



Incident Detail

File Number	2018-00001	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location		Received via	Email	Completion Date	Jan 23, 2018
Subject	Wait times (regular/accessible taxi)				

Requestor
s.15,s.22

Phone
Cell
Email s.22

Vehicle
Reg/VIN
Plate #
Owner

Fax

Jurisdiction

Licensee

PT Number
License Type

Phone
Fax
Email

Driver

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

Comments:

Dec 29, 2017 - The following complaint was submitted to Consumer Protection on Dec 17 and forwarded to the Branch on Dec 29 for investigation:

Subject: Complaint

I would like to file a formal complaint about taxi service in the lower mainland, not about the service, but the lack there of! I've been on hold for over 2 hours trying to get a cab to take me home, this is ridiculous. There needs to be a ride sharing service! Uber... lyft... something! This is not fair. We need more options!! I'm trying to be responsible here I probably could drive home, but I'm trying to choose not to. But I'm being left with little options here. I NEED to get home, and I can't. Because I have 1 (ONE!) option made available to me, and it's not even coming through. There is no reason for this. I'm fed up. We are ALL fed up the taxi industry in this province; and the lower mainland in particular. I look forward to hearing from you.

s.15,s.22

End... (djp)

Jan 3, 2018 - Sent acknowledgement email with request for company, date and time. (djp)

Conclusion:

Jan 23, 2018 - Complaint unsubstantiated. Sent acknowledgement email Jan 3 with request for company, date and time. No reply as of Jan 23, 2018. Complaint closed. (djp)



Incident Detail

File Number	2018-00002	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Jan 4, 2018
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 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 29, 2017 - The following complaint was received by Consumer Protection on Dec 17 and forwarded to the Branch on Dec 29 for investigation:

Name s.22

Address

Phone Number s.22

Email s.22

Name of taxi company Vancouver Taxi

Taxi number

Date of event 12/09/2017

Time of event 12:13 am

Pick up location Cordova St Vancouver

Requested drop off location Dunbar Vancouver

Description of issue The taxi driver pulled over but said he would only take us to Dunbar for a flat fee of \$40 cash. The fare is usually around \$20-\$25 so I said no but asked him "are you allowed to negotiate the rate?" At this point he pulled away. I should have taken a picture of his cab but I was so annoyed at the time. I later saw the same driver pulling up in front of another crowd of people offering his flat fee. He again drove away leaving behind an annoyed and frustrated group of people trying to get home.

The crowds fighting for a cab in the late evening can become dangerous. As people are anxious to get home and cabs are sparse it is only a matter of time before an altercation occurs due to one person stealing another persons cab. The quality of the cab service is awful. Their Mobile Apps hardly ever work correctly, you have to fight to get the cab you actually reserved and MOST taxi drivers are a menace on the road. They can't even pull over safely for pickups. Most importantly there is no easy mechanism or system to hold taxi drivers responsible for their ongoing unsafe tactics. This is a major public safety concern.

End... (djp)

Jan 4, 2018 - Sent acknowledgement email. (djp)

Jan 4, 2018 - I called s.22 left msg on his vm and he called me back. I explained to him fare rules, asked him for unit number or any identifier. He said he did not have one and he was not sure of the company, thought it might be a suburban company. I told him if it happens again please get details and contact us and we'd be happy to look into it.

Conclusion:

Last Updated By: dpickeri

Last Updated Date: Jan 4, 2018

Printed: Tuesday, April 10, 2018 - 12:17:09 pm

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Incident Detail

File Number	2018-00002	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Jan 4, 2018
Subject	Wait times (regular/accessible taxi)				

Jan 4, 2018 - Complaint unsubstantiated. Alleged poaching and offerig flate rate for trip that should be on meter. Complainant could not id company or unit. Complaint closed. (djp)



Incident Detail

File Number	2018-00003	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Jan 4, 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 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 - Complaint emailed to Consumer Protection on Dec 17 and received at Branch on Dec 29:

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 company Yellow Cab

Taxi number

Date of event 11/21/2017

Time of event 06:07 pm

Pick up location s.22

Requested drop off location airport

Description of issue

On Tuesday evening I used the Yellow Cab app to reserve a taxi for 5:30 am the following morning for my early flight. I triple checked the date and time on the app and pressed submit. 15 minutes later a yellow cab showed up. I tried to explain to him that I reserved the cab for the following morning. He yelled at me saying I'm stupid and should learn to use the technology. I said your company should learn how to create a proper app and train their staff about customer service.

I deleted the Yellow Cab app. I called in to their dispatch to complain about what happened and all he could say was sorry. It seemed as though he didn't take any notes on the drivers behavior because the dispatch guy was only interested in re-booking the fare for the following morning. I said no chance after I was treated that way and I called Blacktop instead.

The province should NOT be protecting this inferior public service. It's like protecting the coal industry. It makes no sense.

End... (djp)

Jan 4, 2018 - Talked to s.22 on the phone. Explained to him that this is not a violation of the PTA&R but we would forward complaint to the company. Sent acknowledgement email on his other complaint, 2018-00002. (djp)

Jan 4, 2017 - Sent email to Carolyn:



Incident Detail

File Number	2018-00003	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Jan 4, 2018
Subject	Behaviour of the driver				

Hello Carolyn,

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

Name of taxi companyYellow Cab

Taxi number

Date of event11/21/2017

Time of event06:07 pm

Pick up location s.22

Requested drop off location airport

Description of issue On Tuesday evening I used the Yellow Cab app to reserve a taxi for 5:30 am the following morning for my early flight. I triple checked the date and time on the app and pressed submit. 15 minutes later a yellow cab showed up. I tried to explain to him that I reserved the cab for the following morning. He yelled at me saying I'm stupid and should learn to use the technology. I said your company should learn how to create a proper app and train their staff about customer service.

I deleted the Yellow Cab app. I called in to their dispatch to complain about what happened and all he could say was sorry. It seemed as though he didn't take any notes on the drivers behavior because the dispatch guy was only interested in re-booking the fare for the following morning. I said no chance after I was treated that way and I called Blacktop instead.

The province should NOT be protecting this inferior public service. It's like protecting the coal industry. It makes no sense.

As this is a service issue we are referring this matter to you so it can be addressed internally, as needed.

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.

Regards,

Douglas Pickering

End... (djp)

Conclusion:

Jan 4, 2017 - Complaint unsubstantiated. Service issue with app and driver being belligerent. Referred to company. Complaint closed. (djp)



Incident Detail

File Number	2018-00004	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Jan 23, 2018
Subject	Driving ability				

Requestor

s.15,s.22

Phone

Cell

Email s.22

Fax

Vehicle

Reg/VIN

Plate

Owner

Jurisdiction

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 29, 2017 - The following complaint was submitted to Consumer Protection on Dec 17, 2017 and forwarded to the Branch on Dec 29:

Hello,

I was transported from the Executive Inn Vintage Park to the airport on Sunday, December 17. I was picked up by taxi M166 at 4:50am. The taxi driver did not wear his seat belt. The seat belt was latched and he was sitting on it to prevent it from beeping. The taxi driver repeatedly picked up his cell phone and scrolled through it. It was only when I demanded that he put away his cell phone that he did. Distracted driving in the rain is unacceptable. The driver repeatedly ignored the warning system installed on his vehicle to alert when he was following too closely. The taxi driver did not help me with my bags upon arrival at the airport, probably because I asked him to put his phone away.

I just thought someone should know about this distracted driver.

Sincerely,

s.15,s.22

End... (djp)

Jan 4, 2017 - Sent acknowledgement email with info on regs:

File No: 2017-00004

January 4, 2018

s.15,s.22



Incident Detail

File Number	2018-00004	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Jan 23, 2018
Subject	Driving ability				

Re: Complaint about MacLure's Cabs (1984) 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.

For your reference, per the Motor Vehicle Act 'A taxi driver, while operating a taxi on a highway at a speed of less than 70 kilometres per hour, is exempt from the provisions of section 220 (4) of the Act,' (requirement to wear a seatbelt while driving). Passengers are not so exempt.

Operating a hand held electronic device like a cell phone while driving can be a violation of the Passenger Transportation Act and Regulation and the Motor Vehicle Act.

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. At a minimum we will seek to caution and educate the driver involved.

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

End... (djp)

Jan 4, 2018 - Sent email to MacLure's:

Hello,

The following complaint was submitted to Consumer Protection and forwarded to the Branch for investigation:

Taxi company name: MacLure's
Taxi number or license: taxi M166
Date of incident: Sunday December 17
Time of incident: 4:50AM
Location pick up: Executive Inn Vintage Park
Location drop off: Airport
Brief summary of incident:

I was transported from the Executive Inn Vintage Park to the airport on Sunday, December 17. I was picked up by taxi M166 at 4:50am. The taxi driver did not wear his seat belt. The seat belt was latched and he was sitting on it to prevent it from beeping. The taxi driver repeatedly picked up his cell phone and scrolled through it. It was only when I demanded that he put away his cell phone that he did. Distracted driving in the rain is unacceptable. The driver repeatedly ignored the warning system installed on his vehicle to alert when he was following too closely. The taxi driver did not help me with my bags upon arrival at the airport, probably because I asked him to put his phone away.

The Branch has educated the complainant regarding the regulations governing taxi drivers and the use of seat belts. The Branch is concerned about the driver allegedly using a cell phone while driving as this is a violation of the Passenger Transportation Act and Regulation and the Motor Vehicle Act. Please investigate this incident and reply with a driver's statement by Jan 19, 2018.

If you do have any questions or concerns please contact us.

Regards,

Douglas Pickering

End... (djp)

Jan 5, 2018 - Email from Ony:

Hello Douglas,

Thanks for your email.

I will investigate the issue and get back to you within deadline.



Incident Detail

File Number	2018-00004	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Jan 23, 2018
Subject	Driving ability				

--
Regards,
Ony Chowdhury
General Manager
MacLure's Cabs (1984) Ltd

End... (djp)

Jan 18, 2018 - Email from MacLure's:

Hi Douglas,

Good Afternoon.

I have investigated the issue and attached the driver statement for your record.

Please let me know if you need anything in addition.

--
Regards,
Ony Chowdhury
General Manager

Date: January 8 2018

My name is s.22 writing this to inform you that on December 17, 2017 I picked up customer from Executive Inn Vintage Park. When I was driving to airport with my customer my speed was below 70 km and I was not wearing seat belt considering that under 70 km taxi driver don't have to wear seat belt.

While driving I got an emergency call from my family and I had to pick up that call, but I respected my costumer and asked her if I can pick up my call and she said ok and I used my Bluetooth to pick up that call didn't scroll through my phone, my phone was placed on front phone mount. After a while I got another call and I picked that call via Bluetooth as well and my costumer said she is not comfortable and I respected her, and I hang up right away and put my Bluetooth device on side.

I was driving a 2016 Prius V cab with collision awareness sensor. I was driving in right lane and suddenly car from left lane came in front of me and since I have sensors in my car it starts beeping because it was too close then I had to use break to slow down.

When I arrived at airport I asked my costumer that what method of payment she wants to use she said credit card and while the customer was paying with credit card her s.22 got out of the cab and I went back, but in the meantime her s.22 already picked up the luggage from the trunk.

I apologize for the inconvenience caused to the passenger. I will be more careful from now on and I will be more cautious to provide much better customer service in future.

Regards,
s.22

End... (djp)

End... (djp)

Conclusion:

Jan 23, 2018 - Complaint unsubstantiated. Complainant alleged taxi driver did not use seat belt, scrolled thru phone while driving and drove erratically. Educated complainant about taxi seat belt rules. Driver statement claimed was using hands free and only reacting to poor driving by another vehicle. Driver cautioned. Complaint closed. (djp)



Incident Detail

File Number	2018-00005	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	VANCOUVER	Received via	Email	Completion Date	
Subject	Driving ability				

Requestor

s.15,s.22

Phone s.22

Cell

Email

Vehicle

Reg/VIN

Plate #

Owner

Jurisdiction

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 17, 2017 - Complaint submitted to Consumer Proteciton on Dec 17 and forwarded to the Branch on Dec 29:

Hi there,

I had written the below email to Vancouver taxis email provided for complaints and still no response from over a month ago.

Their behaviour is unacceptable on so many levels.

I have stopped supporting this industry and would prefer to drive my own vehicle to an event and pay for parking downtown and then not enjoy any of the festivities, (alcohol) just to avoid having to use their services. This is not ideal for our restaurant industry but I now see few other options.

I travel for work a substantial amount to cities with ride sharing and my experiences with their services are FAR superior. Please allow Uber to conduct business here.

s.15,s.22

Begin forwarded message:

From: s.15,s.22

Date: November 14, 2017 at 4:39:24 PM PST

To: "manager.vancouvertaxi@telus.net" <manager.vancouvertaxi@telus.net>

Subject: one of your drivers

Hello,

I took a taxi from the Parq hotel just before 9pm on Monday November 13th.

My driver was driving like a maniac with aggressive speeding, crossing the road lines, driving in the center of the road and went off on a tangent about Europeans and their treatment of immigrants into Canada.

He was completely unprofessional and quite frankly scared me to the point where I had him drop me off 4 kilometers before my destination. I had texted s.22 to come and pick me up from a gas station so I could just get out of his car.



Incident Detail

File Number	2018-00005	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	VANCOUVER	Received via	Email	Completion Date	
Subject	Driving ability				

My credit card receipt is s.22
Clerk ID #700266

Please let me know if you require additional information and I trust that he will be dealt with appropriately.

s.22

End... (djp)

Jan 16, 2018 - Sent acknowledgement email. (djp)

Jan 16, 2018 - Sent acknowledgement email. Email to Vancovuer Taxi:

Hello,

The following complaint was submitted to Consumer Protection and forwarded to the Branch for investigation. As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed.

Taxi company name: Vancouver Taxi
Taxi number or license: Clerk ID #700266
Date of incident: November 13
Time of incident: 9PM
Location pick up: Parq Hotel
Location drop off: Not provided

Brief summary of incident:

Hi there,

I had written the below email to Vancouver taxis email provided for complaints and still no response from over a month ago.

Their behaviour is unacceptable on so many levels.

I have stopped supporting this industry and would prefer to drive my own vehicle to an event and pay for parking downtown and then not enjoy any of the festivities, (alcohol) just to avoid having to use their services. This is not ideal for our restaurant industry but I now see few other options.

I travel for work a substantial amount to cities with ride sharing and my experiences with their services are FAR superior. Please allow Uber to conduct business here.

I took a taxi from the Parq hotel just before 9pm on Monday November 13th.
My driver was driving like a maniac with aggressive speeding, crossing the road lines, driving in the center of the road and went off on a tangent about Europeans and their treatment of immigrants into Canada.

