				

service and lack of customer service. Thank you for your attention to this matter. Thank you for your attention too this matter.

_____

Thank you Emon.
Kind regards,

Naomi Rotgans

END_____

Conclusion:

STATUS: Manager, Emon, to respnd by February 14, 2018.

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Incident Summary

Selection Criteria: Sort By: File Number, Request Type: Record Taxi Complaint, Request Received Date From: Jan 1, 2017, Request Received Date To: Dec 31, 2017

File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00001	Jan 3, 2017	Jan 9, 2017	Record Taxi Complaint	Advertising without being licensed		s.15,s.22	DPICKERI
2017-00002	Jan 9, 2017	Mar 1, 2017	Record Taxi Complaint	Charging passenger "extras" (e.g. extra luggage and wait time)	70391: RICHMOND CABS LTD.		DPICKERI
2017-00003	Jan 11, 2017	Jan 26, 2017	Record Taxi Complaint	Changing taxi pick-up location, non arrival of taxi, cancelling service	70476: NORTH SHORE TAXI (1966) LTD.		LMSWAN
2017-00004	Jan 11, 2017	Jan 25, 2017	Record Taxi Complaint	Changing taxi pick-up location, non arrival of taxi, cancelling service	70293: CITY & COUNTRY TAXI SERVICE LIMITED		LMSWAN
2017-00005	Jan 10, 2017	Feb 21, 2017	Record Taxi Complaint	Behaviour of the driver	70285: DELTA SUNSHINE TAXI (1972) LTD.		MGLOVELL
2017-00006	Jan 10, 2017	Feb 21, 2017	Record Taxi Complaint	Driver not willing or able to assist in the loading and unloading of persons confined to wheelchairs	70285: DELTA SUNSHINE TAXI (1972) LTD.		NROTGANS
2017-00007	Jan 10, 2017	Jan 13, 2017	Record Taxi Complaint	Behaviour of the driver			NROTGANS
2017-00008	Jan 11, 2017	Feb 3, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	72090: WAIVIN FLAGS LTD.		LMSWAN
2017-00009	Jan 13, 2017	Jul 6, 2017	Record Taxi Complaint	Payment issues	71936: KALUM KABS LTD.		NROTGANS
2017-00010	Jan 13, 2017	Feb 7, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70404: WHITE ROCK SOUTH SURREY TAXI LTD.	s.15	NROTGANS
2017-00011	Jan 16, 2017	Feb 17, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70476: NORTH SHORE TAXI (1966) LTD.		DPICKERI
2017-00012	Jan 16, 2017	Feb 22, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70547: SUNSHINE CABS LIMITED		DPICKERI
2017-00013	Jan 17, 2017	Mar 22, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70463: TSAWWASSEN TAXI LTD.		DPICKERI

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Incident Summary

Selection Criteria: Sort By: File Number, Request Type: Record Taxi Complaint, Request Received Date From: Jan 1, 2017, Request Received Date To: Dec 31, 2017

File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00014	Jan 17, 2017	Feb 7, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70526: SURDELL KENNEDY TAXI LTD.	s.15	NROTGANS
2017-00015	Jan 17, 2017	Feb 7, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70391: RICHMOND CABS LTD.		NROTGANS
2017-00016	Jan 18, 2017	Jan 19, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70458: KIMBER CABS LTD.		DPICKERI
2017-00017	Jan 19, 2017	Jan 19, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	71373: GARDEN CITY CABS OF RICHMOND LTD.		DPICKERI
2017-00018	Jan 19, 2017	Jan 19, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70614: ALDERGROVE-LANGLEY TAXI LTD.		DPICKERI
2017-00019	Jan 19, 2017	Jan 19, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70617: ABBOTSFORD TAXI LTD.		DPICKERI
2017-00020	Jan 19, 2017	Jan 19, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70974: NEWTON WHALLEY HI WAY TAXI LTD.		DPICKERI
2017-00021	Jan 19, 2017	Jan 26, 2017	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.	s.15,s.22	LMSWAN
2017-00022	Jan 12, 2017	Jan 24, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70404: WHITE ROCK SOUTH SURREY TAXI LTD.		DPICKERI
2017-00023	Jan 20, 2017	Jun 2, 2017	Record Taxi Complaint	Payment issues	70199: MACLURE'S CABS (1984) LTD.		NROTGANS
2017-00024	Jan 23, 2017	Jun 2, 2017	Record Taxi Complaint	Behaviour of the driver	70476: NORTH SHORE TAXI (1966) LTD.		NROTGANS
2017-00025	Jan 23, 2017	Feb 21, 2017	Record Taxi Complaint	Payment issues	70242: BONNY'S TAXI LTD.		MGLOVELL
2017-00026	Jan 24, 2017	Feb 17, 2017	Record Taxi Complaint	Payment issues	Name of taxi cab company not provided		LMSWAN
2017-00027	Jan 25, 2017	Feb 8, 2017	Record Taxi Complaint	Behaviour of the driver	70177: BLUEBIRD CABS, LTD.		DPICKERI
2017-00028	Jan 26, 2017	Feb 19, 2018	Record Taxi Complaint	Trip refusal	70294: BLACK TOP CABS LTD.		NROTGANS

Incident Summary

Selection Criteria: Sort By: File Number, Request Type: Record Taxi Complaint, Request Received Date From: Jan 1, 2017, Request Received Date To: Dec 31, 2017

File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00029	Jan 27, 2017	Mar 22, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70526: SURDELL KENNEDY TAXI LTD.	s.15,s.22	DPICKERI
2017-00030	Jan 27, 2017	Feb 22, 2017	Record Taxi Complaint	Driving ability	70242: BONNY'S TAXI LTD.		LMSWAN
2017-00031	Jan 27, 2017	Feb 14, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	72137: RIPE HOLDINGS INC.	Pickering, Douglas	DPICKERI
2017-00032	Jan 27, 2017	Feb 7, 2017	Record Taxi Complaint	Payment issues	70294: BLACK TOP CABS LTD.	s.15,s.22	LMSWAN
2017-00033	Jan 30, 2017	Feb 20, 2017	Record Taxi Complaint	Behaviour of the driver	70431: GUILDFORD CAB (1993) LTD.		DPICKERI
2017-00034	Jan 30, 2017	Jan 30, 2017	Record Taxi Complaint	Driving ability	70974: NEWTON WHALLEY HI WAY TAXI LTD.		DPICKERI
2017-00035	Feb 1, 2017	Aug 24, 2017	Record Taxi Complaint	Accessible taxi not having the facilities for securing a passenger in a wheelchair and/or the wheelchair to the floor	70419: KELOWNA CABS (1981) LTD.	s.15	LMSWAN
2017-00036	Feb 1, 2017	Oct 25, 2017	Record Taxi Complaint	Driving ability	70476: NORTH SHORE TAXI (1966) LTD.	s.15,s.22	NROTGANS
2017-00037	Feb 3, 2017	Feb 20, 2017	Record Taxi Complaint	Trip refusal	70538: VANCOUVER TAXI LTD.		NROTGANS
2017-00038	Feb 6, 2017	Feb 22, 2017	Record Taxi Complaint				LMSWAN
2017-00039	Feb 7, 2017	Mar 1, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70277: YELLOW CAB COMPANY LTD.		DPICKERI
2017-00040	Feb 7, 2017	Feb 14, 2017	Record Taxi Complaint	Passenger property issues	71373: GARDEN CITY CABS OF RICHMOND LTD.		DPICKERI
2017-00041	Feb 8, 2017	Feb 9, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	71373: GARDEN CITY CABS OF RICHMOND LTD.		DPICKERI
2017-00042	Feb 9, 2017	Feb 22, 2017	Record Taxi Complaint	Driving ability	70277: YELLOW CAB COMPANY LTD.		LMSWAN
2017-00043	Feb 10, 2017	Feb 28, 2017	Record Taxi Complaint	Trip refusal	71292: THANDI, MANJIT SINGH		DPICKERI

