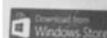


RECEIPT

VANCOUVER-TAXI
AIRPORT • TOUR • DELIVERY

CAB No. _____ Date: 08.06.18

FIND OUR
APP ON:



Time: 17.10

Pick Up: Pacific RIM

Destination: s.22

Driver: [Signature]

Fare: 40.00

604-871-1111

GST # 105485080



From: [Pickering, Douglas J](#) TRAN:EX
To: [Pickering, Douglas J](#) TRAN:EX
Subject: FW: Attention - Doub
Date: Thursday, June 14, 2018 10:54:20 AM
Attachments: [taxi2.png](#)
[Taxi receipt.JPG](#)

From: Passenger Transportation Br, TRAN:EX
Sent: Tuesday, June 12, 2018 11:30 AM
To: Pickering, Douglas J TRAN:EX
Subject: FW: Attention - Doub

From: s.22
Sent: Tuesday, June 12, 2018 11:29 AM
To: Passenger Transportation Br, TRAN:EX
Subject: Attention - Doub

Hi Doug,

Thank you for speaking with me today. Attached are the pictures of the license plate, taxi company and receipt. The cab number was RC 29.

Here is a summary of the incident:

Date: Friday, June 8, 2018

Time: Pick up at approximately s.22)

- When I got into the cab, I could see the credit card machine on the dash so I assumed I was good to pay by credit card.
- After approximately 10 minutes, the driver asked if I had cash. I said no and he did not say anything.
- We stopped to pick up s.22
- Driver then demanded that I pay cash. He said that the credit card machine was not working and he needed cash.
- When I said that I did not have cash, he said "you people are rich, you have money". Naturally, this made me anxious.
- He kept pressuring me saying that he needed cash.
- Because s.22 with me and I felt unsafe, I said to head to a my bank. When I mentioned that this was costing me a lot, the driver said "you should have stopped at a closer ATM"
- When we stopped in front of the bank, he said s.22 in the car. I did not comply and then proceeded to the ATM.

I called the cab company as soon as I was home and they recommended calling Public Transportation. The girl I spoke with (approx. 6:05 pm) mentioned that the manager was unlikely to do anything. It also sounded like this was not new news to her and she was familiar with the driver.

I have taken many cabs as I travel quite a bit for work; however, this was the first time that I encountered such an unprofessional experience. As bad as it was demanding cash, the added comments were equally horrible as was his aggressive behaviour.

My recommendations:

- reimbursement of my cab fare (\$40)
- disciplinary action for the driver

Please let me know if you require further information.

Thank you

s.22

From: [Passenger Transportation Br, TRAN:EX](#)
To: [Pickering, Douglas J TRAN:EX](#)
Subject: FW: Notification of taxi complaint
Date: Tuesday, May 29, 2018 1:46:31 PM
Attachments: [image001.png](#)
[image002.jpg](#)

From: info@consumerprotectionbc.ca [mailto:info@consumerprotectionbc.ca]
Sent: Tuesday, May 29, 2018 1:34 PM
To: Passenger Transportation Br, TRAN:EX
Subject: FW: Notification of taxi complaint
Taxi complaint 105396 below.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER

Consumer Protection BC

TF 1.888.564.9963

A 307-3450 UPTOWN BLVD. VICTORIA BC V8Z 0B9

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From: info@consumerprotectionbc.ca
Sent: Tuesday, May 22, 2018 2:25 PM
To: info@consumerprotectionbc.ca
Subject: Notification of taxi complaint
the following taxi complaint form has been submitted

Name
Address
Phone Number
Email
Name of taxi company
Taxi number
Date of event
Time of event
Pick up location
Requested drop off location

s.22

Royal City Taxi

05/20/2018

s.22

Description of issue

My complaint/issue pertains to Royal City Taxi's inability to operate as an effective taxi operation, and being the only mandated taxi company to the New Westminster area means that there is effectively no taxi service available at all when they consistently don't show up.

This is an ongoing, consistently occurring issue, and the night dated in this complaint was no different. I booked multiple (4+) taxi's through the Royal City Taxi app, was updated when they "accepted" to pick me up, only to have them all "cancel" just before arriving, or even more concerning, select "completed pickup" even though they never showed up (My guess is they would say they completed the pickup so their management won't see the number of cancelled pickups they have).