He was completely unprofessional and quite frankly scared me to the point where I had him drop me off 4 kilometers before my destination. I had texted s.22 to come and pick me up from a gas station so I could just get out of his car.

My credit card receipt is s.22
Clerk ID #700266

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,

Last Updated By: dpickeri

Last Updated Date: Feb 7, 2018

Printed: Tuesday, April 10, 2018 - 12:17:10 pm

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Incident Detail

File Number	2018-00005	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	VANCOUVER	Received via	Email	Completion Date	
Subject	Driving ability				

Douglas Pickering

End... (djp)

Jan 19, 2018 - Email from John at Vancovuer Taxi:

Hi Doug,

Do you have any further information to go on that can help me identify if it is indeed us. The clerk ID does not register on our system and I do know that credit card statements will sometimes list the charge as Vancouver Taxi but it really means for taxi service in Vancouver, while if it is us it will say "Vancouver Taxi Ltd". A car number, plate or photo of the actual receipt would help as Parq Casino cycles about 120 cabs an hour during that time frame in November. Any further info would in doing due diligence to the complaint.

Thanks,

John Palis,
General Manager
Vancouver Taxi Ltd.

End... (djp)

Jan 23, 2018 - My email to s.22

Hello s.22

Thank you again for sending us this information.

Vancouver Taxi Ltd. has been cooperating in attempting to identify the driver involved. However, it looks like we could use some more information. They are reporting the clerk id from the receipt does not register on their system. Credit card statements will sometimes list a charge as Vancouver Taxi but it really means for taxi service (from any company) in Vancouver. If the charge is from Vancouver Taxi Ltd. then usually Vancouver Taxi Ltd. is what will appear on the statement. Can you please confirm the company involved and/or if possible provide a copy of the credit card receipt?

Regards,

Douglas Pickering

End... (djp)

Jan 25, 2018 - Email from s.22 with attached photo of receipt from Vancouver Taxi:

Hi there,

Here is a copy of my credit card receipt.

I hope this is sufficient as it does in fact look to be Vancouver Taxi at s.22 Vancouver.

Thanks for reaching out and looking into this.
It was quite a traumatic drive.

s.22

End... (djp)

Feb 7, 2018 - Sent copy of receipt to John at Vancouver Taxi. (djp)

Conclusion:

Jan 16, 2018 - Complainant alleged driver driving in unsafe and aggressive manner. Not a violation of PT Act and Regs. Referred complaint to



Incident Detail

File Number 2018-00005
Requestor s.15,s.22
Location VANCOUVER
Subject Driving ability

Request Type Record Taxi Complaint
Assigned Inspector Douglas Pickering
Received via Email

Received Date Jan 3, 2018
Assigned Date Jan 3, 2018
Completion Date

company. (djp)

Jan 19, 2018 - John Palis asked to confirm if taxi from Vancouver Taxi.

Jan 23, 2018 - I emailed s.22 asking for more info. (djp)

Feb 7, 2018 - s.22 sent in copy of receipt. Sent copy to John. (djp)



Incident Detail

File Number	2018-00006	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	VANCOUVER	Received via	Email	Completion Date	
Subject	Trip refusal				

Requestor
s.15,s.22

Phone s.22

Cell

Email

Vehicle

Reg/VIN

Plate #

Owner

Fax

Jurisdiction

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 - Complaint emailed to Consumer Protection on Dec 22 and forwarded to the Branch on Dec 29:

the following taxi complaint form has been submitted

Name s.15,s.22

Address: s.22

Phone Number s.22 3

Email s.22

Name of taxi company Yellow Cab

Taxi number YC22

Date of event 12/22/2017

Time of event 04:00 pm

Pick up location s.22 Vancouver

Requested drop off location s.22 Vancouver

Description of issue Stopped on flag down, refused to take to destination until was literally on speaker phone hold with BPCPA. Stated reason for refusal was that it was the end of his shift and he couldn't make a trip to downtown. Relented and started driving to destination. Halfway through, stated needed to call another driver to take me to destination until again called BPCPA on speaker phone, driver relented and drove to destination s.22 Vancouver.

Once at destination, urged me not to file a complaint "because it's Christmas time man".

End... (djp)

Jan 4, 2017 - Acknowledgement email sent. (djp)

Jan 4, 2017 - Email to Carolyn:

Hello,

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

Name of taxi company Yellow Cab

Taxi number YC22

Date of event 12/22/2017



Incident Detail

File Number	2018-00006	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	VANCOUVER	Received via	Email	Completion Date	
Subject	Trip refusal				

Time of event 04:00 pm

Pick up location s.22 Vancouver

Requested drop off location s.22 Vancouver

Description of issue Stopped on flag down, refused to take to destination until was literally on speaker phone hold with BPCPA. Stated reason for refusal was that it was the end of his shift and he couldn't make a trip to downtown. Relented and started driving to destination. Halfway through, stated needed to call another driver to take me to destination until again called BPCPA on speaker phone, driver relented and drove to destination s.22 Vancouver.

Once at destination, urged me not to file a complaint "because it's Christmas time man".

While this trip was completed the Branch is concerned about the alleged response from the driver. Please investigate this matter and if necessary caution the driver about the rules governing trip refusals. Please reply with your results including a driver's statement by Jan 19, 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:

Jan 4, 2017 - Sent email to Carolyn requesting reply by Jan 19, 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)



Incident Detail

File Number	2018-00008	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	NORTH VANCOUVER	Received via	Email	Completion Date	
Subject	Passenger property issues				

Requestor

s.15,s.22

Phone

Cell

Email s.22

Vehicle

Reg/VIN

Plate

Owner

Fax

Jurisdiction

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 29, 2017 - Complaint submitted to Consumer Protection Dec 24 and forwarded to Branch Dec 29:

Inquiry #:101804

Taxi number or license: 071

Company name: North Shore Taxi

Consumer name: s.15,s.22

Consumer email: s.22

Date of incident: December 2nd

Time of incident: 11:30 pm

Location pick up: not applicable

Location drop off: not applicable

Brief summary of incident:

s.2 forgot her phone in the cab on December 22nd s.22 went to office on December 23rd to see if it had been turned in She was told that it was not there by an employee named s.22 s.22 states that a different employee let he sign in the gps location service and found that the phe was at the office. she states that her purse was found inside s.22 bag, zipped up. See full explanation below.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER

Hello,

On December 22nd at 11:30PM I mistakenly left my purse, phone inside, in cab 071 after getting a ride home. I went to your dispatch office to retrieve it the morning of December 23rd at 9:00AM, hoping to find it turned in at the dispatch office. We first asked s.22 your employee, if anything was turned in from the previous night. She answered: "No, I'm the first one here and nothing has come in."

The two call takers on staff were concerned and very helpful in looking for it, one of them even let me sign into "Find My iPhone" to see if it was on the property.

We deduced that the iPhone was in the office based on the app's map, and when we followed the sound of the "Find My iPhone" App, it led us to a bag under s.22 desk. One of the call takers proceeded to ask her if it was hers, and she said yes.



Incident Detail

File Number	2018-00008	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	NORTH VANCOUVER	Received via	Email	Completion Date	
Subject	Passenger property issues				

My purse was found inside of s.22 bag, all zipped up.

I am very grateful to the two men who were working the morning of December 23rd, but what unfolded with the woman on shift is not good for your business or your customers.

I know you're not responsible for items left in the cabs, but someone who attempts to steal from your customers will probably steal from you as well. The honesty of the driver who turned in my purse should be commended. It's very appalling that after all he did his actions would go unnoticed because you have a thief in your organization.

In the spirit of Christmas, I have decided not to take legal action against s.22 or North Shore Taxi, but would like to know what your policy is on theft from your customers.

I look forward to hearing from you,

Regards,

s.22

End... (djp)

Jan 4, 2018 - Sent acknowledgement email with request for update of any reply or resolution that s.2 may have subsequently received from North Shore Taxi. (djp)

Jan 12, 2018 - Email from s.22

Hello Douglas,

Thanks for your response.

Unfortunately I haven't heard anything back from North Shore Taxi, albeit several attempts to get in touch with someone.

We called and were able to get the name of the GM, s.22 but that is as far as we were able to get.

From my point of view, It seems like they are trying to avoid the issue.

Thanks again for your response, let me know if there is anything else you require from me.

Please keep me apprised on how things unfold.

Thanks,

s.22

End... (djp)

Jan 15, 2018 - My email to North Shore:

Hello,

The Branch received the following complaint:

Hello,

On December 22nd at 11:30PM I mistakenly left my purse, phone inside, in cab 071 after getting a ride home. I went to your dispatch office to retrieve it the morning of December 23rd at 9:00AM, hoping to find it turned in at the dispatch office. We first asked s.22 your employee, if anything was turned in from the previous night. She answered: "No, I'm the first one here and nothing has come in."



Incident Detail

File Number	2018-00008	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	NORTH VANCOUVER	Received via	Email	Completion Date	
Subject	Passenger property issues				

The two call takers on staff were concerned and very helpful in looking for it, one of them even let me sign into "Find My iPhone" to see if it was on the property.

We deduced that the iPhone was in the office based on the app's map, and when we followed the sound of the "Find My iPhone" App, it led us to a bag under s.22 desk. One of the call takers proceeded to ask her if it was hers, and she said yes.

My purse was found inside of s.22 bag, all zipped up.

I am very grateful to the two men who were working the morning of December 23rd, but what unfolded with the woman on shift is not good for your business or your customers.

I know you're not responsible for items left in the cabs, but someone who attempts to steal from your customers will probably steal from you as well. The honesty of the driver who turned in my purse should be commended. It's very appalling that after all he did his actions would go unnoticed because you have a thief in your organization.

In the spirit of Christmas, I have decided not to take legal action against s.22 or North Shore Taxi, but would like to know what your policy is on theft from your customers.

I look forward to hearing from you,

Regards,

s.22

This complaint does not describe a violation of the Passenger Transportation Act and Regulation. However, like all complaints it becomes a part of your Passenger Transportation Licence profile and is subject to review. Reviews typically occur when a new application is made, for example, to add vehicles to a Licence or to change the service area. The Branch does request a reply detailing North Shore's response to this matter. Your reply will be added to the complaint record.

If you do have any questions or concerns please let me know.

Regards,

Douglas Pickering
Passenger Transportation Enforcement Officer

End... (djp)

Conclusion:

Jan 15, 2018 - s.2 reported she left phone in cab, went to office. s.22 told her phone not turned in, phone later phoned hidden in s.22 desk. Sent email to North Shore asking for their reply. (djp)



Incident Detail

File Number	2018-00009	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	DELTA	Received via	Email	Completion Date	Jan 4, 2018
Subject	Payment issues				

Requestor
s.15,s.22

Phone s.22
Cell
Email

Fax

Vehicle
Reg/VIN
Plate #
Owner

Jurisdiction

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:

Dec 29, 2017 - Complaint submitted to Consumer Protection Dec 28 and forwarded to the Branch Dec 29:

Subject: Garden City Cabs — GC76

Hi — I'm in GC76 on my way to Tsawassen Ferry Terminal. The cab doesn't have a working debit machine. Instead, the driver has asked we go to an ATM and pay cash. Too often cabs servicing the Richmond area do not have working debit machines. I wonder if this is on purpose so that drivers can go home with cash in hand. Please ask Garden City to have the debit/credit machine in this car repaired or replaced so that other passengers can pay using their preferred method as per the Taxi Bill of Rights. Thanks.

s.15,s.22

End... (djp)

Dec 29, 2017 - Email from Consumer Protection:

Subject: Re: Garden City Cabs — GC76

Hi — The pick-up location was Bridgeport Station across from River Rock Casino.

End... (djp)

Jan 3, 2018 - Sent acknowledgement email. (djp)

Jan 3, 2018 - Sent email to Garden City:

Hello,

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

Taxi number or license: GC76



Incident Detail

File Number	2018-00009	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	DELTA	Received via	Email	Completion Date	Jan 4, 2018
Subject	Payment issues				

Company name: Garden City Cabs

Date of incident:12/28/2017

Time of incident: 11:30 am

Location pick up: Bridgeport Station across from River Rock Casino

Location drop off: Tsawwassen Ferry Terminal

Brief summary of incident:

Complainant states he is in the cab on the way to the ferry terminal and the car does not have a working atm machine. The driver has asked to go to an atm to get cash. He stats that too often cabs services the Richmond area do not have working debit machines. He states that he wonders if this is on purpose so the drivers can go home with cash in hand. referred to ptb.

Per the Taxi Bill of Rights 'As a Taxi Passenger you have the right to: Pay the posted rate by cash, or accepted credit card or TaxiSaver voucher.' We do understand that technical issues can occasionally occur but we encourage all service providers to ensure they and their drivers are making their best effort to adhere to this requirement. Please review this matter with your driver and ensure this equipment is available and operating properly. We may request the results of your investigation.

If you have any questions or concerns please contact us.

Regards,

Douglas Pickering

End... (djp)

Jan 4, 2018 - Reply from Hafiz:

Date: January 4, 2018

To:

Douglas Pickering

Passenger Transportation Enforcement Officer.

Passenger Transportation Branch /Ministry of Transportation and Infrastructure

Subject: Passenger Transportation Branch Taxi Complaint 2018-00009

Dear Sir,

Thanks for your email dated January 4, 2018 that one of our Driver of the taxi Number GC76 refused to take the Credit Card method of payment and told that his Credit Card machine was not working and instead pay in cash. I have probed the matter thoroughly with the driver and have found that on many occasions the wireless Credit Card machines are malfunctioning and the drivers returned it to the office and take the spare one from the office for the temporary period of times until the technician dispatched by the TD merchant services to repair the machine or just simply replaced it. A similar situation was happening to Cab # 76 Credit Card Machine on his way to the Tsawwassen Ferry with the customers and he has come back to the office to drop the machine and was taken the temporary one.

Let's ensure you that all our drivers knew the Taxi Bill of Right and following the rules accordingly. We always ensure that all the drivers must accept the method of payment whatever method is available from the Customers and must not refuse at all. If anyone caught for any refusal of Credit Card payment face the disciplinary actions by the Company.

Hope the above will be satisfactory to you.

Thank you and should you have any questions please do not hesitate to contact me.

Sincerely yours,

Hafiz Khan

General Manager.

End... (djp)

Jan 4, 2018 - My reply to Hafiz:

Hello Hafiz,

Thank you very much for the reply. I will update this information to the file and barring any further communications we will consider this complaint closed.