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Selection Criteria: Sort By: File Number, Request Type: Record Taxi Complaint, Request Received Date From: Jan 1, 2017, Request Received Date To: Dec 31, 2017

File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00044	Feb 15, 2017	Mar 2, 2017	Record Taxi Complaint	Trip refusal	70547: SUNSHINE CABS LIMITED	s.15,s.22	LMSWAN
2017-00045	Feb 15, 2017	Feb 20, 2017	Record Taxi Complaint	Payment issues	70277: YELLOW CAB COMPANY LTD.		LMSWAN
2017-00046	Feb 14, 2017	Feb 23, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70547: SUNSHINE CABS LIMITED		MGLOVELL
2017-00047	Feb 15, 2017	Feb 24, 2017	Record Taxi Complaint	Trip refusal	70476: NORTH SHORE TAXI (1966) LTD.		LMSWAN
2017-00048	Feb 15, 2017	Feb 23, 2017	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		LMSWAN
2017-00049	Feb 15, 2017	Feb 21, 2017	Record Taxi Complaint	Trip refusal	70617: ABBOTSFORD TAXI LTD.		LMSWAN
2017-00050	Feb 14, 2017	Mar 31, 2017	Record Taxi Complaint		72090: WAIVIN FLAGS LTD.		DPICKERI
2017-00051	Feb 17, 2017	Jun 2, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70277: YELLOW CAB COMPANY LTD.		NROTGANS
2017-00052	Feb 20, 2017	Feb 23, 2017	Record Taxi Complaint	Taxi regulation and licensing	70177: BLUEBIRD CABS, LTD.		DPICKERI
2017-00053	Feb 20, 2017	Feb 22, 2017	Record Taxi Complaint	Payment issues	70526: SURDELL KENNEDY TAXI LTD.		LMSWAN
2017-00054	Feb 17, 2017	Feb 19, 2018	Record Taxi Complaint	Trip refusal	70294: BLACK TOP CABS LTD.		NROTGANS
2017-00055	Feb 17, 2017	Oct 11, 2017	Record Taxi Complaint	Behaviour of the driver	70391: RICHMOND CABS LTD.		NROTGANS
2017-00056	Feb 20, 2017	Mar 24, 2017	Record Taxi Complaint	Charging passenger "extras" (e.g. extra luggage and wait time)	70450: ROYAL CITY TAXI LTD.		LMSWAN
2017-00057	Feb 27, 2017	Feb 28, 2017	Record Taxi Complaint	Behaviour of the driver	70277: YELLOW CAB COMPANY LTD.		LMSWAN
2017-00058	Feb 28, 2017	Aug 24, 2017	Record Taxi Complaint	Driving ability	70294: BLACK TOP CABS LTD.	Ministry of Justice Criminal Justice Branch Office of the ADAG	LMSWAN
2017-00059	Feb 28, 2017	May 26, 2017	Record Taxi Complaint	Trip refusal	70450: ROYAL CITY TAXI LTD.	s.15,s.22	DPICKERI
2017-00060	Mar 2, 2017	May 3, 2017	Record Taxi Complaint	Behaviour of the driver	71767: BECKMANN, DIRK RUEDIGER JONES, JOHN BERNERD		NROTGANS
2017-00061	Mar 6, 2017	Mar 13, 2017	Record Taxi Complaint	Behaviour of the driver	70294: BLACK TOP CABS LTD.		MGLOVELL

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Selection Criteria: Sort By: File Number, Request Type: Record Taxi Complaint, Request Received Date From: Jan 1, 2017, Request Received Date To: Dec 31, 2017

File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00062	Mar 8, 2017	Mar 14, 2017	Record Taxi Complaint	Trip refusal	Vancouver Taxi Cab Companies	s.15,s.22	LMSWAN
2017-00063	Mar 8, 2017	Mar 23, 2017	Record Taxi Complaint	Behaviour of the driver	70277: YELLOW CAB COMPANY LTD.		LMSWAN
2017-00064	Mar 3, 2017	Jul 25, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70450: ROYAL CITY TAXI LTD.	s.15	NROTGANS
2017-00065	Mar 9, 2017	Jul 17, 2017	Record Taxi Complaint	Payment issues	70476: NORTH SHORE TAXI (1966) LTD.	s.15,s.22	MGLOVELL
2017-00066	Mar 9, 2017	Mar 23, 2017	Record Taxi Complaint	Trip refusal	70974: NEWTON WHALLEY HI WAY TAXI LTD.		MGLOVELL
2017-00067	Mar 9, 2017	Mar 17, 2017	Record Taxi Complaint	Payment issues	70450: ROYAL CITY TAXI LTD.		MGLOVELL
2017-00068	Mar 13, 2017	Mar 13, 2017	Record Taxi Complaint	Mechanical vehicle safety issues	Taxi cabs in Victoria		LMSWAN
2017-00069	Mar 14, 2017	Mar 22, 2017	Record Taxi Complaint	Driving ability	70974: NEWTON WHALLEY HI WAY TAXI LTD.		LMSWAN
2017-00070	Mar 14, 2017	Mar 23, 2017	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		MGLOVELL
2017-00071	Mar 16, 2017	Jul 28, 2017	Record Taxi Complaint	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger	70194: HOYTENIUK, JOE VLADEMIR		MGLOVELL
2017-00072	Mar 20, 2017	Apr 26, 2017	Record Taxi Complaint	Hours of service of taxi	71242: BARRIERE MOTOR INN (1983) LTD.		DPICKERI
2017-00073	Mar 7, 2017	Mar 22, 2017	Record Taxi Complaint				MGLOVELL
2017-00074	Mar 16, 2017	Oct 25, 2017	Record Taxi Complaint	Behaviour of the driver	70476: NORTH SHORE TAXI (1966) LTD.		NROTGANS
2017-00075	Mar 16, 2017	May 29, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70538: VANCOUVER TAXI LTD.		NROTGANS
2017-00076	Mar 24, 2017	Apr 5, 2017	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		DPICKERI
2017-00077	Mar 24, 2017	Mar 27, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)	70547: SUNSHINE CABS LIMITED		DPICKERI
2017-00078	Mar 24, 2017	Apr 4, 2017	Record Taxi Complaint	Behaviour of the driver	70277: YELLOW CAB COMPANY LTD.		DPICKERI