Frustrated with this I took to the street to manually hail a cab. Eventually one did pull over (Royal City Taxi) and asked me where I was going. My destination was just up the road about 2 km and the driver mumbled an excuse as to why he couldn't take me and sped off without further communication (therefore I can't confirm I was denied pickup however I suspect I was).

Normally in any other industry, I would simply stop using a company with such service, however there is no other taxi company allowed to operate in the New Westminster area, thus leaving myself, and I'm sure many others, completely stranded without a reliable taxi service.

From: [Passenger Transportation Br. TRAN:EX](#)
To: ["manager@royalcitytaxi.com"](mailto:manager@royalcitytaxi.com); ["gm.royalcitytaxi@gmail.com"](mailto:gm.royalcitytaxi@gmail.com)
Subject: Passenger Transportation Branch 1983/18
Date: Thursday, June 14, 2018 2:29:00 PM
Attachments: [taxi2 \(3\).png](#)
[Taxi receipt \(4\).IPG](#)

Hello,

The following complaint was submitted to the Passenger Transportation Branch:

Date: Friday, June 8, 2018

Time: Pick up at approximately s.22

s.22

Vehicle: Cab number was RC 29

- When I got into the cab, I could see the credit card machine on the dash so I assumed I was good to pay by credit card.

- After approximately 10 minutes, the driver asked if I had cash. I said no and he did not say anything.

- We stopped to pick up s.22

s.22

- Driver then demanded that I pay cash. He said that the credit card machine was not working and he needed cash.

- When I said that I did not have cash, he said "you people are rich, you have money". Naturally, this made me anxious.

- He kept pressuring me saying that he needed cash.

- Because s.22

with me and I felt unsafe, I said to head to a my bank. When I mentioned that this was costing me a lot, the driver said "you should have stopped at a closer ATM"

- When we stopped in front of the bank, he said s.22 in the car. I did not comply and then proceeded to the ATM.

I have taken many cabs as I travel quite a bit for work; however, this was the first time that I encountered such an unprofessional experience. As bad as it was demanding cash, the added comments were equally horrible as was his aggressive behaviour.

Complaint included photographs of the vehicle involved, reg 11113142 2014 Toyota Prius, and a photo the receipt provided that was issued under the name Vancouver Taxi. Photographs are attached.

The Branch is concerned about how the driver handled the offered method of payment, the driver's request to separate the children from the parent, the issuance of a receipt under another company's name and under what authority the driver was operating that would allow this pickup at this location and time. Please investigate this incident and reply including a driver's statement, driver's name and driver's licence number by June 23, 2018.

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

Regards,

Douglas Pickering

Passenger Transportation Enforcement Officer

Passenger Transportation Branch | Ministry of Transportation and Infrastructure

Phone: 604.527.2186

Branch phone: 604.527.2198

Branch email: passengertransportationbr@gov.bc.ca

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From: Iwerinwa, Kelvin TRAN:EX
To: "manager@royalcitytaxi.com"; "gm.royalcitytaxi@gmail.com"
Subject: Complaint against Royal City Taxi (RC29)
Date: Thursday, June 7, 2018 12:53:00 PM

Dear Shashi,

Our Ref number : 1664/18

The Passenger Transportation Branch received the following complaint through Consumer Protection BC. We have recently undertaken a review of our complaint and investigation process, in particular customer service issues. As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed. (While this complaint is after the fact, there is still a responsibility to make the driver aware of his driving habits). We have also referred the complainant to contact the local Police. Please provide us with your findings and course of action on/before June 14th, 2018.

The following information was provided by the complainant.

Name of taxi company	Royal City
Taxi number	RC 29
Date of event	05/06/2018
Time of event	s.22
Pick up location	
Requested drop off location	

Description of issue

Driver was speeding downhill and blew through stop signs. I addressed the issues, he was dismissive. I immediately told him to pull over and got out. While I walked to the back to get the number of the cab he took off, with the door open, driving over the front half of my right foot. I immediately called the company and complained about the terrible/dangerous standard of driving.