Regards,

Last Updated By: dpickeri

Last Updated Date: Jan 4, 2018

Printed: Tuesday, April 10, 2018 - 12:17:11 pm

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Incident Detail

File Number 2018-00009
Requestor s.15,s.22
Location DELTA
Subject Payment issues

Request Type Record Taxi Complaint
Assigned Inspector Douglas Pickering
Received via Email

Received Date Jan 3, 2018
Assigned Date Jan 3, 2018
Completion Date Jan 4, 2018

Douglas Pickering

End... (djp)

Conclusion:

Jan 4, 2017 - Complaint unsubstantiated. Complainant said pos terminal not working in cab. Driver asked him to go to atm. Management replied saying terminal was malfunctioning and driver subsequently requested temporary replacement. Complaint closed. (djp)



Incident Detail

File Number	2018-00010	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Jan 24, 2018
Subject	Wait times (regular/accessible taxi)				

Requestor

s.15,s.22

Phone

Cell

Email s.22

Vehicle

Reg/VIN

Plate

Owner

Fax

Jurisdiction

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:

Jsn 2, 2018 - Email from s.22 to Board:

To whom it may concern,

I have recently learned that your organization is responsible for the taxi industry in Vancouver. I am writing to you to give you an idea of how difficult it is to get adequate taxi service in Vancouver, and to encourage you to come up with a solution.

I am an s.22 woman. I need taxi service for myself and for s.22 mother. We both use taxi savers which may be a clue as to why we cannot get service often.

I usually have used Yellow Cab in the past. At some point in the past two years or so, they began discouraging phone calls. They did this by increasing the wait time to speak to a dispatcher. A taped message comes on every 30 seconds or so, saying, "the current wait time is..." The time that is announced seems random as it bears no relationship to the time you were given 30 seconds earlier. This often goes on for ten or more minutes, sometimes as much as half an hour. This message also encourages callers to use the smart phone app instead of staying on hold.

I would prefer to use the app, and have done so as much as possible, but often the app is not working properly. Also, it is difficult to make the detailed arrangements needed s.22 uses a walker, needs a sedan, can't walk too far to the taxi stand they would normally use, etc.).

My biggest problem is that drivers are reluctant to accept our ride. I infer this from the fact that we have sometimes waited up to 2 hours for a taxi, while I have pleaded with the dispatcher to get us, since s.22 becomes exhausted and weak waiting such a long time. Since it is illegal to refuse a ride, the dispatcher cannot tell me that she is unable to get anyone to accept the ride, but I am aware that this is the case.

For example, we often wait for very long periods of time at s.22 Taxi drivers don't like this location because there is a bus stop on Broadway. I always specify that we are willing to walk to the taxi stand on Willow at Broadway, but will need the driver to call me and then wait for us to walk out since s.22 needs to remain seated in the lobby of that building until the ride arrives. There are so many trips available for them in that area that they choose ones that are quick and easy. I know for sure that there are taxis avoiding us, because I can see them waiting briefly at the taxi stand in front of the Holiday Inn half a block away. On one occasion I ran down there and demanded that the driver come for us...he did not argue with me in person, since he cannot legally refuse me, but he would have preferred to ignore the request through the dispatcher. Even so, he was unwilling to go to the taxi stand at s.22, so I had to walk her further, across the intersection to get the ride.

I actually think that even when I use the app, drivers are able to screen out my requests...I think they can be so choosy about who to pick up that



Incident Detail

File Number	2018-00010	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 3, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Jan 24, 2018
Subject	Wait times (regular/accessible taxi)				

when there is mention of a s.22 with a walker, etc. They just take a different trip. Possibly they have some way of rating passengers (like Uber) and take all this into account, plus the fact that we use taxi-savers (which many drivers have told me they hate, as they have to wait to get the actual money for those trips). Yes, I'm saying I sometimes think I have been black-listed. I should mention that I always give a 20% tip, so that is not the issue.

If you doubt that drivers are being choosy about which passengers they take, without actually getting into a position where they refuse a ride in person, here is a recent experience of mine: I had to go into Vancouver General Hospital for a procedure. I booked in advance to arrange a taxi, and left an extra hour just in case there was any delay. The taxi never showed up, and I could not get through on the phone to see what was wrong. Finally a s.22 That's an example of how unreliable taxis are, and how vulnerable taxi users are, but here's the point about taxi-drivers screening out undesirable rides: Later, while I was coming home in a cab from Vancouver General Hospital, talking to the driver about how hard it can be to get a ride, we were listening to his dispatch radio...for the 25 minutes or so that I was in his cab, we listened to his dispatcher pleading with the drivers to go for someone who had been waiting for ages and had a medical issue...they could not get anyone to take the trip.

But let me say this: if for some reason my experiences over the past few years have not been due to covert ride refusal, then it must mean there is a super-critical shortage of cabs in Vancouver. I ask drivers about this all the time. Several of them have told me it is a shortage of drivers...that there are cabs sitting in the lot because they can't get enough drivers. It seems that there is a fairly long period of time when new drivers are trying to learn the business and best routes, when they cannot make enough money, and therefore quit prematurely. How about an apprenticeship program, with a living wage?

Of course we all want Uber or Lift, as that is an obvious answer to our problems. Maybe the government needs to buy back those ridiculously expensive taxi licenses, so we can get out of this log-jam?

I get a s.22 I know it will be extremely upsetting for both of us, that I may wind up in tears, that my poor s.22 will ask if we should try to get her an ambulance to get her home, that we will both be exhausted and fearful about what will happen if this is the time that we really won't ever get a taxi to pick us up, no matter how long we wait, phone, or plead.

You must hear this all the time. It's really not okay. Please help us.

Sincerely<

s.15,s.22

End... (djp)

Jan 2, 2017 - Email from Jan at the Board to the Branch:

Hi! Kristin/Chantelle: I will respond by the end of week, but wanted to share with you...Cheers, JB

End... (djp)

Conclusion:

Jan 2, 2017 - Complaint unsubstantiated. Complaint about accessibility and wait times.Jan from the Board said she would respond to complainant by Jan 5, 2017. Complaint closed. (djp)



Incident Detail

File Number	2018-00011	Request Type	Record Taxi Complaint	Received Date	Jan 5, 2018
Requestor	s.15,s.22	Assigned Inspector	Naomi Rotgans	Assigned Date	Jan 8, 2018
Location	VANCOUVER	Received via	Email	Completion Date	
Subject	Trip refusal				

Requestor

s.15,s.22

Phone

Cell

Email s.22

Vehicle

Reg/VIN

Plate

Owner

Fax

Jurisdiction

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. 5, 2017 - The Branch received the following complaint forwarded by the Board, as follows:

Hello s.15,s.22

Thank you for writing to share your taxi experiences. I have forwarded your e-mail to the Passenger Transportation Branch, which is responsible for compliance and enforcement under the Passenger Transportation Act. The Branch is lodging your letter as a complaint and will initiate an investigation.

The Passenger Transportation Board is responsible for making decisions on taxis applications. If a taxi application is approved the Board sets terms and conditions of licence, including maximum number of taxis and areas of operation. In s.17 the PT Board approved an additional 175 taxis for the City of Vancouver. There are currently 857 taxis active in the City of Vancouver. However, 99 of these operate only on weekend evenings and other peak periods.

You indicate that you usually use Yellow Cabs. Have you discussed your concerns with management? They may be able to assist with dispatch and app issues as well as pick up areas.

Drivers can only refuse service in exceptional circumstances, which do not appear to be the case in any of the scenarios you mentioned. Although I'm not an expert, my understanding is that some apps are designed to preclude drivers from refusing fares.

The Board does not regulate app use by taxis; however apps are not to replace telephone dispatch. It is important for customers who are not able to use apps, or, as you note, need to leave more personalized instructions, to call taxis by phone.

You mentioned ridesharing. In s.17 Government announced that it had hired an expert to consult with and help prepare the taxi industry for a made-in-B.C. solution to ride-sharing that will allow people to get around more easily. As well, on November 28, 2017, the Legislative Assembly authorized the Select Standing Committee on Crown Corporations to examine, inquire into and make recommendations on ridesharing in British Columbia. More information is available at: <https://www.leg.bc.ca/parliamentary-business/committees/41stparliament-2ndsession-cc/>.

We appreciate you taking the time to write and I hope your taxi experiences improve.

Regards,

Jan Broocke



Incident Detail

File Number	2018-00011	Request Type	Record Taxi Complaint	Received Date	Jan 5, 2018
Requestor	s.15,s.22	Assigned Inspector	Naomi Rotgans	Assigned Date	Jan 8, 2018
Location	VANCOUVER	Received via	Email	Completion Date	
Subject	Trip refusal				

Director
Passenger Transportation Board

250-953-3777
Jan.Broocke@gov.bc.ca
www.ptboard.ca

From: Passenger Transportation Board TRAN:EX
Sent: Tuesday, January 2, 2018 2:23 PM
To: Broocke, Jan TRAN:EX
Subject: FW: I am unable to get adequate taxi service in Vancouver BC

From: s.15,s.22
Sent: Tuesday, January 2, 2018 1:45 PM
To: Passenger Transportation Board TRAN:EX
Subject: I am unable to get adequate taxi service in Vancouver BC

To whom it may concern,

I have recently learned that your organization is responsible for the taxi industry in Vancouver. I am writing to you to give you an idea of how difficult it is to get adequate taxi service in Vancouver, and to encourage you to come up with a solution.

I am ar s.22 woman. I need taxi service for myself and for s.22 mother. We both use taxi savers which may be a clue as to why we cannot get service often.

I usually have used Yellow Cab in the past. At some point in the past two years or so, they began discouraging phone calls. They did this by increasing the wait time to speak to a dispatcher. A taped message comes on every 30 seconds or so, saying, "the current wait time is...." The time that is announced seems random as it bears no relationship to the time you were given 30 seconds earlier. This often goes on for ten or more minutes, sometimes as much as half an hour. This message also encourages callers to use the smart phone app instead of staying on hold.

I would prefer to use the app, and have done so as much as possible, but often the app is not working properly. Also, it is difficult to make the detailed arrangements needed s.22 uses a walker, needs a sedan, can't walk too far to the taxi stand they would normally use, etc.).

My biggest problem is that drivers are reluctant to accept our ride. I infer this from the fact that we have sometimes waited up to 2 hours for a taxi, while I have pleaded with the dispatcher to get us, since s.22 becomes exhausted and weak waiting such a long time. Since it is illegal to refuse a ride, the dispatcher cannot tell me that she is unable to get anyone to accept the ride, but I am aware that this is the case.

For example, we often wait for very long periods of time at s.22 Taxi drivers don't like this location because there is a bus stop on Broadway. I always specify that we are willing to walk to the taxi stand on Willow at Broadway, but will need the driver to call me and then wait for us to walk out since s.22 needs to remain seated in the lobby of that building until the ride arrives. There are so many trips available for them in that area that they choose ones that are quick and easy. I know for sure that there are taxis avoiding us, because I can see them waiting briefly at the taxi stand in front of the Holiday Inn half a block away. On one occasion I ran down there and demanded that the driver come for us...he did not argue with me in person, since he cannot legally refuse me, but he would have preferred to ignore the request through the dispatcher. Even so, he was unwilling to go to the taxi stand at s.22 so I had to walk her further, across the intersection to get the ride.

I actually think that even when I use the app, drivers are able to screen out my requests...I think they can be so choosy about who to pick up that when there is mention of a s.22 with a walker, etc. they just take a different trip. Possibly they have some way of rating passengers (like Uber) and take all this into account, plus the fact that we use taxi-savers (which many drivers have told me they hate, as they have to wait to get the actual money for those trips). Yes, I'm saying I sometimes think I have been black-listed. I should mention that I always give a 20% tip, so that is not the issue.

If you doubt that drivers are being choosy about which passengers they take, without actually getting into a position where they refuse a ride in person, here is a recent experience of mine: I had to go into Vancouver General Hospital for a procedure. I booked in advance to arrange a taxi, and left an extra hour just in case there was any delay. The taxi never showed up, and I could not get through on the phone to see what was



Incident Detail

File Number	2018-00011	Request Type	Record Taxi Complaint	Received Date	Jan 5, 2018
Requestor	s.15,s.22	Assigned Inspector	Naomi Rotgans	Assigned Date	Jan 8, 2018
Location	VANCOUVER	Received via	Email	Completion Date	
Subject	Trip refusal				

wrong. s.22 That's an example of how unreliable taxis are, and how vulnerable taxi users are, but here's the point about taxi-drivers screening out undesirable rides: Later, while I was coming home in a cab from Vancouver General Hospital, talking to the driver about how hard it can be to get a ride, we were listening to his dispatch radio...for the 25 minutes or so that I was in his cab, we listened to his dispatcher pleading with the drivers to go for someone who had been waiting for ages and had a medical issue...they could not get anyone to take the trip.

But let me say this: if for some reason my experiences over the past few years have not been due to covert ride refusal, then it must mean there is a super-critical shortage of cabs in Vancouver. I ask drivers about this all the time. Several of them have told me it is a shortage of drivers...that there are cabs sitting in the lot because they can't get enough drivers. It seems that there is a fairly long period of time when new drivers are trying to learn the business and best routes, when they cannot make enough money, and therefore quit prematurely. How about an apprenticeship program, with a living wage?

Of course we all want Uber or Lift, as that is an obvious answer to our problems. Maybe the government needs to buy back those ridiculously expensive taxi licenses, so we can get out of this log-jam?

I get s.22 I know it will be extremely upsetting for both of us, that I may wind up in tears, that my poor s.22 will ask if we should try to get her an ambulance to get her home, that we will both be exhausted and fearful about what will happen if this is the time that we really won't ever get a taxi to pick us up, no matter how long we wait, phone, or plead.

You must hear this all the time. It's really not okay. Please help us.

Sincerely<

s.15,s.22

(nr)

END _____

Conclusion:



Incident Detail

File Number	2018-00013	Request Type	Record Taxi Complaint	Received Date	Jan 10, 2018
Requestor	s.15,s.22	Assigned Inspector	311: Margaret Lovell	Assigned Date	Jan 11, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Jan 26, 2018
Subject	Behaviour of the driver				

Requestor
s.15,s.22

Phone s.22
Cell
Email

Fax

Vehicle
Reg/VIN
Plate #
Owner

Jurisdiction

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:

Janury 20, 2018 - the following complaint was directged to the branch by the complainant for our investigation:

Below I have copied an email that I sent directly to Yellow Cab in Vancouver after an upsetting incident I had with one of their drivers. It has been a few weeks and I have tried reaching out multiple times but yet to receive a response. I am a s.22 female and felt very unsafe with this driver and believe he should be reprimanded.I have been instructed to forward the email to you with hope of some sort of resolution.

Thank you for any assistance.