Incident Summary

Selection Criteria: Sort By: File Number, Request Type: Record Taxi Complaint, Request Received Date From: Jan 1, 2017, Request Received Date To: Dec 31, 2017

File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00079	Mar 24, 2017	Apr 13, 2017	Record Taxi Complaint	Licensed but driving without a passenger transportation plate/decal/permit	71832: MILLER, GLYDE FLORA	s.15	DPICKERI
2017-00080	Mar 27, 2017	Apr 19, 2017	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.	s.15,s.22	DPICKERI
2017-00081	Mar 27, 2017	May 2, 2017	Record Taxi Complaint	Behaviour of the driver	70974: NEWTON WHALLEY HI WAY TAXI LTD.		DPICKERI
2017-00082	Mar 28, 2017	Apr 4, 2017	Record Taxi Complaint	Mechanical vehicle safety issues	71390: BARRY, KEVIN MICHAEL		LMSWAN
2017-00083	Mar 28, 2017	Apr 7, 2017	Record Taxi Complaint	Payment issues	70277: YELLOW CAB COMPANY LTD.		LMSWAN
2017-00084	Mar 28, 2017	Apr 3, 2017	Record Taxi Complaint	Driving ability	70546: VANCOUVER TAXI LTD.		LMSWAN
2017-00085	Mar 28, 2017	Apr 20, 2017	Record Taxi Complaint	Changing taxi pick-up location, non arrival of taxi, cancelling service	70199: MACLURE'S CABS (1984) LTD.		LMSWAN
2017-00086	Mar 31, 2017	Sep 15, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)			NROTGANS
2017-00087	Apr 6, 2017	Apr 20, 2017	Record Taxi Complaint	Operating with an expired passenger transportation plate/decal/licence	70404: WHITE ROCK SOUTH SURREY TAXI LTD.		MGLOVELL
2017-00088	Apr 10, 2017	Apr 10, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)			DPICKERI
2017-00089	Apr 20, 2017	May 17, 2017	Record Taxi Complaint	Trip refusal	70294: BLACK TOP CABS LTD.		MGLOVELL
2017-00090	Apr 21, 2017	Apr 21, 2017	Record Taxi Complaint	Taximeter not being operated or inoperative	70233: BEL-AIR TAXI (1982) LIMITED		DPICKERI
2017-00091	Apr 21, 2017	May 16, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)	70546: VANCOUVER TAXI LTD.		DPICKERI
2017-00092	Apr 26, 2017	May 10, 2017	Record Taxi Complaint	Behaviour of the driver	70450: ROYAL CITY TAXI LTD.		MGLOVELL
2017-00093	Apr 27, 2017	May 3, 2017	Record Taxi Complaint	Charging passenger "extras" (e.g. extra luggage and wait time)	70450: ROYAL CITY TAXI LTD.		DPICKERI
2017-00094	May 1, 2017	May 23, 2017	Record Taxi Complaint	Trip refusal	70199: MACLURE'S CABS (1984) LTD.		DPICKERI

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File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00095	Apr 28, 2017	Oct 25, 2017	Record Taxi Complaint	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger	70391: RICHMOND CABS LTD.	s.15,s.22	NROTGANS
2017-00096	May 7, 2017	Jul 27, 2017	Record Taxi Complaint	Taximeter not being operated or inoperative	70458: KIMBER CABS LTD.		NROTGANS
2017-00097	May 3, 2017	May 26, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70242: BONNY'S TAXI LTD.		DPICKERI
2017-00098	May 5, 2017	Aug 29, 2017	Record Taxi Complaint	Behaviour of the driver	70526: SURDELL KENNEDY TAXI LTD.		LMSWAN
2017-00099	May 5, 2017	May 24, 2017	Record Taxi Complaint	Trip refusal	70233: BEL-AIR TAXI (1982) LIMITED		LMSWAN
2017-00100	May 9, 2017	Sep 6, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70277: YELLOW CAB COMPANY LTD.		DPICKERI
2017-00101	May 11, 2017	Jun 2, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70463: TSAWWASSEN TAXI LTD.		MGLOVELL
2017-00102	May 12, 2017	May 16, 2017	Record Taxi Complaint	Payment issues	70277: YELLOW CAB COMPANY LTD.		MGLOVELL
2017-00103	May 25, 2017	Aug 24, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70233: BEL-AIR TAXI (1982) LIMITED		LMSWAN
2017-00104	May 25, 2017	Jul 21, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	72320: GEHL, DEBRA LEE		MGLOVELL
2017-00105	May 25, 2017	Aug 22, 2017	Record Taxi Complaint	Charging passenger "extras" (e.g. extra luggage and wait time)	70294: BLACK TOP CABS LTD.		LMSWAN
2017-00106	May 26, 2017	Sep 13, 2017	Record Taxi Complaint	Behaviour of the driver	70450: ROYAL CITY TAXI LTD.		LMSWAN

Incident Summary

Selection Criteria: Sort By: File Number, Request Type: Record Taxi Complaint, Request Received Date From: Jan 1, 2017, Request Received Date To: Dec 31, 2017