It bothers me that someone that drives like that has a license to carry other, paying humans. It was a residential area.

Regards,

Kelvin Iwerinwa/Margaret Lovell

Passenger Transportation Enforcement Officer

Passenger Transportation Branch | Ministry of Transportation and Infrastructure

Phone: 604.527.2196

Branch phone: 604.527.2198

Branch email: passengertransportationbr@gov.bc.ca

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From: Iwerinwa, Kelvin TRAN:EX
To: "manager@royalcitytaxi.com"; "gm.royalcitytaxi@gmail.com"
Subject: Complaint against Royal City Taxi Ltd (RC12)
Date: Thursday, June 7, 2018 11:46:00 AM

Hello Shashi,

Our Ref number : 1659/18

The Passenger Transportation Branch received the following complaint through Consumer Protection BC. We have recently undertaken a review of our complaint and investigation process, in particular customer service issues. As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed. (It maybe that this driver needs to be re-trained). We have also referred the complainant to contact the local Police. Please provide us with your findings and course of action on/before June 14th, 2018.

The following information was provided by the complainant.

Name of taxi company	Royal City Taxi
Taxi number	RC12
Date of event	05/06/2018
Time of event	s.22
Pick up location	
Requested drop off location	

Description of issue

Driver drove very aggressively and dangerously. Went 60km/h in a 30km/h zone, 75 in a 50, came close to striking another vehicle while changing lanes, did not use turn signals when turning at intersections, went through a red light and a stop sign without stopping.

Regards,

Kelvin Iwerinwa/Margaret Lovell

Passenger Transportation Enforcement Officer

Passenger Transportation Branch | Ministry of Transportation and Infrastructure

Phone: 604.527.2196

Branch phone: 604.527.2198

Branch email: passengertransportationbr@gov.bc.ca

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From: Iwerinwa, Kelvin TRAN:EX
To: s.22
Subject: Complaint against Royal City Taxi Ltd RC29
Date: Thursday, June 7, 2018 12:47:00 PM

Dear s.22

Re: Our file number 1664/18

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

The Passenger Transportation Branch enforces and administers the Passenger Transportation Act and Regulation. Your complaint describes potential violations of the Motor Vehicle Act which fall under the jurisdiction of the local police. If you have not already done so we encourage you to report this matter to them directly.

We value your submission and may contact you for further details. The subject of your complaint will be sent to the management of the company involved. We typically do not disclose the identity of a complainant although the subject of your complaint may be accessible to the public via a Freedom of Information request.

Your complaint will be retained as part of the Passenger Transportation Licence file for this operator. Complaints are typically reviewed when a Licensee makes a new application, for example to add new vehicles or change their service area.

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

Regards,

Kelvin Iwerinwa/Margaret Lovell

Passenger Transportation Enforcement Officer

Passenger Transportation Branch | Ministry of Transportation and Infrastructure

Phone: 604.527.2196

Branch phone: 604.527.2198

Branch email: passengertransportationbr@gov.bc.ca

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From: info@consumerprotectionbc.ca
To: [Passenger Transportation Br. TRAN:EX](#)
Subject: FW: Notification of taxi complaint
Date: Tuesday, May 15, 2018 10:49:36 AM
Attachments: [image001.png](#)

Taxi complaint #105059 below.

Thank you,

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From: info@consumerprotectionbc.ca

Sent: Sunday, May 06, 2018 9:21 PM

To: info@consumerprotectionbc.ca

Subject: Notification of taxi complaint

the following taxi complaint form has been submitted

Name

s.22

Address

Phone Number

Email

Name of taxi company

Royal City Taxi

Taxi number

RC12

Date of event

05/06/2018

Time of event

s.22

Pick up location

s.22

Requested drop off location

Description of issue

Driver drove very aggressively and dangerously. Went 60km/h in a 30km/h zone, 75 in a 50, came close to striking another vehicle while changing lanes, did not use turn signals when turning at intersections, went through a red light and a stop sign without stopping.

From: info@consumerprotectionbc.ca
To: [Passenger Transportation Br. TRAN:EX](#)
Subject: FW: Notification of taxi complaint
Date: Tuesday, May 15, 2018 9:12:14 AM
Attachments: [image001.png](#)

Taxi complaint 105051 below.