Warm Regards,

s.15,s.22

"Hello,

On Tuesday, December 26th, two friends and myself got into a yellow cab at around 1am. We were very polite and were not intoxicated. We asked the driver to take us to south surrey from Vancouver and he was not impressed. He started to drive and then immediately started to demand that we pay him a deposit or he would stop driving. I felt like I was being discriminated against for living a further distance then this driver wanted to drive as this has never been requested before. We refused to pay a deposit and after a few minutes of back and forth he stopped talking and continued driving.

A few minutes passed by as the driver was taking a route we were not familiar with and he started to ask for a deposit again. We told him he was being extremely rude to us and asked him to pull over to let us leave his taxi. He pulled the car over and as soon as we open the door to get out he started to speed away again. He refused to let us leave the taxi!

The only thing that made him finally stop and let us out was when we started screaming that we would call the police. He finally let us out and tried to over charge us beyond the amount that was on the meter for our 10 minute journey.

He started yelling and swearing at us when we took a picture of his cab ID and he refused to give us his name. He then called his dispatch and started claiming untrue things about my party and myself.

I have never in my life been treated in this manner. I am extremely disappointed in this service. This man made me afraid for my life.



Incident Detail

File Number	2018-00013	Request Type	Record Taxi Complaint	Received Date	Jan 10, 2018
Requestor	s.15,s.22	Assigned Inspector	311: Margaret Lovell	Assigned Date	Jan 11, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Jan 26, 2018
Subject	Behaviour of the driver				

Here are his details:
Y329
Licence: s.22
Taxi car: 2588-2893

If no actions are taking this WILL be taken to the media. No person should ever be treated in this way.

I look forward to hearing what Yellow Cab will do to resolve this issue.

Regards,

END _____

January 11, 2018 - an Acknowledgement letter was generated and delivered to the complainant. (mgl)

January 11, 2018 - s.22 confirmed that the pick-up location was the s.22 Vancouver. Also, that her telephone number can be provided to the General manager (mgl)

Conclusion:

The complaint was directed to Carolyn Bauer for her investigation. The complainant indicated that several attempts were made to contact personnel at Yellow Cab without success. Permission was sought from the complainant to provide her telephone number to Carolyn. Carolyn alleged that she sourced a telephone call to the complainant.

Verbal explanation was provided the complainant in that the driver has a right to request a deposit and, if the customer refuses to comply, then the driver can refuse or terminate the trip. However, she was still adamant about the driver's behaviour.

Summary

The complaint is about driver's behaviour which is a customer service issue. Customer service issues do not violate Passenger Transportation Act and its Regulations, or the licensee's Conditions of Licence. The licensee was made aware of the complaint against the driver.

As such the investigation is close. (mgl)



Incident Detail

File Number	2018-00015	Request Type	Record Taxi Complaint	Received Date	Jan 12, 2018
Requestor	s.15	Assigned Inspector	311: Margaret Lovell	Assigned Date	Jan 12, 2018
Location	COQUITLAM	Received via	Email	Completion Date	Jan 19, 2018
Subject	Advertising without being licensed				

Requestor
s.15

Phone
Cell
Email

Fax

Vehicle
Reg/VIN
Plate #
Owner

Jurisdiction

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:

January 12, 2018 - the following complaint was received at the Passenger Transportation Branch for investigation:

I would like to bring the PTB's attention there is an illegal operating taxi (unmarked car, not PTB plate etc) in Coquitlam. The car sits outside the s.22 in the evening. The provided photos were taken January 5th, 2018. before 6:24 pm. He is regularly seen at this location on Friday and Saturday nights, as well as sporadically on other days of the week. We have seen the vehicle operate and a number of evenings and solicits rides there directly outside the Pub. the car is a s.22. The driver is s.22. His vehicle license plate would appear to be reflective covered as a direct photo of the plate was not possible. I have also spoken to someone with knowledge of the retail establishments before writing this email to who can collaborate my information. The photo also shows the car parked in the parking space reserved for people with Disabilities, and not Disabilities decal is present. The plate number of the vehicle is s.22. I have attached two photos to support this notice. Please let me how we can assist in this matter and/or if any additional documentation is required. Thank you as always.

Sincerely,

s.15

END _____

January 12, 2018 - Acknowledgement letter was directed to the complainant (mgl)

January 12, 2018 - Cease & Desit letter directed to the operator. (mgl)

January 18, 2018 s.22 contacted the Branch and spoke with the Investigating Inspector. He indicated tha s.22 and has no intentions of operating as a tax business. He indicated that he knows what brought about the complaint. He explained that on Friday and Saturday nights he socializes with s.22 from the s.22. They meet at either the s.22 s.22 He and his friends are responsible in that he acts as the designated driver because he does not drink. No money is involved. They have been doing this for a long time. The taxi drivers at the locations mentioned assume that he is working out of these locations - but that is not



Incident Detail

File Number	2018-00015	Request Type	Record Taxi Complaint	Received Date	Jan 12, 2018
Requestor	s.15	Assigned Inspector	311: Margaret Lovell	Assigned Date	Jan 12, 2018
Location	COQUITLAM	Received via	Email	Completion Date	Jan 19, 2018
Subject	Advertising without being licensed				

the case.

s.22

January 19, 2018 - a written response was received from the alleged operator wherein the following explanation was provided:
s.22

as per File 2018-00015

Conclusion:

As a result of the complaint, a Cease and Desist letter was directed to the alleged operator, s.22 In addition to a telephone call, s.22 submitted a written statement that indicates he does not operate a business, but rather is a designated driver for his friends when they get together at s.22

Summary:

The complaint was not substantiated. No proof was submitted that s.22 is accepting compensation for driving his friends after bar closing.
The investigation is closed. (mgl)



Incident Detail

File Number	2018-00017	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 15, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Feb 13, 2018
Subject	Behaviour of the driver				

Requestor
s.15,s.22

Phone
Cell
Email s.22

Fax

Vehicle
Reg/VIN
Plate #
Owner

Jurisdiction

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 3, 2018 - Email from Consumer Protection:

Hi,

We received the following information:

Received email complaining about a cab driver that was conversing over Bluetooth in Punjab during the entire trip (approximately 20 minutes).
Replied to ask for more details to complete a taxi incident report required by PTB.

Name of consumer s.15,s.22

Address: N/A

Phone number:

Email:

Name of taxi company: Yellow Cab

Taxi number: Y191

Date of event: Not provided

Time of event: Not provided

Pick up location: Not provided

Drop off location (proposed drop off location): Not provided

Chauffers permit# s.22

Driver Name s.22

Description of issue:

"I would like to complain about this cab driver s.22

I was with s.22 in the cab but he kept talking with a lady on the phone with the speakers way too loud. I asked him to lower the volume, that could have been the sign for him to end his conversation but he kept going. The lady was laughing out loud without any consideration for clients in the cab. We had a 20 minutes plus trip and the conversation never ended. We were running late going to an event so I had to make few phone calls. So, both of us were on the phone with him talking on speakers in s.22 So annoying. At least he could have had a private conversation with a headset but....

I hope you'll remind drivers about offering clients a quiet environment."

Jackie



Incident Detail

File Number	2018-00017	Request Type	Record Taxi Complaint	Received Date	Jan 3, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 15, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Feb 13, 2018
Subject	Behaviour of the driver				

LICENSING & INFORMATION OFFICER

End...

Attached to the above email is a copy of an email Consumer Protection sent to s.22 on Dec 7, 2017 with original email from complainant including photos of TIC and chauffeurs permit:

Hi s.22

Thank you for contacting Consumer Protection BC.

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 once you are able to complete the following information. You may also want to contact the taxi company directly to voice your concerns.

What information is needed to follow up on a complaint?

You will need to identify yourself, and provide as much detail as you can on the four "W's". Please answer the questions below.

Consumer name:
Consumer Number(if provided):
Taxi company name:
Taxi number or license:
Date of incident:
Time of incident:
Location pick up:
Location drop off:
Email or mailing address:
Brief summary of incident:

Thank you for taking the time to bring this matter to our attention. Your comments will be logged and kept on file for future reference.

Kind regards,

Jackie

End... (djp)

Jan 15, 2018 - Sent acknowledgement with request for location, date and time. (djp)

Conclusion:

Jan 15, 2018 - Complaint unsubstantiated. Complaint received at Branch from Consumer Protection on Jan 3, 2018. Attached email indicates Consumer Protection emailed the complainant on Dec 7, 2017 for more information and looks like complainant did not reply or gave limited reply. Sent acknowledgement email Jan 15 with request for location, date and time. (djp)
Feb 14, 2018 - No reply from complainant. Complaint closed. (djp)



Incident Detail

File Number	2018-00018	Request Type	Record Taxi Complaint	Received Date	Jan 15, 2018
Requestor	s.15,s.22	Assigned Inspector	Naomi Rotgans	Assigned Date	Jan 15, 2018
Location	VANCOUVER	Received via	Email	Completion Date	
Subject	Driving ability				

Requestor
s.15,s.22

Phone
Cell
Email

Fax

Vehicle
Reg/VIN
Plate #
Owner

Jurisdiction

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. 15, 2018 - The Branch received the following complaint by emails, as follows:

I'd like to report an extremely dangerous driver. It was Yellow Cab Y8 (see attached photos). The incidents I witnessed occurred between 1:30 and 1:32pm on Sunday, January 14, 2018 (yesterday). The incidents I observed took place along Knight and Clark streets between 20th and 10th Avenues. The taxi driver was driving within 2 metres of cars' bumpers and erratically weaving in and out of lanes. The taxi driver was honking from time to time at different drivers. The taxi driver cut off a large cement truck, then sharply cut in front of me, with approximately half a car length of space available. I had to slam on my brakes and swerve to avoid crashing into the taxi's left rear door. I almost hit the median at 15th ave. We were all travelling just over 60km/hr.

The taxi driver continued to weave in and out of cars until 10th ave, when the driver suddenly turned right on to 10th without signalling. Attached is a photo at that point, and just before (we took the photo to prove the time and place etc). This type of erratic driving is particularly dangerous on that road given that that road is part of a designated bike route (with calmed streets).

This driver's behaviour is completely unacceptable and very dangerous.

Please let me know that this has been received and what recourse you plan to take.

Sincerely,

s.15,s.22

(2 photos provided by complainant)

(nr)

END_____



Incident Detail

File Number 2018-00018
Requestor s. 15.s.22
Location VANCOUVER
Subject Driving ability

Request Type Record Taxi Complaint
Assigned Inspector Naomi Rotgans
Received via Email

Received Date Jan 15, 2018
Assigned Date Jan 15, 2018
Completion Date

Conclusion:



Incident Detail

File Number	2018-00020	Request Type	Record Taxi Complaint	Received Date	Jan 15, 2018
Requestor	s.15,s.22	Assigned Inspector	Naomi Rotgans	Assigned Date	Jan 15, 2018
Location	PORT COQUITLAM	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
Cell
Email s.22

Vehicle
Reg/VIN
Plate #
Owner

Fax

Jurisdiction

Licensee

PT Number
License Type

Phone
Fax
Email

Driver

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

Comments:

Jan. 15, 2018 - The complaint was forwarded to the Branch by Consumer Protection BC, as follows:

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 102126

Name s.15,s.22
Address s.22
Phone Number Requested from consumer
Email s.22
Name of taxi company Belair
Taxi number Not provided
Date of event 12/26/2017
Time of event 03:11 am
Pick up location s.22 port coquitlam
Requested drop off location s.22 port coquitlam

Was with s.22 taxi cab driving excessive speeds, rear seat belt not working, taxi driver made a sudden stop in middle of a bridge and forced us out of the taxi. Left me and s.22 no available egress from roadway, we climbed a 5ft median to safety. Called RCMP for assistance, they suggested filing a complaint with taxi cab company. Cab driver's phone number was 778-837-7397. Did not report to cab company due to fear of safety.

(nr)

END _____

Conclusion:



Incident Detail

File Number	2018-00021	Request Type	Record Taxi Complaint	Received Date	Jan 15, 2018
Requestor	s.15,s.2	Assigned Inspector	Naomi Rotgans	Assigned Date	Jan 16, 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
Cell
Email

Fax

Vehicle
Reg/VIN
Plate #
Owner

Jurisdiction

Licensee

PT Number
License Type

Phone
Fax
Email

Driver

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

Comments:

Jan. 15, 2018 - The Branch received this complaint by email, as follows:

Hello,

My name is I spoke with s.22 over the phone this afternoon, and she directed me to report my issue to this email address.

Who:
-Vancouver taxi, I believe
-License plate LL0212
-Driver's name s.22

Where:
-pickup: s.22
-drop off

When:
-Sunday January 14th 3am (Saturday night)

Driver collected \$60 for a 6.4km ride.

Concerns:
-He initially would not take me because he claimed he was on a shift change.
-He only took me once he demanded \$20 from each of s.22, who did not take the taxi with me.
-He claimed he would have to pay the next driver \$30, which is why he charged extra.
-He did not use a meter. When I asked him to turn it on, he said he couldn't because of the shift change.
-He charged me an additional \$20 at the end of the ride.
-He claimed he did not take \$20 from s.22 saying he gave it back. I confirmed with s.22 that she did in fact give him \$20.
-He insisted on cash payment only, claiming he couldn't use the card machine because of the shift change.
-He did not issue a receipt.
-I do not remember seeing an identification card on the dashboard.

I was scared and unable to challenge the driver further on his suspicious actions. I feel extorted and taken advantage of for simply wanting to



Incident Detail

File Number	2018-00021	Request Type	Record Taxi Complaint	Received Date	Jan 15, 2018
Requestor	s.15,s.22	Assigned Inspector	Naomi Rotgans	Assigned Date	Jan 16, 2018
Location	VANCOUVER	Received via	Email	Completion Date	
Subject	Excessive rates charged, not per the meter, or excessive deposits				

return home. s.22

I appreciate the investigation that the Public Transportation Bureau will conduct. If you require further details, do not hesitate to contact me via email, or leave a message at s.22

Many thanks.
s.15,s.22

(nr)

END _____

Conclusion:



Incident Detail

File Number	2018-00022	Request Type	Record Taxi Complaint	Received Date	Jan 18, 2018
Requestor	s.15,s.22	Assigned Inspector	311: Margaret Lovell	Assigned Date	Jan 18, 2018
Location	RICHMOND	Received via	Fax	Completion Date	Jan 24, 2018
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:

January 18, 2018 - Consumer Protection BC directed the following complaint for our investigation:

Inquiry number: 102228

Name s.15,s.22

Address s.22

Phone Number s.22

Email s.22

Name of taxi company Richmond Taxi

Taxi number R44

Date of event 01/12/2018

Time of event 08:45 am

Pick up location YVR South Terminal Richmond

Requested drop off location s.22 Vancouver

Description of issue Driver attempted to charge me the meter rate, which was greater than the posted YVR South Terminal fixed rate because she assumed I was a visitor. When I protested she became upset that I was "making wrong comments."