File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00107	May 26, 2017	Aug 22, 2017	Record Taxi Complaint	Taxi regulation and licensing	71281: PEMBERTON TAXI LTD.	s.15,s.22	LMSWAN
2017-00108	May 29, 2017	Jul 6, 2017	Record Taxi Complaint	Behaviour of the driver	70360: BHATTI, RESHAM LAL		DPICKERI
2017-00109	May 29, 2017	Jun 13, 2017	Record Taxi Complaint	Behaviour of the driver	70242: BONNY'S TAXI LTD.		MGLOVELL
2017-00110	Jun 8, 2017	Jul 19, 2017	Record Taxi Complaint	Driving ability	70388: VICTORIA TAXI TRANSPORTATION LTD.		MGLOVELL
2017-00111	Jun 14, 2017	Jul 12, 2017	Record Taxi Complaint	Payment issues	70234: PORT COQUITLAM TAXI LTD.		MGLOVELL
2017-00112	Jun 8, 2017	Jun 26, 2017	Record Taxi Complaint	Behaviour of the driver	70294: BLACK TOP CABS LTD.		MGLOVELL
2017-00113	Jun 5, 2017	Jun 23, 2017	Record Taxi Complaint	Vehicle interior	70546: VANCOUVER TAXI LTD.		MGLOVELL
2017-00114	Jun 19, 2017	Jun 20, 2017	Record Taxi Complaint	Driving ability	70199: MACLURE'S CABS (1984) LTD.		DPICKERI
2017-00115	Jun 19, 2017	Jul 4, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70175: DUNCAN TAXI LTD.	s.15	DPICKERI
2017-00116	Jun 7, 2017	Jul 21, 2017	Record Taxi Complaint	Vehicle interior		s.15,s.22	MGLOVELL
2017-00117	Jun 21, 2017	Sep 19, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	72334: BROTHERZ HOLDING LTD.		MGLOVELL
2017-00118	Jun 19, 2017	Jul 20, 2017	Record Taxi Complaint	Trip refusal	70391: RICHMOND CABS LTD.		MGLOVELL
2017-00119	Jul 4, 2017	Sep 25, 2017	Record Taxi Complaint	Licensed but driving without a passenger transportation plate/decal/permit	71666: 0890995 B.C. LTD.		DPICKERI
2017-00120	Jun 20, 2017	Jan 5, 2018	Record Taxi Complaint	Wait times (regular/accessible taxi)	70546: VANCOUVER TAXI LTD.		NROTGANS
2017-00121	Jun 20, 2017		Record Taxi Complaint	Behaviour of the driver	70271: QUEEN CITY TAXI LTD.		NROTGANS
2017-00122	Jun 21, 2017	Oct 27, 2017	Record Taxi Complaint	Behaviour of the driver	70277: YELLOW CAB COMPANY LTD.		NROTGANS
2017-00123	Jun 23, 2017		Record Taxi Complaint	Taximeter not being operated or inoperative			
2017-00124	Jul 5, 2017	Jul 18, 2017	Record Taxi Complaint	Trip refusal	70450: ROYAL CITY TAXI LTD.		DPICKERI

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Selection Criteria: Sort By: File Number, Request Type: Record Taxi Complaint, Request Received Date From: Jan 1, 2017, Request Received Date To: Dec 31, 2017

File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00125	Jul 5, 2017	Jul 5, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70404: WHITE ROCK SOUTH SURREY TAXI LTD.	s.15,s.22	DPICKERI
2017-00126	Jul 5, 2017	Jul 18, 2017	Record Taxi Complaint	Behaviour of the driver	70538: VANCOUVER TAXI LTD.		DPICKERI
2017-00127	Jul 5, 2017	Jul 24, 2017	Record Taxi Complaint	Driving ability	70277: YELLOW CAB COMPANY LTD.		DPICKERI
2017-00128	Jun 26, 2017	Oct 17, 2017	Record Taxi Complaint	Payment issues	70277: YELLOW CAB COMPANY LTD.		DPICKERI
2017-00129	Jul 5, 2017	Sep 5, 2017	Record Taxi Complaint	Changing taxi pick-up location, non arrival of taxi, cancelling service	70538: VANCOUVER TAXI LTD.		DPICKERI
2017-00130	Jul 6, 2017	Jul 7, 2017	Record Taxi Complaint	Driving without the benefit of a passenger transportation licence or permit (not licensed with PTB)			MGLOVELL
2017-00131	Jul 6, 2017	Jul 27, 2017	Record Taxi Complaint	Licensed but driving without a passenger transportation plate/decal/permit	72090: WAIVIN FLAGS LTD.		MGLOVELL
2017-00132	Jul 11, 2017	Nov 9, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)	71948: 0889887 B.C. LTD.		MGLOVELL
2017-00133	Jul 11, 2017	Jul 13, 2017	Record Taxi Complaint	Taxi regulation and licensing	70388: VICTORIA TAXI TRANSPORTATION LTD.		MGLOVELL
2017-00134	Jul 12, 2017	Jul 21, 2017	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		MGLOVELL
2017-00135	Jul 12, 2017	Jan 10, 2018	Record Taxi Complaint	Trip refusal	Gokabu		MGLOVELL
2017-00136	Jul 14, 2017	Aug 23, 2017	Record Taxi Complaint	Trip refusal	70294: BLACK TOP CABS LTD.		DPICKERI
2017-00137	Jul 13, 2017	Oct 17, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)	70177: BLUEBIRD CABS, LTD.		NROTGANS
2017-00138	Jun 9, 2017	Jan 3, 2018	Record Taxi Complaint	Lack of maintenance on vehicles (non Safety Issues)	70789: FORT ST. JOHN CABS LTD.		MGLOVELL
2017-00139	Jul 28, 2017	Oct 12, 2017	Record Taxi Complaint	Behaviour of the driver	70293: CITY & COUNTRY TAXI SERVICE LIMITED		NROTGANS

Selection Criteria: Sort By: File Number, Request Type: Record Taxi Complaint, Request Received Date From: Jan 1, 2017, Request Received Date To: Dec 31, 2017

File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00140	Jul 30, 2017	Aug 16, 2017	Record Taxi Complaint	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger	70722: TECO TAXI LTD.	s.15,s.22	MGLOVELL
2017-00141	Jul 31, 2017	Aug 2, 2017	Record Taxi Complaint	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger	70722: TECO TAXI LTD.		MGLOVELL
2017-00142	Aug 1, 2017		Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70277: YELLOW CAB COMPANY LTD.		DPICKERI
2017-00143	Aug 1, 2017	Aug 18, 2017	Record Taxi Complaint	Trip refusal	70546: VANCOUVER TAXI LTD.		DPICKERI
2017-00144	Aug 2, 2017	Nov 8, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70450: ROYAL CITY TAXI LTD.		MGLOVELL
2017-00145	Aug 3, 2017	Aug 16, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70277: YELLOW CAB COMPANY LTD.		DPICKERI
2017-00146	Aug 2, 2017	Sep 29, 2017	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		MGLOVELL
2017-00147	Aug 8, 2017	Nov 8, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70538: VANCOUVER TAXI LTD.		MGLOVELL
2017-00148	Jul 13, 2017	Oct 17, 2017	Record Taxi Complaint	Trip refusal	70614: ALDERGROVE-LANGLEY TAXI LTD.		NROTGANS
2017-00149	Jul 13, 2017	Sep 22, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)	70476: NORTH SHORE TAXI (1966) LTD.		LMSWAN
2017-00150	Jul 17, 2017	Oct 11, 2017	Record Taxi Complaint	Trip refusal	70274: ALOUETTE TRANSIT SYSTEMS LTD.		NROTGANS
2017-00151	Jul 25, 2017	Oct 17, 2017	Record Taxi Complaint	Taxi regulation and licensing	70614: ALDERGROVE-LANGLEY TAXI LTD.		MGLOVELL