Thank you,

FRASER | LICENSING AND INFORMATION OFFICER

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TF 1.888.564.9963

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From: info@consumerprotectionbc.ca
Sent: Sunday, May 06, 2018 12:16 AM
To: info@consumerprotectionbc.ca
Subject: Notification of taxi complaint
the following taxi complaint form has been submitted

Name	s.22
Address	
Phone Number	
Email	
Name of taxi company	Royal City
Taxi number	RC 29
Date of event	05/06/2018
Time of event	s.22
Pick up location	s.22
Requested drop off location	

Description of issue

Driver was speeding downhill and blew through stop signs. I addressed the issues, he was dismissive. I immediately told him to pull over and got out. While I walked to the back to get the number of the cab he took off, with the door open, driving over the front half of my right foot. I immediately called the company and complained about the terrible/dangerous standard of driving.

It bothers me that someone that drives like that has a license to carry other, paying humans. It was a residential area.

From: [Iwerinwa, Kelvin](#) TRAN:EX
To: s.22
Subject: RE: Complaint against Royal City Taxi Ltd (RC12)
Date: Thursday, June 7, 2018 11:15:00 AM

In addition to my previous email,
Note that the Passenger Transportation Branch enforces and administers the Passenger Transportation Act and Regulation. Your complaint describes potential violations of the Motor Vehicle Act which fall under the jurisdiction of the local police. If you have not already done so we encourage you to report this matter to them directly.

We value your submission and may contact you for further details. The subject of your complaint will be sent to the management of the company involved. We typically do not disclose the identity of a complainant although the subject of your complaint may be accessible to the public via a Freedom of Information request.

Your complaint will be retained as part of the Passenger Transportation Licence file for this operator. Complaints are typically reviewed when a Licensee makes a new application, for example to add new vehicles or change their service area.

Regards.

From: Iwerinwa, Kelvin TRAN:EX On Behalf Of Passenger Transportation Br, TRAN:EX
Sent: Thursday, June 7, 2018 11:07 AM
To: s.22
Subject: Complaint against Royal City Taxi Ltd (RC12)
Hello s.22

Re: Our file number **1659/18**

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

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

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

Yours truly,

Kelvin Iwerinwa/Margaret Lovell

Passenger Transportation Enforcement Officer

Passenger Transportation Branch | Ministry of Transportation and Infrastructure

Phone: 604.527.2196

Branch phone: 604.527.2198

Branch email: passengertransportationbr@gov.bc.ca

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From: shashi Engineer
To: [Passenger Transportation Br, TRAN:EX; Lovell, Margaret G TRAN:EX](#)
Subject: Re: Complaint against Royal City Taxi Ltd (RC12)
Date: Friday, June 15, 2018 4:34:20 PM
Attachments: [SKMBT_C28018061515320.pdf](#)

 Cab 12 G Padda GPS for PTB.rtf

Hello Mr Kelvin /Ms Lovell:
I spoke to Driver of Cab 12 information is as follows;
Driver Name:

s.22

s.22

The driver agreed that he was over posted speed limit and also said why the customer did not say anything at then. Why now there is a complaint against me.
As per company policy, we will be taking measure against the Driver s.22 I will send you the letter of action.

Please see attached GPS Vehicle Movement Report.

Have a nice weekend

Thank you,
Shashi Engineer
General Manager
Royal City Taxi Ltd.

On Thu, Jun 7, 2018 at 11:46 AM Passenger Transportation Br, TRAN:EX <PassengerTransportationBr@gov.bc.ca> wrote:

Hello Shashi,

Our Ref number : 1659/18

The Passenger Transportation Branch received the following complaint through Consumer Protection BC. We have recently undertaken a review of our complaint and investigation process, in particular customer service issues. As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed. (It maybe that this driver needs to be re-trained). We have also referred the complainant to contact the local Police. Please provide us with your findings and course of action on/before June 14th, 2018.

The following information was provided by the complainant.