Thank you,

END _____

January 18, 2018, Acknowledgement letter directed to the complainant (mgl).

January 18, 2018 - complaint directed to the General Manager of Richmond Cabs for their investigation. (mgl)

January 24, 2018 - Driver's statement, together with Manager's rebuttal was directed to the Branch. (mgl)



Incident Detail

File Number	2018-00022	Request Type	Record Taxi Complaint	Received Date	Jan 18, 2018
Requestor	s 15 s 22	Assigned Inspector	311: Margaret Lovell	Assigned Date	Jan 18, 2018
Location	RICHMOND	Received via	Fax	Completion Date	Jan 24, 2018
Subject	Payment issues				

Conclusion:

The complaint was directed to the Manager of Richmond Cabs for their investigation. The manager provided a driver's statement wherein the driver explained that she is s.22 of the South Terminal at YVR. She said that her action was not based in any ill intention - but rather a pure mistake. She sighted that the customer was a flag which did not allow her to think and the meter went on out of habit. She confirmed that the customer rightly pointed out the mistake before making the payment. It took her a few seconds to realize that he was right and she explained right away that it was a mistake. The driver paid the metered rate of \$32.50 instead of the flag rate of \$31.00. She allegedly called the driver back after he paid and left the cab and offers an apology for not charging the flat rate.

The manager confirmed in writing as well as supporting documentation that the driver s.22 when the incident occurred. Trips logged for the driver were from Richmond or YVR Main terminal. The company has a no tolerance policy with respect to YVR Flat zone rate. The driver was appropriately trained before commencing employment. She was provided with a zone map, etc.; however, did violate Richmond's flat zone rate. The manager stated that in essence, the driver did not overcharge the customer as there was hardly any difference between the metered rate and the zone rate. The driver should have been more cautious when dealing with customers. The manager indicated that in an attempt to rectify customer service, he would like to offer the customer some coupons. Also, a reminder was being sent out to the entire fleet about the enforcement of Zone rate fares at the South Terminal. To this end, the customer was directed to contact the manager if he is at all interested in receiving coupons.

Summary

The complaint was substantiated; however, there were some mitigating circumstances why the flat rate was not adhered to being that the driver s.22 It does not appear that the metered rate charged was blatant on the driver's part. There was a minor discrepancy between the metered rated and YVR Flat Zone rate. The Inspector finds that the company must be more diligent to ensure new and established drivers are well educated on how rates are regulated. The company will not be penalized at this time.

The investigation is closed. (mgl)



Incident Detail

File Number	2018-00023	Request Type	Record Taxi Complaint	Received Date	Jan 19, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 19, 2018
Location	BURNABY	Received via	Email	Completion Date	Feb 7, 2018
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Requestor	
s.15,s.22	
Phone	Fax
s.22	
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:	s.22
Driver Name:	
Birthdate:	
Class:	
Expiry Date:	
Jurisdiction	

Comments:

Jan 19, 2018 - Consumer Protection forwarded following complaint to the Branch:

Subject: Taxi Complaint, Inquiry # 102267

Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 102267

Name: s.15,s.22
Address: s.22 optional Surrey British Columbia: s.22
Phone Number: s.22
Email: s.22
Name of taxi company: Delta Sunshine Taxi
Taxi number: D46 s.22
Date of event: 12/21/2017 (complainant corrected to 12/14 djp)
Time of event: 06:10 pm
Pick up location: s.22 Surrey
Requested drop off location: Villa Grand casino Burnaby
Description of issue: When taxi driver arrived at s.22 i got in taxi, s.22
s.22

Me: Nice

Him: I forgot my cell phone, would it be ok if I stopped by and picked it up?

Me: if it's close. i guess so.

Him: drives to s.22 (i think) it was dark. On the way to s.22 he ran the meter, during this drive he asked me about s.22 i...pretty tame stuff. we arrived at s.22 and he left meter running while he ran in and got his phone. when he returned proceeded to drive towards alex fraser bridge.

Me: where are you going?

Him: this is better way.

Me: i dont see how but ok.

Him: so how s.22



Incident Detail

File Number	2018-00023	Request Type	Record Taxi Complaint	Received Date	Jan 19, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 19, 2018
Location	BURNABY	Received via	Email	Completion Date	Feb 7, 2018
Subject	Excessive rates charged, not per the meter, or excessive deposits				

Me: s.22

Him: oh you s.22

Me: i guess so

this conversation continued and he slowly got more personal and i got more uneasy, I was unfamiliar with his chosen route and he began asking me how much i liked to have sex, and began telling me that he liked to have sex 4 or 5 times a day.....I Was beyond horrified and began texting s.22
s.22 ..it was dark and raining and I have no idea where i was...this route he took ended up costing 60 something dollars (s.22
s.22 but it cost me much more, i felt unsafe and vulnerable and I am honestly not sure i could take another taxi alone.....I want something done.... please contact me for full storey or if you have any questions about this incident... I will not be letting this go and I am willing to contact the media.

Thank you,

EMMA NAISMITH | LICENSING & INFORMATION OFFICER

End... (djp)

Jan 22, 2018 - I called and talked to s.22 She said incident was actually 12/14. Confirmed driver ran the meter while he took side trip s.22
s.22 and had her wait in the car. In addition to details in complaint she said driver asked her how many times a day she liked to have sex and complained that he liked to have sex more than s.22 said she complained to Delta Sunshine, person at Delta Sunshine said management would do nothing and referred her to us. (djp)

Jan 22, 2018 - My email to Delta Sunshine:

Hello,

The following complaint was submitted to the Branch:

Name of taxi company	Delta Sunshine Taxi
Taxi number	D46 s.22
Date of event	12/14/2017
Time of event	06:10 pm
Pick up location	s.22 Surrey
Requested drop off location	Villa Grand casino Burnaby
Description of issue	When taxi driver arrived at s.22 i got in taxi, he immediately mentioned s.22

Him: s.22

Me: Nice

Him: I forgot my cell phone, would it be ok of I stopped by and picked it up?

Me: if it's close. i guess so.

Him: s.22 (i think) it was dark.

On the way to s.22 he ran the meter, during this drive he asked me about s.22 ...pretty tame stuff. we arrived at s.22 , and he left meter running while he ran in and got his phone. when he returned proceeded to drive towards alex fraser bridge.

Me: where are you going?

Him: this is better way.

Me: i dont see how but ok.

Him: s.22

Me: s.22

Him: s.22

Me: i guess so

this conversation continued and he slowly got more personal and i got more uneasy, I was unfamiliar with his chosen route and he began asking me how much i liked to have sex, and began telling me that he liked to have sex 4 or 5 times a day.....I Was beyond horrified and began texting s.22
s.22 ..it was dark and raining and I have no idea where i was...this route he took ended up costing 60 something dollars s.22
s.22 but it cost me much more, i felt unsafe and vulnerable and I am honestly not sure i could take another taxi alone.....I want something done.... please contact me for full storey or if you have any questions about this incident... I will not be letting this go and I am willing to contact the media.

We are concerned about the behaviour of this driver regarding the alleged personal side trip, route taken and sexual harassment. Please investigate these allegations and reply including a driver's statement and GPS information for the route taken during this trip and submit your reply



Incident Detail

File Number	2018-00023	Request Type	Record Taxi Complaint	Received Date	Jan 19, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 19, 2018
Location	BURNABY	Received via	Email	Completion Date	Feb 7, 2018
Subject	Excessive rates charged, not per the meter, or excessive deposits				

by Feb 2, 2018.

If you do have any questions or concerns please contact us.

Regards,

Douglas Pickering

End... (djp)

Jan 30, 2018 - Email from Don with attached driver's statement and notice of driver's suspension:

Good afternoon,

Please find a copy of our driver's response and my subsequent reply.

I reviewed the GPS Replay and concur that this driver stopped a s.22 after picking up his passenger...this coincides with s.2

Even though it was rush hour and the Patullo Bridge would have been busier than the Alex Fraser, and the route taken was very good (Hwy 91 across the Alex Fraser – over the Queensboro Bridge to SE Marine – to Boundary – to Moscrop / Smith/ Kinkaid / Gilmore to Canada Way then Dominion), ultimately it was longer in distance, not necessarily time. Given the proximity to s.22 I can see how he thought 72 Avenue to Hwy. 91 was the "logical" choice, however, not the appropriate choice.

s.22 this is evidenced in his letter. He is also "reserved" as he indicates. He does not look, or act like someone who would (could) have sex 4-5 times a day. This is in no way meant to be defensive or suggest the passenger may been exaggerating the content of her recollection of his remarks. What led up to him purportedly making these remarks has not been made clear by the complainant...his "suggestion" doesn't match the reported dialogue. It appears the complainant may also have s.22 When I asked s.22 about the passenger I asked where she sat...his response was the back seat. I then asked what she looked like?...ie s.22 he said it was dark and he did not know what she looked like. I had asked these questions before revealing the nature of the complaint and to see if his eyes or body language revealed anything...it did not.

It is unfortunate that I did not have an opportunity to address this directly with the passenger...written accounts can sometimes be subjective. It is also unfortunate that the complaint was 5 weeks after the alleged incident, which leads me to put some strength in the previous sentence.

I (we) are concerned whenever there are complaints of this nature. The Company takes them seriously and is proactive in delivering judgement for a driver's actions – proven or not.

If the passenger is accepting of our offer. I would like to refund the entire fare of s.22 . As evidenced in the attachment, s.22 has been suspended for 7 days. s.22 and this financial disciplinary measure will have great affect on his future conversation with taxi passengers.

Don Guilbault
General Manager
Delta Sunshine Taxi (1972) Ltd.
Tsawwassen Taxi Ltd.

End... (djp)

Feb 7, 2018 - I called s.22 explained outcome. She agreed to have her information sent to company for mailing of refund. (djp)

Feb 7, 2018 - My reply to Don:

Hello Don,

Thank you very much for your reply and for your efforts in addressing this situation. I appreciate your first hand observations and analysis; it is very helpful in providing context.



Incident Detail

File Number	2018-00023	Request Type	Record Taxi Complaint	Received Date	Jan 19, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 19, 2018
Location	BURNABY	Received via	Email	Completion Date	Feb 7, 2018
Subject	Excessive rates charged, not per the meter, or excessive deposits				

The complainant has agreed to have her name and address forwarded for the purpose of receiving the offered refund. Please send the refund to:
s.15,s.22

Based on your response and disciplinary action, barring any further communications, we consider this complaint closed.

Regards,

Douglas Pickering
Passenger Transportation Enforcement Officer

End... (djp)

Conclusion:

Feb 7, 2018 - Complaint substantiated. Alleged improper route and sexual harassment. Company agreed to refund fare and suspend driver for 7 days. Complaint closed. (djp)



Incident Detail

File Number	2018-00024	Request Type	Record Taxi Complaint	Received Date	Jan 19, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 19, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Feb 9, 2018
Subject	Trip refusal				

Requestor
s.15,s.22

Phone s.22
Cell
Email

Fax

Vehicle
Reg/VIN
Plate #
Owner

Jurisdiction

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:
Driver Name:	Expiry Date:
Birthdate:	Jurisdiction BC

Comments:

Jan 19, 2018 - Complaint email from Consumer Protection:

Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 102295

Name s.15.s.22
Address s.22 Vancouver BC s.22
Phone Number s.22
Email s.22
Name of taxi company Richmond Taxi
Taxi number 94
Date of event 01/13/2018
Time of event 02:15 am
Pick up location s.22 Vancouver
Requested drop off location s.22 Vancouver
Description of issue I flagged the cab, he said not far enough, then circled back and he took a fare of someone who offered flat rate of 20 \$, was a shorter drop

Thank you,

EMMA NAISMITH | LICENSING & INFORMATION OFFICER

End... (djp)

Jan 22, 2018 - Sent acknowledgement email. (djp)

Jan 22, 2018 - Sent email to Richmond:



Incident Detail

File Number	2018-00024	Request Type	Record Taxi Complaint	Received Date	Jan 19, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 19, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Feb 9, 2018
Subject	Trip refusal				

Hello,

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

Name of taxi company Richmond Taxi
Taxi number r94
Date of event 01/13/2018
Time of event 02:15 am
Pick up location s.22 Vancouver
Requested drop off location s.22 Vancouver
Description of issue I flagged the cab, he said not far enough, then circled back and he took a fare of someone who offered flat rate of 20 \$
, was a shorter drop

The Branch is concerned about the allegations of trip refusal, charging non-meter rates and picking up outside of service area (poaching). Please investigate this complaint and reply including a driver's statement by Feb 2, 2018.

If you do have any questions or concerns please contact our Branch.

Regards,

Douglas Pickering

End... (djp)

Jan 26, 2018 - Reply from Mohammed:

Hi Douglas

As per my GPS report R94 was at that area s.22 was driving the vehicle.

I attach his statement with this email. After receiving your reply, we will suspend him as per Richmond Taxi's policy. I think, Rule 27 is applicable to this incident:

27. Illegal Flagging. Drives that caught 1st time for illegal flagging outside city of Richmond will be suspended for 1 week (7 days) plus applicable fine, if caught 2nd time will be suspended for 2 weeks (14 days) plus applicable fine and if caught 3rd time driver will be terminated from Richmond Taxi Co. Driver will be suspended after 2 days after receiving the response from PTB. NO pick or choose for suspension period.

Please feel free to ask if you have any concern.

Thank you and have a nice day.

Sincerely

Mohammed Anwar Ullah
General Manager
Richmond Cabs Ltd.

End... (djp)

Feb 7, 2018 - My email to Mohammed:

Hello Mohammed,

Thank you for the reply. I agree with your proposed resolution. Please let me know the dates for the suspension and we can then consider this matter closed.

Regards,

Douglas Pickering

Incident Detail

File Number 2018-00024
Requestor s.15,s.22
Location VANCOUVER
Subject Trip refusal

Request Type Record Taxi Complaint
Assigned Inspector Douglas Pickering
Received via Email

Received Date Jan 19, 2018
Assigned Date Jan 19, 2018
Completion Date Feb 9, 2018

End... (djp)

Feb 9, 2018 - Email from Mohammed:

Hello Douglas

Here I attach the suspension letter.