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File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00152	Jul 27, 2017	Oct 24, 2017	Record Taxi Complaint	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger	70194: HOYTENIUK, JOE VLADEMIR	s.15,s.22	MGLOVELL
2017-00153	Aug 3, 2017	Aug 10, 2017	Record Taxi Complaint		70547: SUNSHINE CABS LIMITED	Pickering, Douglas	DPICKERI
2017-00154	Aug 9, 2017	Aug 28, 2017	Record Taxi Complaint	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger	70199: MACLURE'S CABS (1984) LTD.	s.15,s.22	DPICKERI
2017-00155	Aug 15, 2017	Aug 25, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70391: RICHMOND CABS LTD.		DPICKERI
2017-00156	Aug 15, 2017	Oct 23, 2017	Record Taxi Complaint	Driving ability	70129: ESQUIMALT SAANICH TAXI LTD.		DPICKERI
2017-00157	Aug 15, 2017	Jan 9, 2018	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		MGLOVELL
2017-00158	Aug 15, 2017	Sep 26, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70547: SUNSHINE CABS LIMITED		MGLOVELL
2017-00159	Aug 17, 2017	Aug 18, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)	70277: YELLOW CAB COMPANY LTD.		DPICKERI
2017-00160	Aug 23, 2017	Sep 19, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70285: DELTA SUNSHINE TAXI (1972) LTD.		DPICKERI
2017-00161	Aug 23, 2017	Aug 23, 2017	Record Taxi Complaint	Lack of driver abstracts / records	72065: JONES, HEATHER LAURA		NROTGANS
2017-00162	Aug 9, 2017	Aug 23, 2017	Record Taxi Complaint	Driving ability	72065: JONES, HEATHER LAURA		DPICKERI
2017-00163	Aug 28, 2017	Sep 6, 2017	Record Taxi Complaint	Driving ability	70277: YELLOW CAB COMPANY LTD.		LMSWAN
2017-00164	Aug 29, 2017	Sep 18, 2017	Record Taxi Complaint	Behaviour of the driver	70538: VANCOUVER TAXI LTD.		LMSWAN
2017-00165	Aug 29, 2017	Sep 12, 2017	Record Taxi Complaint	Behaviour of the driver	70974: NEWTON WHALLEY HI WAY TAXI LTD.		LMSWAN

Selection Criteria: Sort By: File Number, Request Type: Record Taxi Complaint, Request Received Date From: Jan 1, 2017, Request Received Date To: Dec 31, 2017

File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00166	Aug 29, 2017	Sep 6, 2017	Record Taxi Complaint	Driving ability	70404: WHITE ROCK SOUTH SURREY TAXI LTD.	s.15,s.22	LMSWAN
2017-00167	Aug 29, 2017	Sep 5, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70450: ROYAL CITY TAXI LTD.		LMSWAN
2017-00168	Aug 30, 2017	Sep 14, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)	71936: KALUM KABS LTD.		LMSWAN
2017-00169	Aug 25, 2017	Sep 14, 2017	Record Taxi Complaint	Mechanical vehicle safety issues	70450: ROYAL CITY TAXI LTD.		NROTGANS
2017-00170	Sep 1, 2017	Sep 21, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70175: DUNCAN TAXI LTD.		LMSWAN
2017-00171	Sep 7, 2017	Sep 29, 2017	Record Taxi Complaint	Trip refusal	70476: NORTH SHORE TAXI (1966) LTD.		LMSWAN
2017-00172	Sep 8, 2017	Sep 15, 2017	Record Taxi Complaint	Behaviour of the driver	71381: 0825241 B.C. LTD.	s.15	LMSWAN
2017-00173	Sep 8, 2017	Sep 26, 2017	Record Taxi Complaint	Taxi regulation and licensing	71657: PEACH CITY CABS LTD.	s.15,s.22	DPICKERI
2017-00174	Sep 11, 2017	Sep 11, 2017	Record Taxi Complaint	Behaviour of the driver	70476: NORTH SHORE TAXI (1966) LTD.		DPICKERI
2017-00175	Sep 12, 2017	Sep 15, 2017	Record Taxi Complaint	Payment issues	71373: GARDEN CITY CABS OF RICHMOND LTD.		LMSWAN
2017-00176	Sep 12, 2017	Sep 20, 2017	Record Taxi Complaint	Behaviour of the driver	70242: BONNY'S TAXI LTD.		LMSWAN
2017-00177	Sep 12, 2017	Sep 13, 2017	Record Taxi Complaint	Driving ability	70526: SURDELL KENNEDY TAXI LTD.		LMSWAN
2017-00178	Sep 13, 2017	Sep 15, 2017	Record Taxi Complaint	Behaviour of the driver	72293: KUBER TAXI LTD.	s.15	LMSWAN
2017-00179	Sep 14, 2017	Sep 15, 2017	Record Taxi Complaint	Behaviour of the driver	70538: VANCOUVER TAXI LTD.	s.15,s.22	LMSWAN
2017-00180	Sep 15, 2017	Sep 18, 2017	Record Taxi Complaint	Driving ability	70404: WHITE ROCK SOUTH SURREY TAXI LTD.		LMSWAN
2017-00181	Sep 15, 2017	Sep 26, 2017	Record Taxi Complaint	Behaviour of the driver	70277: YELLOW CAB COMPANY LTD.		LMSWAN
2017-00182	Sep 15, 2017	Sep 25, 2017	Record Taxi Complaint	Exterior appearance of vehicle	70547: SUNSHINE CABS LIMITED		DPICKERI