Name of taxi company	Royal City Taxi
Taxi number	RC12
Date of event	05/06/2018
Time of event	s.22
Pick up location	
Requested drop off location	

Description of issue

Driver drove very aggressively and dangerously. Went 60km/h in a 30km/h zone, 75 in a 50, came close to striking another vehicle while changing lanes, did not use turn signals when turning at intersections, went through a red light and a stop sign without stopping.

Regards,

Kelvin Iwerinwa/Margaret Lovell

Passenger Transportation Enforcement Officer
Passenger Transportation Branch | Ministry of Transportation and Infrastructure

Phone: 604.527.2196

Branch phone: 604.527.2198

Branch email: passengertransportationbr@gov.bc.ca

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From: s.22
To: Passenger Transportation Br. TRAN:EX; manager@royalcitytaxi.com
Subject: Regarding misconduct by a royal city taxi representative
Date: Wednesday, May 23, 2018 3:39:37 AM

Hi i am s.22 and called for a royal city taxi at s.22 with one of my friends. We called royal city taxi and the guy on the phone said 'there's a taxi already standing at the taxi stand'. We never took a taxi before and it took us a few minutes to figure where the taxi stand is, so as we were making it towards the stand the taxi drove away right in front of us and had a customer in it. So we called the royal city taxi again hoping to get another taxi but the same guy on the phone went rude saying we called him yesterday too and were kidding (we never called them yesterday for a taxi and he was just blaming us for no reasons) and further he goes on the phone now the taxi is gone because we took too long to go to the stand and upon asking to why he is so rude to us, he goes 'ohhh so now i am the one who is rude, you know what you guys are not getting a taxi'. Frustrated and not knowing what else to do because no other taxi service is available in that area, me and friend approached a nice s.22 who came out of the skytrain station and asked him for help and to call the taxi company again. He called royal city taxi too and explain how s.22 are waiting for a taxi, got a reply from the same guy on the phone that he (the guy) have already spoken to us. We never got a taxi neither us nor did the s.22 and all three of us almost got kidnapped at the skytrain station. Had to call 911 and police was able to get us a taxi to get a taxi home safe.

I really want a serious action to be taken against this royal city taxi operator on the phone for what he did especially when he knew he is helping s.22 who need a taxi late at night around 1:30 am when there is no other option to get home because all the transits were already shut and he still had the gut to say we are not getting a taxi anymore knowing there is no other taxi service available in that area and what we went through. If i hear no action taken i will go ahead taking the matter to the police and higher authorities to make sure this does not happen to anyone else. This is inhumane and the customer service was beyond the worst.

I can be contacted at s.22 for any further information or queries.

Thank-you

s.22

Sent from my iPad

Lovell, Margaret G TRAN:EX

From: Lovell, Margaret G TRAN:EX
Sent: Monday, March 26, 2018 2:05 PM
To: 'Shashi Engineer'
Subject: Unit RC80 - Complaint

Hello Shashi:

As discussed, the following is the complaint that was filed with the Passenger Transportation Branch against Unit RC#80:

On Tuesday March 18th at s.22 _____ we got in a cab (RC80) at s.22 _____. When the driver arrived he was on his phone and refused to help put the rear seats down. He then continued to talk on the phone the whole drive. When he started driving it was the worst experience of our life, s.22 _____ in the taxi, the driver was going 20 over the speed limit at all times, ran 3 stop signs and 2 red lights, almost ran a 3rd red light but slammed on the brakes at the last second causing my head to slam into the seat and side of the cab. I verbally asked the driver 3 times to slow down and he did not. We were going to s.22 _____, when we told the driver he was going the wrong way he did not listen to us, we took a cab back from the hotel to the same address and it was \$4 cheaper because the new driver went the right way. Nobody should ever drive the way he was driving we were scared for our lives while in his cab. During the drive he grabbed a pill bottle without a label and popped multiple pills. I would like a response to this email with the resolution because I strongly believe he should not be on the road he is putting peoples life at risk not only in his cab but everyone else driving, every time he turns the key.

Thank you for your time.

This is the email I sent to royal city taxi, where I received no response from the company, I called the company the night of the incident where i was told my complaint was filed and is get a call from a supervisor before noon the next morning. At 2:00pm the next day I called back where I was told to email in my complaint and id get a response within 48 hours, 7 days later I still have not heard from the company. I feel that the company has been ignoring my complaint, so I am emailing the complaint to you now so this can get dealt with in a timely matter, before the driver hurts someone.