Kind Regards

Mohammed Anwar Ullah

End... (djp)

Conclusion:

Feb 9, 2018 - Complaint substantiated. Alleged trip refusal, poaching, non-meter rate. Richmond Cabs provided driver's statement and suspended driver for 1 week. Complaint closed. (djp)



Incident Detail

File Number	2018-00025	Request Type	Record Taxi Complaint	Received Date	Jan 19, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 19, 2018
Location	VANCOUVER	Received via	Email	Completion Date	
Subject	Wait times (regular/accessible taxi)				

Requestor
s.15,s.22

Phone s.22
Cell
Email

Fax

Vehicle
Reg/VIN
Plate #
Owner

Jurisdiction

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, 2018 - Email from Consumer Protection:

Inquiry number: 102294

Consumer Name: s.15,s.22
Consumer contact: s.22
Taxi company: Yellow Cab
Taxi number: N/A

Date of incident: January 13th, 2018
Time of incident: 6:30 pm

Pick up location: Requested from consumer

Proposed drop off location: Requested from consumer

Issue: s.22 I passenger who called to arrange for a van cab to accommodate her scooter. She pre-booked the taxi but it did not arrive. She followed up with the dispatcher who informed her that there were no van cabs working in Vancouver. She escalated to management who she says gave poor customer service and hung up on her. She had to take public transit which is difficult in her condition and was significantly late to a function. Consumer Notes below.

s.22 with a scooter and s.22 Vancouver. I prebooked a van cab with Yellow Cab Vancouver on Saturday Jan 13 at 630pm for pick up time prior to 7pm (stated to agent that 7pm was the latest time please) and also have a s.2 but advised I would not be using it for this journey. I had an important dinner event to attend and could not be late.

By 715 no one had arrived. I called in multiple times and was advised there were zero van cabs working in Vancouver but I was first on the list when one came into the city in 30-40 minutes! I then spoke directly to dispatch, and the dispatcher forced van cab to accept at 720. When it never arrived I called in again and dispatch advised it no longer was coming and there are no van cabs at all. I asked to speak to a manager who then hung up on me and s.22 I then went to get a bus, skytrain and another bus to my destination. I arrived over an hour late for my event and it was very challenging trying to navigate the transit system s.22

Had I not called in multiple times to find out there were zero working disable capable cabs I could have been sitting for hours! This is unacceptable.

I believe it is a Taxi Bill of Rights violation to have zero handicapped or van cabs working. This is my formal complaint.

My human rights have been violated and to add insult to injury I was also spoken to rudely, was hung up on, and s.22

Last Updated By: dpickeri

Last Updated Date: Jan 24, 2018

Printed: Tuesday, April 10, 2018 - 12:17:13 pm

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Incident Detail

File Number	2018-00025	Request Type	Record Taxi Complaint	Received Date	Jan 19, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 19, 2018
Location	VANCOUVER	Received via	Email	Completion Date	
Subject	Wait times (regular/accessible taxi)				

and frustrated.

Please advise what will be done about this. I depend on cabs due to my disability and I'm worried about getting one for all of my future events and
s.22 as a result of this event.

EMMA NAISMITH | LICENSING AND INFORMATION OFFICER

End... (djp)

Jan 22, 2018 - Called s.22 , left vm message for her to call me. I want to explain regs. Confirm details. Have not sent acknowledgement email yet. (djp)

Conclusion:

Jan 22, 2018 - Called s.22 left vm message for her to call me. I want to explain regs. Confirm details. Have not sent acknowledgement email yet. (djp)



Incident Detail

File Number 2018-00026	Request Type Record Taxi Complaint	Received Date Jan 23, 2018
Requestor s.15,s.22	Assigned Inspector Douglas Pickering	Assigned Date Jan 23, 2018
Location VANCOUVER	Received via Email	Completion Date
Subject Behaviour of the driver		

Requestor
s.15,s.22

Phone s.22
Cell
Email

Fax

Vehicle
Reg/VIN
Plate #
Owner

Jurisdiction

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:

Jan 22, 2018 - Email from Consumer Protection:

Hello,

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 102314

Name s.15,s.22
Address s.22 Vancouver BC s.22
Phone Number s.22
Email s.22

Name of taxi company Black Top and Checker Cabs

Taxi number Unknown

Date of event 01/14/2018

Time of event 04:00 am

Pick up location Between s.22 Vancouver

Requested drop off location s.22 Vancouver

Description of issue Sexual harassment. I was looking for a cab early in the morning near s.22. A cab approached with its light turned off, so I did not try to hail it. The driver pulled over and said I could get in. He started driving and said he picked me up because I was pretty. He proceeded to ask if I would like to get food (I believe he expected me to be drunk and easily persuaded) and continued making comments about my appearance. I remained polite, declined, and asked to be taken s.22. Once we were in s.22, I asked to be let out. He said he would like to come sleep at my apartment, and I said no can I please pay. He said I did not have to pay full price, I tipped so I paid the full amount and quickly got out of the taxi. I do not have the taxi number, but I do have proof that I paid through s.22. I filled out an incident report on the company site. The site states they will call you within 24 hours, it has been well over 24 hours and I have not heard anything.

Thank you,

EMMA NAISMITH | LICENSING & INFORMATION OFFICER



Incident Detail

File Number	2018-00026	Request Type	Record Taxi Complaint	Received Date	Jan 23, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 23, 2018
Location	VANCOUVER	Received via	Email	Completion Date	
Subject	Behaviour of the driver				

End... (djp)

Jan 23, 2018 - I called s.22. She confirmed pick up location as s.22 time around 4:00 am. Said she had recently talked to manager at Black Top, he took her s.22, said he could id driver from that and would get back to her. I asked s.22 to let us know if she hears back and we would pursue this with the company. (djp)

Jan 23, 2018 - Sent acknowledgement email with request for s.22 to let us know if company gives her further feedback. (djp)

Jan 23, 2018 - My email to Black Top:

Hello,

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

Name of taxi companyBlack Top and Checker Cabs
Taxi numberUnknown
Date of event01/14/2018
Time of event04:00 am
Pick up location s.22

Requested drop off location

Description of issue s.22 Vancouver
Sexual harassment. I was looking for a cab early in the morning near s.22. A cab approached with its light turned off, so I did not try to hail it. The driver pulled over and said I could get in. He started driving and said he picked me up because I was pretty. He proceeded to ask if I would like to get food (I believe he expected me to be drunk and easily persuaded) and continued making comments about my appearance. I remained polite, declined, and asked to be s.22. Once we were in s.22, I asked to be let out. He said he would like to come sleep at my apartment, and I said no can I please pay. He said I did not have to pay full price, I tipped so I paid the full amount and quickly got out of the taxi. I do not have the taxi number, but I do have proof that I paid through s.22.
s.22. I filled out an incident report on the company site. The site states they will call you within 24 hours, it has been well over 24 hours and I have not heard anything.

Complainant has subsequently reported to the Branch that they have been in contact with a manager at Black Top who indicated that the company would be able to identify the driver based on the s.22 information provided by the complainant. This kind of behavior by the driver, sexual harassment and offering non-meter rates, represents a potential violation of the Taxi Bill of Rights and the Passenger Transportation Act and Regulations. Please investigate this incident and reply including a driver's statement by Feb 5, 2018.

If you do have any questions or concerns please contact us.

Regards,

Douglas Pickering

End... (djp)

Jan 29, 2018 - Email from Saurabh:

Officer Pickering,

We have tried to interview the following driver:

Name: s.22
Driver's Licence Number: s.22
Car number: 367
Registration Number: 12348143

Unfortunately, the driver has left for s.22 and will be back in s.22 due to which we have been unable to question him. He will be under suspension till then and has to provide us a statement before driving again.



Incident Detail

File Number 2018-00026
Requestor s. 15,s.22
Location VANCOUVER
Subject Behaviour of the driver

Request Type Record Taxi Complaint
Assigned Inspector Douglas Pickering
Received via Email

Received Date Jan 23, 2018
Assigned Date Jan 23, 2018
Completion Date

Thank you,

s.15,s.22

End... (djp)

Feb 8, 2018 - My reply to s.22

Hello s.22

Thank you for the update. We will wait for your further response.

Regards,

Douglas Pickering

End... (djp)

Conclusion:

Jan 29, 2018 -s.22 provided driver info, reported driver is s.22

I advised him to update us then. (djp)



Incident Detail

File Number	2018-00028	Request Type	Record Taxi Complaint	Received Date	Jan 23, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 23, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Jan 24, 2018
Subject	Wait times (regular/accessible taxi)				

Requestor
s.15,s.22

Phone
Cell
Email s.22

Vehicle

Reg/VIN
Plate #

Owner

Fax

Jurisdiction

Licensee

PT Number
License Type

Phone
Fax
Email

Driver

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

Comments:

Jan 23, 2018 - Received email from Consumer Protection:

To whom it may concern,

Inquiry #:102366

Consumer name s.15,s.22

Company name: not applicable

Taxi number or license: not applicable

Date of incident: January 8 – 14th 2017

Time of incident: not provided

Location pick up: Thunderbird arena, UBC

Location drop off: not applicable

Email or mailing address: s.22

Brief summary of incident:

s.22 states that taxi companies were not accepting requests from spectators at the Canadian National Figure Skating Championships held at UBC between July 8th and 14th. She states that the dispatchers were telling spectators that all of the cabs in the city were being sent to the stadium.

s.2 states that on the 12th only 5 cabs came within the span of an hour and a half. s.2 states that hundreds were left stranded in the pouring rain during this time. See the consumers full explanation below.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER

As a recent spectator at the Canadian National Figure Skating Championships held at UBC from January 8 – 14th, I would like to register a serious complaint.

Many of the spectators at the Thunderbird Stadium on Friday January 12 and Saturday the 13th were left stranded at the end of the competition as cabs would not come as far as UBC to pick up passengers. The dispatchers would not accept calls as they said "all" of the cabs in the city were being sent to the stadium. In one and half hours on the 12th, in the pouring rain, hundreds of people were left stranded as only 5 cabs were seen picking up passengers. A good percentage of the spectators were from Ontario and Quebec with accommodations downtown. Even those who had booked ahead, were not able to get picked up even after repeated calls. Friday's experience stimulated riders to pressure their hotels and driver to inform the companies that many cabs were needed at the stadium at 20:00 on Saturday without any noticeable improvement.



Incident Detail

File Number	2018-00028	Request Type	Record Taxi Complaint	Received Date	Jan 23, 2018
Requestor	s. 15, s. 22	Assigned Inspector	Douglas Pickering	Assigned Date	Jan 23, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Jan 24, 2018
Subject	Wait times (regular/accessible taxi)				

Public transportation is a limited option to people with mobility issues and senior citizens who do not know the city and are accustomed to reliable taxi service.

Definitely a black mark on the city and worth serious consideration for any future events that attract national and international attendance.

For everyone who submits their concerns an apology should be extended.

Regards,
s. 15, s. 22

End... (djp)

Jan 24, 2018 - Sent acknowledgement email:

File No: 2018-00028

January 24, 2018

s. 15, s. 22

Dear s. 22

Re: Complaint about taxi service at Thunderbird Stadium on Jan 8-14, 2018

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 are sorry to hear that you and others have had such difficulties in attempting to access commercial passenger service.

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
Passenger Transportation Enforcement Officer

End... (djp)

Conclusion:

Jan 24, 2018 - Complaint unsubstantiated. Complaint about wait times for taxis at event at Thunderbird Stadium. No violation of PTA&R. Complaint closed. (djp)



Incident Detail

File Number	2018-00029	Request Type	Record Taxi Complaint	Received Date	Jan 26, 2018
Requestor	s.15,s.22	Assigned Inspector	311: Margaret Lovell	Assigned Date	Jan 26, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Jan 26, 2018
Subject	Driving ability				

Requestor
s.15,s.22

Phone
Cell
Email s.22

Fax

Vehicle
Reg/VIN
Plate #
Owner

Jurisdiction

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:

January 26, 2018 - the following complaint was received at the Passenger Transportation Branch:

I was in a taxi Y189 this morning. The incident occurred at about 10:15am. The driver was accelerating aggressively. At the intersection of Bute and Hastings (seen at this link <https://www.google.ca/maps/@49.2886822,-123.1230503,3a,75y,44.49h,81.78t/data=!3m6!1e1!3m4!1swTtvN7RcUAVjVuZgOhfsbg!2e0!7i13312!8i6656?hl=en>) the driver had a car in front him that was paused before turning right. As you can see in the image, Bute is a single lane road. Rather than waiting for the car ahead to turn, the taxi swerved into the oncoming traffic lane and went through the intersection. I told the driver this violated road rules and was unsafe and he continued to insist that there is nothing wrong with pulling into an oncoming traffic lane to pass a car on a one lane road. I felt in danger when he pulled into an oncoming traffic lane and he could have also easily hit a pedestrian in that situation the way he was driving.

END _____

January 26, 2018 - Acknowledgement letter was directed to the complainant (mgl).

January 26, 2018 - complaint was forwarded to Carolyn Bauer, General Manager for Yellow Cab with a view that she would review with the driver, as the allegation does not violate Passenger Transportation Act and Regulations or licensee's Conditions of Licence. (mgl)

Conclusion:

The complaint was acknowledged and directed to Carolyn Bauer, General Manager for Yellow Cab. Carolyn was asked to access the link provide and discuss with her driver, as it pertains to driver behaviour and road safety.

A response is not required from Carolyn, as the complaint does not violate Passenger Transportation Act and Regulations or the terms of the licensee's Conditions of Licence. The complainant was also advised of this determination.

No further action is required by the Branch and, as such, the investigation is closed. (mgl)



Incident Detail

File Number	2018-00031	Request Type	Record Taxi Complaint	Received Date	Jan 29, 2018
Requestor	s.15,s.22	Assigned Inspector	311: Margaret Lovell	Assigned Date	Feb 6, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Feb 16, 2018
Subject	Driving ability				

Requestor
s.15,s.22

Phone none provided
Cell
Email none provided

Fax

Vehicle

Reg/VIN

Plate #

Owner

Jurisdiction

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:

January 29, 2017 - the following complaint was directed to the Passenger Transportation Branch

Consumer Protection BC has received the following taxi complaint.

Inquiry number: 102497

Consumer Name: s.15,s.22

Consumer contact: None provided, complaint submitted via online form

Taxi company: Yellow Cab

Taxi number Y349

Date of event 01/24/2018

Time of event 11:13 pm

Pick up location

Requested drop off location

Description of issue At the corner of s.22

I was crossing the street with my dog and the taxi nearly ran my dog over as I

looked at him and said " what the hell" ? He gave me the middle finger.

Thank you.

END

February 6, 2-18 - Acknowledgement letter was generated but was not delivered, as no email or delivery address was provided by Consumer Protection BC (mgl)

February 6, 2018 - complaint was directed to Carolyn Bauer, Manager of Yellow Cab for her information as the complaint does not violate Passenger Transportation Act or Regulations and Conditions of Licence. (mgl)

February 9, 2018 - although not required, Carolyn Bauer responded as follows:



Incident Detail

File Number	2018-00031	Request Type	Record Taxi Complaint	Received Date	Jan 29, 2018
Requestor	s.15.s.22	Assigned Inspector	311: Margaret Lovell	Assigned Date	Feb 6, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Feb 16, 2018
Subject	Driving ability				

Good morning s.22 , we did bring the driver in question to the office and reminded him of road safety and the image of Yellow Cab. This complaint has been documented on his profile for future reference.