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File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00183	Sep 18, 2017	Sep 21, 2017	Record Taxi Complaint	Behaviour of the driver	70538: VANCOUVER TAXI LTD.	s.15,s.22	LMSWAN
2017-00184	Sep 18, 2017	Sep 21, 2017	Record Taxi Complaint	Behaviour of the driver	70294: BLACK TOP CABS LTD.		LMSWAN
2017-00185	Sep 18, 2017	Sep 19, 2017	Record Taxi Complaint	Behaviour of the driver	70974: NEWTON WHALLEY HI WAY TAXI LTD.		LMSWAN
2017-00186	Sep 18, 2017	Sep 28, 2017	Record Taxi Complaint	Behaviour of the driver	70404: WHITE ROCK SOUTH SURREY TAXI LTD.		LMSWAN
2017-00187	Sep 18, 2017	Oct 6, 2017	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		LMSWAN
2017-00188	Sep 18, 2017	Sep 26, 2017	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		LMSWAN
2017-00189	Sep 18, 2017	Sep 26, 2017	Record Taxi Complaint	Behaviour of the driver	70277: YELLOW CAB COMPANY LTD.		LMSWAN
2017-00190	Aug 22, 2017	Oct 2, 2017	Record Taxi Complaint	Behaviour of the driver	70450: ROYAL CITY TAXI LTD.		DPICKERI
2017-00191	Sep 20, 2017	Sep 27, 2017	Record Taxi Complaint	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger	70391: RICHMOND CABS LTD.		DPICKERI
2017-00192	Sep 20, 2017	Dec 18, 2017	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		MGLOVELL
2017-00193	Sep 20, 2017	Sep 27, 2017	Record Taxi Complaint	Behaviour of the driver	70294: BLACK TOP CABS LTD.		MGLOVELL
2017-00194	Sep 13, 2017	Sep 21, 2017	Record Taxi Complaint		70294: BLACK TOP CABS LTD.		DPICKERI
2017-00195	Sep 20, 2017	Sep 27, 2017	Record Taxi Complaint	Payment issues	70391: RICHMOND CABS LTD.		MGLOVELL
2017-00196	Sep 21, 2017	Sep 26, 2017	Record Taxi Complaint	Driving ability	70476: NORTH SHORE TAXI (1966) LTD.		LMSWAN
2017-00197	Sep 21, 2017	Sep 26, 2017	Record Taxi Complaint	Trip refusal	70294: BLACK TOP CABS LTD.		LMSWAN
2017-00198	Sep 21, 2017	Oct 25, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70538: VANCOUVER TAXI LTD.		LMSWAN
2017-00199	Sep 21, 2017	Sep 21, 2017	Record Taxi Complaint	Licensed but driving without a passenger transportation plate/decal/permit	70450: ROYAL CITY TAXI LTD.	Pickering, Douglas	DPICKERI

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File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00200	Sep 22, 2017	Sep 27, 2017	Record Taxi Complaint	Behaviour of the driver	70294: BLACK TOP CABS LTD.	s.15,s.22	LMSWAN
2017-00201	Sep 27, 2017	Sep 27, 2017	Record Taxi Complaint	Behaviour of the driver	70274: ALOUETTE TRANSIT SYSTEMS LTD.		LMSWAN
2017-00202	Sep 22, 2017	Oct 6, 2017	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		MGLOVELL
2017-00203	Sep 27, 2017	Oct 6, 2017	Record Taxi Complaint	Payment issues	70277: YELLOW CAB COMPANY LTD.		MGLOVELL
2017-00204	Sep 27, 2017	Oct 10, 2017	Record Taxi Complaint	Behaviour of the driver	70294: BLACK TOP CABS LTD.		MGLOVELL
2017-00205	Sep 28, 2017	Nov 16, 2017	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		DPICKERI
2017-00206	Sep 29, 2017	Oct 3, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)	70277: YELLOW CAB COMPANY LTD.		LMSWAN
2017-00207	Oct 2, 2017	Oct 18, 2017	Record Taxi Complaint	Trip refusal			DPICKERI
2017-00208	Aug 10, 2017	Jan 5, 2018	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70294: BLACK TOP CABS LTD.		NROTGANS
2017-00209	Oct 5, 2017	Oct 23, 2017	Record Taxi Complaint	Vehicle interior	70294: BLACK TOP CABS LTD.		MGLOVELL
2017-00210	Sep 11, 2017	Oct 17, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits			NROTGANS
2017-00211	Sep 11, 2017		Record Taxi Complaint	Trip refusal	70294: BLACK TOP CABS LTD.		NROTGANS
2017-00212	Aug 29, 2017	Jan 19, 2018	Record Taxi Complaint	Behaviour of the driver	70974: NEWTON WHALLEY HI WAY TAXI LTD.		NROTGANS
2017-00213	Oct 6, 2017	Oct 17, 2017	Record Taxi Complaint		70476: NORTH SHORE TAXI (1966) LTD.	Pickering, Douglas	DPICKERI
2017-00214	Oct 10, 2017	Nov 27, 2017	Record Taxi Complaint	Trip refusal	70450: ROYAL CITY TAXI LTD.	s.15,s.22	DPICKERI
2017-00215	Oct 10, 2017	Oct 23, 2017	Record Taxi Complaint	Charging passenger "extras" (e.g. extra luggage and wait time)	70216: PRINCE GEORGE TAXI LTD.		DPICKERI
2017-00216	Aug 10, 2017	Dec 5, 2017	Record Taxi Complaint	Behaviour of the driver	70431: GUILDFORD CAB (1993) LTD.		NROTGANS
2017-00217	Aug 10, 2017	Oct 13, 2017	Record Taxi Complaint	Behaviour of the driver	70277: YELLOW CAB COMPANY LTD.		NROTGANS

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Selection Criteria: Sort By: File Number, Request Type: Record Taxi Complaint, Request Received Date From: Jan 1, 2017, Request Received Date To: Dec 31, 2017

File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00218	Oct 10, 2017	Oct 10, 2017	Record Taxi Complaint	Charging passenger "extras" (e.g. extra luggage and wait time)	70391: RICHMOND CABS LTD.	s.15,s.22	DPICKERI
2017-00219	Oct 10, 2017	Nov 28, 2017	Record Taxi Complaint	Trip refusal	70294: BLACK TOP CABS LTD.		DPICKERI
2017-00220	Aug 10, 2017	Oct 11, 2017	Record Taxi Complaint	Any contravention of licence	71657: PEACH CITY CABS LTD.		MGLOVELL
2017-00221	Oct 11, 2017	Oct 24, 2017	Record Taxi Complaint	Trip refusal	70199: MACLURE'S CABS (1984) LTD.		LMSWAN
2017-00222	Oct 11, 2017	Oct 17, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)	70294: BLACK TOP CABS LTD.		LMSWAN
2017-00223	Oct 12, 2017	Oct 31, 2017	Record Taxi Complaint	Accessible taxi not having the facilities for securing a passenger in a wheelchair and/or the wheelchair to the floor	70476: NORTH SHORE TAXI (1966) LTD.		MGLOVELL
2017-00224	Oct 12, 2017	Dec 4, 2017	Record Taxi Complaint	Payment issues	71936: KALUM KABS LTD.		MGLOVELL
2017-00225	Oct 13, 2017	Nov 29, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70388: VICTORIA TAXI TRANSPORTATION LTD.		MGLOVELL
2017-00226	Oct 16, 2017	Oct 24, 2017	Record Taxi Complaint	Behaviour of the driver	70391: RICHMOND CABS LTD.		LMSWAN
2017-00227	Oct 17, 2017	Oct 19, 2017	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70277: YELLOW CAB COMPANY LTD.		DPICKERI
2017-00228	Oct 17, 2017	Oct 25, 2017	Record Taxi Complaint	Payment issues	70391: RICHMOND CABS LTD.		MGLOVELL
2017-00229	Oct 4, 2017	Oct 18, 2017	Record Taxi Complaint		70271: QUEEN CITY TAXI LTD.	Pickering, Douglas	DPICKERI
2017-00231	Oct 23, 2017	Oct 31, 2017	Record Taxi Complaint	Behaviour of the driver	70277: YELLOW CAB COMPANY LTD.	s.15,s.22	NROTGANS
2017-00232	Oct 26, 2017	Nov 10, 2017	Record Taxi Complaint	Behaviour of the driver	70199: MACLURE'S CABS (1984) LTD.		DPICKERI
2017-00233	Oct 26, 2017		Record Taxi Complaint	Wait times (regular/accessible taxi)		s.15	
2017-00234	Oct 27, 2017	Nov 20, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)	70722: TECO TAXI LTD.	s.15,s.22	DPICKERI