Kind regards

Conclusion:

The complaint was directed to Carolyn Bauer - as it does not violate PT Act and Regulations or terms of Conditions of Licence. The complaint is about driver behaviour. A response is not required from the General Manager; however, the general manager advised that the driver was brought in for questioning. He was reminded of road safety, and the image of Yellow Cab. She alleges that the complaint has been documented on his profile for future reference.

The complaint was not substantiated because it does not violate Passenger Transportation Act or Regulation and Conditions of Licence. No response is required from the manager.

The investigation is closed. (mgl)



Incident Detail

File Number	2018-00033	Request Type	Record Taxi Complaint	Received Date	Jan 29, 2018
Requestor	s.15,s.22	Assigned Inspector	311: Margaret Lovell	Assigned Date	Feb 6, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Feb 9, 2018
Subject	Trip refusal				

Requestor
s.15,s.22

Phone s.22
Cell
Email

Fax

Vehicle

Reg/VIN s.15
Plate # 812623

Jurisdiction BC

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: 1

Driver Name:

Expiry Date: s.22

Birthdate:

Jurisdiction BC

Comments:

January 29, 2018 - Consumer Protection BC directed the following complaint to the Passenger Transportation Branch:

Inquiry number: 102524

Consumer Name: s.15,s.22

Consumer contact: s.22

Taxi company: Black Top Cab

Taxi number: Consumer could not provide. License s.22

Date of incident: Friday, January 26th, 2018

Time of incident: 4 pm

Pick up location: s.22 Vancouver

Proposed drop off location: Burnaby

Issue: The taxi arrived and when he asked to be taken to Burnaby, the taxi driver declined saying he could not travel to Burnaby at that time.

Thank you,

END _____

February 6, 2018 - Acknowledgement letter directed (mgl)

February 6, 2018 - complaint directed to the general manager of Black Top Cabs for their investigation and rebuttal (mgl)

February 7, 2018 - the General Manager of Black Top provided the following information:



Incident Detail

File Number	2018-00033	Request Type	Record Taxi Complaint	Received Date	Jan 29, 2018
Requestor	s.15,s.22	Assigned Inspector	311: Margaret Lovell	Assigned Date	Feb 6, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Feb 9, 2018
Subject	Trip refusal				

We have interviewed the following driver:

Name: s.22
Driver's Licence number: s.22
Car Number: 344
Registration Number: 12242397

The driver has accepted that he was at fault because he wanted to make sure that he could come back on time as his shift was about to end at 1700 hours. He has been working with Black Top & Checker Cabs s.22 and this is the first time we have received a complaint for him.

Nevertheless, we have suspended him for 5 days beginning February 8, 2018. I have attached a copy of the driver's statement and the suspension letter along with this email.

Please advise us if you need any other information from us.

Thank you,

Saurabh Bahl

February 7, 2018 - Proof of the suspension letter issued to driver s.22 was provided to the Investigating Inspector. The letter indicated that the driver was suspended for 5 days, commencing February 8, 2018. (mgl)

Conclusion:

The complaint was directed to the Manager of Black Top for their investigation. The manager advised that the driver is s.22 who is the driver on Unit 344. The driver confirmed that he refused the trips because of shift change. The manger issued a 5 day suspension based on their shift change policies because the driver is required to stay with the customer until another vehicle is dispatched to complete the trip. In this case, the driver disobeyed their shift change policy.

Summary

The complaint was substantiated. However, the licensee took action based on their in-house policy in suspending the driver for 5-days.

The investigation is closed. (mgl).



Incident Detail

File Number	2018-00036	Request Type	Record Taxi Complaint	Received Date	Feb 5, 2018
Requestor	s.15,s.22	Assigned Inspector	Naomi Rotgans	Assigned Date	Feb 8, 2018
Location	BURNABY	Received via	Email	Completion Date	
Subject	Passenger property issues				

Requestor

s.15,s.22

Phone

Cell s.22

Email

Fax

Vehicle

Reg/VIN

Plate #

Owner

Jurisdiction

Licensee

PT Number

License Type

Phone

Fax

Email

Driver

License Num:

Class:

Driver Name:

Expiry Date:

Birthdate:

Jurisdiction

Comments:

Feb. 5, 2018 - The Branch received the following complaint forwarded by Consumer Protection BC, As follows,

Inquiry #: 102711

Complainant Info

Name: s.15,s.22

Mailing address:

Email:

Phone:

Taxi Info

Taxi Company: Bonnie's Taxi

Driver's Name: Complainant does not know.

Taxi Number or License: Complainant does not know.

Incident

Date of incident: February 3, 2018

Time of incident: Cannot remember time. Could be between 3-5:00 a.m.

Location Pick Up: s.22 Burnaby BC

Location Drop Off: Not applicable. See comments.

Summary of Incident:

**** Please Note: Complainant is concerned for his safety. He would like the someone from the Passenger Transportation Branch to contact him first before calling cab company.

Called a cab to pick him up at this s.22 Driver asked him where he was going, and complainant said to a 7/11 up the street and would directions to location. Complainant states that driver seem to get angry and they somehow got into an argument. Complainant called cab company while still in cab and asked company to send him another driver. Driver then exited the cab, opened passenger door, and told complainant to get out of cab.

After complainant exited car, driver got into his personal space. Complainant asked driver to just leave. Driver did not leave, and complainant states that he and driver got into a physical confrontation. Complainant stated that he pushed driver first. Complainant called police after the fight. Police said they cannot press charges on driver.



Incident Detail

File Number	2018-00036	Request Type	Record Taxi Complaint	Received Date	Feb 5, 2018
Requestor	s.15,s.22	Assigned Inspector	Naomi Rotgans	Assigned Date	Feb 8, 2018
Location	BURNABY	Received via	Email	Completion Date	
Subject	Passenger property issues				

Complainant said that he dropped s.22 in the cab. He called the cab company and they stated that s.22 was not in the cab.

(nr)

END_____

Feb. 6, 2018 - Called the complainant and left a voicemail. Later on the complainant called the investigating officer back but said he couldn't talk as he was still at work and asked if he could call on his lunch at 12 noon on Wednesday Feb. 7, 2018. He did indicate he was concerned about his s.22. The investigating officer said well it should be reported to the police but when you have more time we can discuss further to see if there is anything the Branch can do. (nr)

END_____

Feb. 7, 2018 - The complainant has not called back to date.

Officer Rotgans called Emon, General Manager of Bonny's Taxi. The complainant indicated he had contacted the taxi company looking for his s.22

Emon was able to provide some more information regarding this incident. He indicated the passenger appeared to be very drunk

END_____

Conclusion:



Incident Detail

File Number	2018-00038	Request Type	Record Taxi Complaint	Received Date	Jan 28, 2018
Requestor	s.22	Assigned Inspector	311: Margaret Lovell	Assigned Date	Feb 8, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Feb 8, 2018
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

License Type

Phone

Fax

Email

Driver

License Num:

Class:

Driver Name:

Expiry Date:

Birthdate:

Jurisdiction

Comments:

January 28, 2018 - the following complaint was filed with the Passenger Transportation Board.

Vancouver and its insufficient wheelchair cab services are not anywhere near good enough!

For a city that prides itself on its level of inclusiveness on public transit, government buildings, restaurants, museums, theatres, sports venues the provision of on-demand passenger transportation options is in stark contrast to the modern level of what is acceptable.

What are some of the solutions for this problem? In conversations I've had with drivers it's just that there's nothing that makes it worthwhile for the extra work involved with anchoring chairs down.

They've told me that if there was a premium of some sort then more drivers would jump at the chance to drive the adapted vehicles.

Is there any governing body that could possibly subsidize such a plan? It's a terrible situation as it stands.

We must do more to address the issue.

Thanks for your time and consideration,

s.15,s.22

END_____

January 30, 2018 - Jan Broocke, director of the Passenger Transportation Board responded directly to the complainant with a copy to the Passenger Transportation Branch, as follows:

Hello s.15,s.22

Thank you for your e-mails of January 15 and 28, 2018. I apologize for the delay in response.



Incident Detail

File Number	2018-00038	Request Type	Record Taxi Complaint	Received Date	Jan 28, 2018
Requestor	s.22	Assigned Inspector	311: Margaret Lovell	Assigned Date	Feb 8, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Feb 8, 2018
Subject	Wait times (regular/accessible taxi)				

I am sorry to hear that you are dissatisfied with wheelchair accessible services in the City of Vancouver. The PT Board has approved the operation of 159 wheelchair accessible taxis in the Vancouver taxi fleets. This is approximately 18% of the total fleet. I understand that not all of the 26 wheelchair accessible vehicles approved in April 2017 are on the road yet. The companies have encountered challenges in acquiring suitable vans and getting them converted to accessible taxis. We expect all 26 wheelchair accessible taxis to be on the road by April 2018.

The Board makes decisions on taxi service, including the number of accessible taxis, according to its mandate of: public need; applicant fitness; and whether approval of the application would promote sound economic conditions in the transportation industry.

The PT Board also requires companies to provide priority dispatch service to passengers requiring wheelchair accessible service. Each passenger transportation licence for Vancouver taxi companies has the following terms and conditions:

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.

The Passenger Transportation Branch, copied on this e-mail, investigates complaints related to terms and conditions of licence.

Taxi companies may voluntarily convert sedans or vans to wheelchair accessible taxis. As well, local governments may enact by-laws related to the number or percentage of wheelchair accessible taxis that must be operated within a city.

In September 2017, the PT Board published a report: Wheelchair Accessible Transportation by Taxi and Inter-city Bus in British Columbia: Update 2017. Included in this report were the following suggestions for improving wheelchair accessible service:

- Companies operating in a common area, should coordinate a centralized system, by phone and app, for distributing and dispatching wheelchair accessible taxis
- The PT Board should revise application requirements for additional taxis to obtain more details on applicants' distribution of taxis, including wheelchair accessible taxis, by zones
- App developers (and taxi companies working with app developers) should include persons with disabilities in the design, development and testing of apps used by taxi operators.
- Taxi associations and appropriate stakeholders should initiate a collaborative forum to develop a provincial driver training framework

As you note, encouraging drivers to drive accessible vehicles may be a challenge for some companies. I am not aware of any public subsidies for taxi drivers.

As you may know, on October 2016, Government announced that it had hired an expert to consult with and help prepare the taxi industry for a made-in-B.C. solution to ride-sharing that will allow people to get around more easily. As well, on November 28, 2017, the Legislative Assembly authorized the Select Standing Committee on Crown Corporations to examine, inquire into and make recommendations on ridesharing in British Columbia. More information is available at: <https://www.leg.bc.ca/parliamentary-business/committees/41stparliament-2ndsession-cc/>.

In her comments to the Standing Committee, Catharine Read, PT Board Chair discussed the importance of accessible services and stressed that the introduction of ride-hailing should not result in decreases in wheelchair accessible transportation options.

Thank you for taking the time to write and let us know of your concerns.

Regards,

Jan Broocke

Conclusion:

The complaint was sourced directly by the Passenger Transportation Board. No action is required by the Branch. As such, the complaint is closed. (mgl)



Incident Detail

File Number	2018-00039	Request Type	Record Taxi Complaint	Received Date	Feb 2, 2018
Requestor	s.15,s.22	Assigned Inspector	311: Margaret Lovell	Assigned Date	Feb 8, 2018
Location	VANCOUVER	Received via	Email	Completion Date	
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

Requestor
s.15,s.22

Phone s.22
Cell
Email

Fax

Vehicle
Reg/VIN
Plate #
Owner

Jurisdiction

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:

February 2, 2018 - the following complaint was received at the Branch through Consumer Protection BC.:

Inquiry number: 102655

Consumer name: s.15,s.22

Consumer Contact: s.22

Taxi company name: Yellow Cab

Taxi number or license: Y49

Date of incident: January 31, 2018

Time of incident: 3:39 pm

Location pick up: s.22 Vancouver

Location drop off (requested s.22 Vancouver

Brief summary of incident: Consumer requested pickup via the Yellow Cab App. He had several suitcases but was travelling alone. The driver arrived and began to load the luggage but then declined the trip and unloaded the suitcases claiming that it would not fit. He was told to request a van. The driver then allegedly offered to continue with the trip if the passenger agreed to pay an additional \$15 charge. He alleges that the driver was rude and inconsiderate during this exchange. He later ordered a different taxi, a standard car, where all of the luggage fit. There was later a \$4 charge from Yellow Cab on his card stemming from the app.

(PLEASE NOTE THE ACTUAL COMPLAINT INFORMATION AS SUBMITTED ON CONSUMER PROTECTION COMPLAINT FORM IS AS FOLLOWS):

Name s.15,s.22

Address

Phone Number s.22

Email Nick s.22

Name of taxi company Yellow Cab Company Ltd.

Taxi number Y49

Date of event 01/31/2018

Time of event 03:39 pm

Pick up location s.22 Vancouver

Requested drop off location Vancouver



Incident Detail

File Number	2018-00039	Request Type	Record Taxi Complaint	Received Date	Feb 2, 2018
Requestor	s.15,s.22	Assigned Inspector	311: Margaret Lovell	Assigned Date	Feb 8, 2018
Location	VANCOUVER	Received via	Email	Completion Date	
Subject	Charging passenger "extras" (e.g. extra luggage and wait time)				

Description of issue:

I ordered a taxi thru their app. I was the only passenger. I had several suitcases and thus specifically ordered a Prius V. It was raining on that day. The driver came without much intention to help. He very unwillingly moved some of my suitcases into his trunk. After putting 2 suitcases in, he said "no, I can't take you." Without me asking, he said "you have too much stuff" "you're wasting my time." "you need to order a van." And then, again, without me asking, added "I could take you for 15 extra dollars." It was very inhumane to take some of the suitcases onto the car and then unload them without even asking, on a rainy day. If you want, just don't load anything. Why load half of them and then unload all of them? And here's the real deal, I don't have that much stuff, like at all. When I ordered another taxi from another company, (the exact same type of car mind you) I filled the trunk and had one regular box on the rear seat. That's how much stuff I have. So he refused service, and was very rude and mean and inhumane, with no intention to help whatsoever. And then, after unloading my stuff, he secretly offered to illegally charge me 15 dollars more, when he isn't qualified to charge me that kind of fee. I attempted to complaint to Yellow Cab Vancouver and this is what I got: "at the end of the month, we get a lot of renters, we can't force drivers (to take you) unless it's a van." One, I didn't need a van. Two, I don't have that much stuff. Three, that doesn't explain anything that happened. And to add to that, I was sent a 4 dollar receipt by YellowCab. I honestly don't know what that's for. The driver's name as it shows on my app is s.22 And I'm attaching that receipt I was sent thru email.