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File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00235	Oct 27, 2017	Nov 30, 2017	Record Taxi Complaint	Trip refusal	70242: BONNY'S TAXI LTD.	s.15,s.22	MGLOVELL
2017-00236	Oct 31, 2017	Nov 17, 2017	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		LMSWAN
2017-00237	Oct 31, 2017	Nov 16, 2017	Record Taxi Complaint	Payment issues	70277: YELLOW CAB COMPANY LTD.		LMSWAN
2017-00238	Nov 1, 2017	Nov 20, 2017	Record Taxi Complaint	Behaviour of the driver	70294: BLACK TOP CABS LTD.		LMSWAN
2017-00239	Oct 30, 2017	Dec 4, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)	70294: BLACK TOP CABS LTD.		MGLOVELL
2017-00240	Nov 1, 2017	Nov 30, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)	70974: NEWTON WHALLEY HI WAY TAXI LTD.		MGLOVELL
2017-00241	Nov 2, 2017	Nov 20, 2017	Record Taxi Complaint	Payment issues	70277: YELLOW CAB COMPANY LTD.		LMSWAN
2017-00242	Nov 1, 2017	Dec 1, 2017	Record Taxi Complaint	Trip refusal	70538: VANCOUVER TAXI LTD.		MGLOVELL
2017-00243	Nov 3, 2017	Dec 5, 2017	Record Taxi Complaint	Behaviour of the driver	70277: YELLOW CAB COMPANY LTD.		MGLOVELL
2017-00244	Nov 3, 2017	Dec 5, 2017	Record Taxi Complaint	Payment issues	70526: SURDELL KENNEDY TAXI LTD.		MGLOVELL
2017-00245	Oct 6, 2017		Record Taxi Complaint	Behaviour of the driver	70277: YELLOW CAB COMPANY LTD.		NROTGANS
2017-00246	Oct 6, 2017		Record Taxi Complaint	Behaviour of the driver	70538: VANCOUVER TAXI LTD.		NROTGANS
2017-00247	Oct 13, 2017	Jan 9, 2018	Record Taxi Complaint	Behaviour of the driver	70546: VANCOUVER TAXI LTD.		NROTGANS
2017-00248	Oct 19, 2017		Record Taxi Complaint	Payment issues	70277: YELLOW CAB COMPANY LTD.		NROTGANS
2017-00249	Oct 20, 2017		Record Taxi Complaint	Accessible taxi not having the facilities for securing a passenger in a wheelchair and/or the wheelchair to the floor	70404: WHITE ROCK SOUTH SURREY TAXI LTD.		NROTGANS
2017-00250	Oct 30, 2017		Record Taxi Complaint	Behaviour of the driver	70617: ABBOTSFORD TAXI LTD.		NROTGANS
2017-00251	Oct 30, 2017		Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		NROTGANS
2017-00252	Oct 30, 2017		Record Taxi Complaint	Payment issues	70277: YELLOW CAB COMPANY LTD.		NROTGANS
2017-00253	Nov 7, 2017		Record Taxi Complaint	Mechanical vehicle safety issues	70547: SUNSHINE CABS LIMITED		NROTGANS

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File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00254	Nov 9, 2017		Record Taxi Complaint	Hours of service of taxi	70547: SUNSHINE CABS LIMITED	s.15,s.22	NROTGANS
2017-00255	Nov 9, 2017		Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70547: SUNSHINE CABS LIMITED		NROTGANS
2017-00256	Nov 10, 2017	Nov 20, 2017	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		DPICKERI
2017-00257	Nov 10, 2017	Nov 16, 2017	Record Taxi Complaint	Driving ability	70277: YELLOW CAB COMPANY LTD.		DPICKERI
2017-00258	Nov 15, 2017	Dec 29, 2017	Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70294: BLACK TOP CABS LTD.		DPICKERI
2017-00259	Nov 15, 2017	Nov 28, 2017	Record Taxi Complaint	Refusing to transport assistant/guide dogs	70391: RICHMOND CABS LTD.		DPICKERI
2017-00260	Nov 14, 2017		Record Taxi Complaint	Mechanical vehicle safety issues	70294: BLACK TOP CABS LTD.		NROTGANS
2017-00261	Nov 17, 2017		Record Taxi Complaint		70547: SUNSHINE CABS LIMITED		NROTGANS
2017-00262	Nov 17, 2017		Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		NROTGANS
2017-00263	Nov 27, 2017		Record Taxi Complaint	Mechanical vehicle safety issues			NROTGANS
2017-00264	Nov 27, 2017		Record Taxi Complaint	Operating outside the licensee's area of service (poaching)			NROTGANS
2017-00265	Nov 20, 2017		Record Taxi Complaint	Mechanical vehicle safety issues	70294: BLACK TOP CABS LTD.		NROTGANS
2017-00266	Nov 23, 2017	Nov 30, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)	70547: SUNSHINE CABS LIMITED		MGLOVELL
2017-00267	Nov 29, 2017	Dec 1, 2017	Record Taxi Complaint	Driving ability	70300: SYD'S TAXI (1984) LTD.		DPICKERI
2017-00268	Nov 21, 2017		Record Taxi Complaint	Behaviour of the driver	70391: RICHMOND CABS LTD.		NROTGANS
2017-00269	Dec 4, 2017		Record Taxi Complaint	Wait times (regular/accessible taxi)	70450: ROYAL CITY TAXI LTD.		NROTGANS
2017-00270	Dec 6, 2017		Record Taxi Complaint	Trip refusal	70538: VANCOUVER TAXI LTD.		NROTGANS

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File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00271	Dec 7, 2017	Dec 18, 2017	Record Taxi Complaint	Driving without the benefit of a passenger transportation licence or permit (not licensed with PTB)	Pop Rideshare	s.15,s.22	MGLOVELL
2017-00272	Dec 7, 2017	Dec 12, 2017	Record Taxi Complaint	Hours of service of taxi	70433: KEIM, DOREETHA JAY		MGLOVELL
2017-00273	Dec 8, 2017	Jan 12, 2018	Record Taxi Complaint	Trip refusal	70450: ROYAL CITY TAXI LTD.		MGLOVELL
2017-00274	Dec 11, 2017		Record Taxi Complaint	Payment issues	70546: VANCOUVER TAXI LTD.		NROTGANS
2017-00275	Dec 11, 2017		Record Taxi Complaint	Trip refusal	72254: DAMEL ENTERPRISES INC.		NROTGANS
2017-00276	Dec 14, 2017	Dec 18, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)	70294: BLACK TOP CABS LTD.		MGLOVELL
2017-00277	Dec 14, 2017	Dec 15, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)	70277: YELLOW CAB COMPANY LTD.		MGLOVELL
2017-00278	Dec 14, 2017	Jan 4, 2018	Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70233: BEL-AIR TAXI (1982) LIMITED		MGLOVELL
2017-00279	Dec 13, 2017		Record Taxi Complaint		70799: SWIFTSURE TAXI CO. LTD.		NROTGANS
2017-00280	Dec 13, 2017	Jan 10, 2018	Record Taxi Complaint	Mechanical vehicle safety issues	70547: SUNSHINE CABS LIMITED		MGLOVELL
2017-00281	Dec 15, 2017	Dec 29, 2017	Record Taxi Complaint		70974: NEWTON WHALLEY HI WAY TAXI LTD.		NROTGANS
2017-00282	Dec 14, 2017	Dec 19, 2017	Record Taxi Complaint	Changing taxi pick-up location, non arrival of taxi, cancelling service	70277: YELLOW CAB COMPANY LTD.		MGLOVELL
2017-00283	Dec 14, 2017	Jan 5, 2018	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		MGLOVELL
2017-00284	Dec 14, 2017	Jan 2, 2018	Record Taxi Complaint	Trip refusal	70199: MACLURE'S CABS (1984) LTD.		MGLOVELL
2017-00285	Dec 18, 2017	Dec 19, 2017	Record Taxi Complaint	Changing taxi pick-up location, non arrival of taxi, cancelling service	70450: ROYAL CITY TAXI LTD.		DPICKERI
2017-00286	Dec 16, 2017	Dec 18, 2017	Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		DPICKERI

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File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00287	Dec 8, 2017	Dec 19, 2017	Record Taxi Complaint	Wait times (regular/accessible taxi)	70242: BONNY'S TAXI LTD.	s.15,s.22	MGLOVELL
2017-00288	Dec 10, 2017		Record Taxi Complaint	Trip refusal		s.15	NROTGANS
2017-00289	Dec 18, 2017	Jan 17, 2018	Record Taxi Complaint	Wait times (regular/accessible taxi)	70277: YELLOW CAB COMPANY LTD.	s.15,s.22	DPICKERI
2017-00290	Dec 19, 2017	Dec 29, 2017	Record Taxi Complaint	Trip refusal	70242: BONNY'S TAXI LTD.		DPICKERI
2017-00291	Dec 19, 2017		Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		DPICKERI
2017-00292	Dec 19, 2017	Jan 22, 2018	Record Taxi Complaint	Trip refusal	70199: MACLURE'S CABS (1984) LTD.		DPICKERI
2017-00293	Dec 20, 2017	Jan 3, 2018	Record Taxi Complaint	Driving ability	70242: BONNY'S TAXI LTD.		DPICKERI
2017-00294	Dec 20, 2017		Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.		DPICKERI
2017-00295	Dec 22, 2017	Jan 24, 2018	Record Taxi Complaint	Driving ability	70974: NEWTON WHALLEY HI WAY TAXI LTD.		DPICKERI
2017-00296	Dec 22, 2017		Record Taxi Complaint	Wait times (regular/accessible taxi)			NROTGANS
2017-00297	Dec 27, 2017	Jan 16, 2018	Record Taxi Complaint	Trip refusal	70242: BONNY'S TAXI LTD.		DPICKERI
2017-00298	Dec 26, 2017	Dec 27, 2017	Record Taxi Complaint	Driving ability	70547: SUNSHINE CABS LIMITED		DPICKERI
2017-00299	Dec 27, 2017	Dec 27, 2017	Record Taxi Complaint		72416: PENTICTON ECO TAXI LTD.	s.15	DPICKERI
2017-00300	Dec 28, 2017		Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70450: ROYAL CITY TAXI LTD.	s.15,s.22	DPICKERI
2017-00301	Dec 28, 2017	Jan 24, 2018	Record Taxi Complaint	Trip refusal	70294: BLACK TOP CABS LTD.		DPICKERI
2017-00302	Dec 28, 2017	Jan 8, 2018	Record Taxi Complaint	Wait times (regular/accessible taxi)	70476: NORTH SHORE TAXI (1966) LTD.		DPICKERI
2017-00303	Dec 19, 2017		Record Taxi Complaint	Contravention of no stopping or parking zones – pedestrian and/or passengers in immediate danger	70546: VANCOUVER TAXI LTD.		NROTGANS
2017-00304	Dec 21, 2017		Record Taxi Complaint	Behaviour of the driver	70450: ROYAL CITY TAXI LTD.	Randhawa, Gurpreet	NROTGANS

Ministry of Transportation and Infrastructure

Incident Summary

Selection Criteria: Sort By: File Number, Request Type: Record Taxi Complaint, Request Received Date From: Jan 1, 2017, Request Received Date To: Dec 31, 2017

File Number	Received Date	Completed Date	Request Type	Incident Type	Person/Organization/Licensed Carrier	Requestor	Assigned To
2017-00305	Dec 21, 2017		Record Taxi Complaint	Trip refusal	70277: YELLOW CAB COMPANY LTD.	s.15,s.22	NROTGANS
2017-00306	Dec 29, 2017		Record Taxi Complaint	Behaviour of the driver	70546: VANCOUVER TAXI LTD.		NROTGANS
2017-00307	Dec 29, 2017		Record Taxi Complaint	Wait times (regular/accessible taxi)	70233: BEL-AIR TAXI (1982) LIMITED		NROTGANS
2017-00308	Dec 29, 2017		Record Taxi Complaint	Excessive rates charged, not per the meter, or excessive deposits	70277: YELLOW CAB COMPANY LTD.		NROTGANS
2017-00309	Dec 29, 2017		Record Taxi Complaint	Operating outside the licensee's area of service (poaching)	70547: SUNSHINE CABS LIMITED		NROTGANS
2017-00310	Dec 28, 2017		Record Taxi Complaint	Wait times (regular/accessible taxi)	70242: BONNY'S TAXI LTD.		NROTGANS

Number of Incidents: **309**