End_____

February 8, 2018 - contact was made with s.15,s.22 who confirmed that he called Black Top who dispatched the same type of vehicle and the driver was able to load his entire baggage into the trunk of the vehicle with the exception of a box which was placed on the back seat of the vehicle. Yellow Cab's driver refused to proceed with the trip if the passenger did not comply with the requested \$15. The complainant did not comply and his baggage was removed from the vehicle in the rain. The complaint wants to know why another licensed carrier conducted the same trip with the same baggage without charging extra for the baggage. He also confirmed that he does not know why \$4 was charged to his card. (mgl)

February 8, 2018 - an Acknowledgement letter was directed to s.15,s.22 (mgl)

February 8, 2018 - the complaint was directed to Carolyn for her investigation and rebuttal on for before February 16, 2018.

Conclusion:

STATUS - The complaint was directed to Carolyn for her investigation and response by February 16, 2018. (mgl)



Incident Detail

File Number	2018-00040	Request Type	Record Taxi Complaint	Received Date	Feb 8, 2018
Requestor	s.15,s.22	Assigned Inspector	Naomi Rotgans	Assigned Date	Feb 8, 2018
Location	VANCOUVER	Received via	Phone	Completion Date	
Subject	Wait times (regular/accessible taxi)				

Requestor
s.15,s.22

Phone
Cell
Email

Fax

Vehicle
Reg/VIN
Plate #
Owner

Jurisdiction

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. 8, 2018 - The complainant, s.15,s.22, called to file a complaint. She is not able to submit a complaint through email as she does not have an email address and has a 22 and send in a written complaint letter. Enforcement Officer Rotgans agreed to take the complaint details over the phone, as follows:

Date: Wednesday Feb. 7, 2018

Company: Black Top

Pick-up Location: 3535 West 41st (Save-On Foods at 41st and Dunbar)

Called BT at 5:32pm for a taxi under the name S.22

The complainant was told the taxi would be about 10 minutes.

5:49 - called to see where the taxi was. She was told the taxi would be 10 minutes

6:04 - called to see where the taxi was. She was told she is next in line and it would be 10 minutes. She was also told that they would talk to dispatch. She wasn't sure what number/who she was speaking to then.

6:18 - Called Yellow cab as she needed to get home for an appointment at 6:30

6:47 - A Yellow taxi arrived
s.22 after 7:00pm

When the Yellow taxi arrive she called and cancelled her taxi trip with Black Top.

s.22 was frustrated that she kept being told "10 minutes" and "You're next in line" when it had been 1.5 hours and still no Black Top taxi arrived to pick her up.

The complainant would like to know why there was such a long wait time and why such poor customer service. It was disturbing that she was being told she was next in line and obviously was not. Was her tip being declined by drivers?

The complainant also noted that she finds this area of s.22 a dead zone for taxis. It is usually a long wait time and this was particularly excessive.

(nr)



Incident Detail

File Number 2018-00040
Requestor S.15,s.22
Location VANCOUVER
Subject Wait times (regular/accessible taxi)

Request Type Record Taxi Complaint
Assigned Inspector Naomi Rotgans
Received via Phone

Received Date Feb 8, 2018
Assigned Date Feb 8, 2018
Completion Date

END_____

Conclusion:



Incident Detail

File Number	2018-00042	Request Type	Record Taxi Complaint	Received Date	Feb 9, 2018
Requestor	s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Feb 9, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Feb 15, 2018
Subject	Operating outside the licensee's area of service (poaching)				

Requestor
s.15,s.22

Phone nil.
Cell
Email s.22

Fax

Vehicle
Reg/VIN
Plate #
Owner

Jurisdiction

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:

Feb 8, 2018 - Email from s.2 received at the Branch:

Hello there,
I would like to request passenger & transportation board to have more inspections in downtown Vancouver
I am a taxi operator in City of Vancouver. We pay high amount of bills to operate in City of Vancouver (around \$3500 per month) While many of other cab companies who pay way less money then us picks up passengers illegally from downtown core. Cab companies like bonny cab , north shore cab and most of cab companies who have airport plates picks up illegally in downtown.
On weekends or even on a slower day, Monday , Tuesdays these companies do not feel shy to do this.
We have families to raise and these cab companies are killing our business.
Only PTB can stop this nonsense and Cab companies are aware of this very well.
I would like to humbly request PTB to start checking at least once in two weeks or so for these illegal cab companies.
Other then that , illegal ride share companies are also present.
But atleast you can make these cab companies make to work legally
How can we compete with a cab who pays HALF the amount of monthly bills while we struggle to meet the ends.
This is our job and we work hard for it but we need security in our job if PTB can help us.
Once again, I would like to request you to please have more regular inspections of these illegal pickings by non Vancouver cab companies. Around 4000 people like me rely on you for our job security.

Regards,
s.22

End... (djp)

Feb 9, 2018 - Sent acknowledgement email:

File No: 2018-00042

February 9, 2018

s.22



Incident Detail

File Number	2018-00042	Request Type	Record Taxi Complaint	Received Date	Feb 9, 2018
Requestor	S.22	Assigned Inspector	Douglas Pickering	Assigned Date	Feb 9, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Feb 15, 2018
Subject	Operating outside the licensee's area of service (poaching)				

Dear S.22

Re: Complaint about taxis picking up illegally in downtown Vancouver

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

Our enforcement efforts are shaped by feedback just like the kind you have provided. When planning future enforcement actions we consider all relevant evidence including public submissions and complaints. Your submission will be reviewed as part of that process. If you do have any further information including details of specific incidents (including time, date, location and vehicle identifier) please forward this information to the Branch.

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.

Regards,

Douglas Pickering
Passenger Transportation Enforcement Officer

End... (djp)

Feb 11, 2018 - Email from S.22 with attached photos of a bunch of taxis:

Hello sir,
These are the cabs spotted on Friday and Saturday in downtown Vancouver picking passengers illegally
Please take the action
Thanks
S.22

End... (djp)

Feb 15, 2018 - My email to S.22

Hello S.22

Thank you for the reply and the photos but to properly investigate a complaint of this nature per my previous email we need a description of the specific incident including date, time (meaning time of day), location (such as a street address or intersection) and a vehicle identifier. If you can supply that kind of specific information including a description of what you observed for any of the vehicles depicted in the photos you sent we would be happy to pursue the matter.

Regards,

Douglas Pickering
Passenger Transportation Enforcement Officer

End... (djp)

Feb 15, 2018 - Email from S.22

Hello sir,
May be sending your enforcement officers on regular weekly basis in downtown core will be highly effective and purposeful .
Thanks
S.22



Incident Detail

File Number	2018-00042	Request Type	Record Taxi Complaint	Received Date	Feb 9, 2018
Requestor	s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Feb 9, 2018
Location	VANCOUVER	Received via	Email	Completion Date	Feb 15, 2018
Subject	Operating outside the licensee's area of service (poaching)				

End... (djp)

Conclusion:

Feb 9, 2018 - Complaint unsubstantiated. Complainant alleged poaching in downtown Vancouver by several taxi companies. No specific details provided. Complaint to be reviewed as part of process of planning future enforcement actions. (djp)
I requested more detaield info from s.2 He sent some photos but no specific details. I asked him again for date, time, location, description of incident. s. did not supply. Complaint closed.



Incident Detail

File Number	2018-00044	Request Type	Record Taxi Complaint	Received Date	Feb 9, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Feb 9, 2018
Location	VANCOUVER INTERNATIONAL	Received via	Email	Completion Date	
Subject	Trip refusal				

Requestor

s.15,s.22

Phone

Cell

Email s.22

Fax

Vehicle

Reg/VIN

Plate

Owner

Jurisdiction

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:

Feb 9, 2018 - Email from s.22

To whom it may concern,
Please be advised that Green cab taxi T34 refused my ride from the Vancouver International airport to Coquitlam. I tried catching the cab at 9:30pm and he advised that he needed to pick s.22 in Vancouver at 10pm and was only taking fares going downtown. If this taxi did indeed complete his shift at 10pm then I can empathize with the request, but if his reasons were not legitimate and he simply chose not to take my fare because of the location, I am putting it on your radar to validate. I am presently s.22 so having to change taxis after entering a vehicle is not ideal.

Thank you for your time.

Kind Regards,

s.15,s.22

End... (djp)

Feb 9, 2018 - Sent acknowledgement email asking to confirm date of incident. (djp)

Feb 11, 2018 - Reply from s.22

Hi there,

Incident took place Feb 8th at approximately 9:30pm.

Let me know if any additional information is required!

Thanks

s.15.s.22

End... (djp)

Feb 14, 2018 - Sent email to Don asking for reply by Feb 23. (djp)



Incident Detail

File Number	2018-00044	Request Type	Record Taxi Complaint	Received Date	Feb 9, 2018
Requestor	s.15,s.22	Assigned Inspector	Douglas Pickering	Assigned Date	Feb 9, 2018
Location	VANCOUVER INTERNATIONAL	Received via	Email	Completion Date	
Subject	Trip refusal				

Conclusion:

Feb 14, 2018 - Sent email to Don asking for reply by Feb 23. (djp)

ApplicationNumber	LicenseeName	PtNumber	LicenceType	CreateDate	CompletedDate	StatusCode	ReasonCode	WorkItemType	WorkItemStepType	AssignedTo
17/18	QUEEN CITY TAXI LTD.	NA	NA	2/20/2018 4:17:24 PM	2/21/2018 4:08:03 PM	Complete	In Progress	Complaint Handling	Complaint Handling	Rotgans, Naomi
483/18	DELTA SUNSHINE TAXI (1972) LTD.	NA	NA	2/21/2018 3:32:56 PM	4/5/2018 10:42:16 AM	Complete	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
499/18	QUEEN CITY TAXI LTD.	NA	NA	2/22/2018 10:20:21 AM	3/1/2018 9:43:42 AM	Complete	In Progress	Complaint Handling	Complaint Handling	Rotgans, Naomi
502/18	BLACK TOP CABS LTD.	NA	NA	2/22/2018 11:04:51 AM	4/17/2018 2:19:37 PM	Complete	In Progress	Complaint Handling	Complaint Handling	Lovell, Margaret
529/18	BONNY'S TAXI LTD.	NA	NA	2/23/2018 11:08:32 AM	4/25/2018 9:47:57 AM	Complete	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
530/18	COQUITLAM TAXI (1977) LTD.	NA	NA	2/23/2018 11:37:07 AM	2/23/2018 12:42:33 PM	Complete	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
539/18	NORTH SHORE TAXI (1966) LTD.	NA	NA	2/23/2018 2:40:34 PM	4/16/2018 3:48:35 PM	Complete	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
563/18	DELTA SUNSHINE TAXI (1972) LTD.	NA	NA	2/26/2018 3:02:38 PM	4/25/2018 10:04:31 AM	Complete	In Progress	Complaint Handling	Complaint Handling	Lovell, Margaret
580/18	YELLOW CAB COMPANY LTD.	NA	NA	2/27/2018 4:08:55 PM		Processing	In Progress	Complaint Handling	Complaint Handling	Rotgans, Naomi
593/18	YELLOW CAB COMPANY LTD.	NA	NA	2/28/2018 12:57:26 PM	3/13/2018 11:42:46 AM	Complete	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
598/18	BEL-AIR TAXI (1982) LIMITED	NA	NA	2/28/2018 2:16:21 PM	2/28/2018 4:17:52 PM	Complete	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
621/18	YELLOW CAB COMPANY LTD.	NA	NA	3/2/2018 8:34:54 AM	3/2/2018 8:38:24 AM	Complete	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
670/18	LAVISH LIMOUSINES LTD.	NA	NA	3/6/2018 3:05:18 PM		Processing	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
682/18	LAVISH LIMOUSINES LTD.	NA	NA	3/7/2018 8:54:57 AM		Processing	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
686/18	NORTH SHORE TAXI (1966) LTD.	NA	NA	3/7/2018 12:56:35 PM		Processing	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
687/18	YELLOW CAB COMPANY LTD. WHITE ROCK SOUTH SURREY TAXI LTD.	NA	NA	3/7/2018 1:41:17 PM		Processing	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
769/18		NA	NA	3/13/2018 2:42:01 PM	4/5/2018 10:45:33 AM	Complete	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
778/18	BLACK TOP CABS LTD.	NA	NA	3/14/2018 10:54:59 AM	3/22/2018 8:39:37 AM	Complete	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
779/18	BLACK TOP CABS LTD.	NA	NA	3/14/2018 11:17:18 AM	3/14/2018 1:27:07 PM	Complete	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
781/18	MACLURE'S CABS (1984) LTD.	NA	NA	3/14/2018 12:19:06 PM	4/16/2018 11:17:40 AM	Complete	In Progress	Complaint Handling	Complaint Handling	Lovell, Margaret
784/18	LAVISH LIMOUSINES LTD.	NA	NA	3/14/2018 3:02:35 PM	3/14/2018 3:39:07 PM	Complete	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
804/18	BB Express	NA	NA	3/15/2018 9:15:06 AM		Processing	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
867/18	BB Express	NA	NA	3/21/2018 11:43:37 AM	3/21/2018 11:52:37 AM	Complete	In Progress	Complaint Handling	Complaint Handling	
897/18	YELLOW CAB COMPANY LTD.	NA	NA	3/23/2018 8:42:46 AM	3/23/2018 8:59:44 AM	Complete	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
908/18	TWINPEAK ENTERPRISES LTD.	NA	NA	3/23/2018 10:37:14 AM	4/5/2018 9:27:56 AM	Complete	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
922/18	YELLOW CAB COMPANY LTD.	NA	NA	3/23/2018 3:15:34 PM	4/16/2018 3:53:43 PM	Complete	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
927/18	YELLOW CAB COMPANY LTD.	NA	NA	3/23/2018 4:19:29 PM	4/23/2018 4:27:21 PM	Complete	In Progress	Complaint Handling	Complaint Handling	Pickering, Doug
935/18	ROYAL CITY TAXI LTD.	NA	NA	3/26/2018 1:25:03 PM	4/27/2018 2:02:02 PM	Complete	In Progress	Complaint Handling	Complaint Handling	Lovell, Margaret
938/18	VANCOUVER TAXI LTD.	NA	NA	3/26/2018 3:49:38 PM	4/18/2018 3:30:33 PM	Complete	In Progress	Complaint Handling	Complaint Handling	Lovell, Margaret