Thanks again,

END _____

Please note the allegations are about driver behaviour and do not violate the Passenger Transportation Act and Regulations or Conditions of Licence. However, the allegations are serious and, as a result, your response is required on how this matter was handled on or before April 29, 2018.

Regards.

Margaret Lovell
Passenger Transportation Inspector
Passenger Transportation Branch | Ministry of Transportation and Infrastructure
Phone: 604.527.2200
Branch email: passengertransportationbr@gov.bc.ca

Lovell, Margaret G TRAN:EX

From: shashi Engineer <gm.royalcitytaxi@gmail.com>
Sent: Wednesday, April 25, 2018 2:52 PM
To: Lovell, Margaret G TRAN:EX
Subject: Fwd: Complaint cab rc80
Attachments: SKMBT_C28018042513430.pdf

Hello Dear Ms Lovell;

This issue was already addressed to Customer, here I forward the email that was sent to s.22 on March 27, 2018, at 12:07 pm. for your record. Please see the attached letter of Suspension to Driver.

If you have any question or need more information. please do not hesitate to call me at 604-525-5616 or by email.com

Thank you,
Shashi Engineer
General Manager
Royal City Taxi Ltd.

----- Forwarded message -----

From: shashi Engineer <gm.royalcitytaxi@gmail.com>
Date: Tue, Mar 27, 2018 at 12:06 PM
Subject: Re: Complaint cab rc80
To: s.22

Hello s.22

As per our Conversation in regards to the issue as said in the email. I have spoken to Driver. He Apologizes for his action. And As per Royal City Taxi also took disciplinary measures against the driver where he was suspended for 2 days.

If you have any question please do not hesitate to call me at 604-525-5616 or by email.

Thank you,
Shashi Engineer



ROYAL CITY TAXI LTD.

436 Rousseau Street, New Westminster, British Columbia, Canada, V3L 3R3

Office: 604 525 5616 Fax: 604 525 9622

March 23, 2018

s.22

Driver: Car # 80 Night Shift Driver License^{s.22}

Dear^{s.22}

Re: Zero Tolerance and Suspension Letter:

This is to inform you that you been conducted yourself in a manner that is prohibited under the rules and regulation under (Section # 3, 16,) of the Royal City Taxi Co. Ltd Policy. On March 18, 2018 at around 8:20pm that particular Customer Issue as said in the email. As a result of this conduct, disciplinary measures were taken by the Company. The date of incident and the measures taken are set out below:

Date of Incident

Disciplinary Action

March 18, 2018

2 Day Suspension

That the Driver does acknowledge but does not agree that he was driving recklessly or aggressively. And he does not recall any such Issue with Customer Driver^{s.22} was call in manager office On March 23, 2018 at 3:45pm to investigate the customer complaint received through the email to Manager. The Driver his obligation to service the customer and does agree parcel not entire complaint for which Roayl City Taxi Ltd. Take action against the Driver^{s.22} as per Royal City Taxi Rules and Regulation with the Warning if any such issues repeats in future than Royal City Taxi have no choice but to take strict action.

Sincerely your,

Shashi Engineer
General Manager
Royal City Taxi Ltd.

Lovell, Margaret G TRAN:EX

From: shashi Engineer <gm.royalcitytaxi@gmail.com>
Sent: Friday, April 27, 2018 1:17 PM
To: Lovell, Margaret G TRAN:EX
Subject: Fwd: Complaint cab rc80
Attachments: SKMBT_C28018042513430.pdf

Hello Dear Ms Lovell;

As per our conversation Regards to Cab 80 Driver and the letter of Suspension that was attached to the previous email to you. And we also spoke on the phone

regards to
this Cab 80
driver

s.22 After the 2 days suspension, Driver voluntarily quit as Driver of Royal City Taxi Ltd. He is no longer with Royal City Taxi Ltd.

Further, I would like to request to close the file. No further action needed.

Thank you,
Shashi Engineer
General Manager
Royal City Taxi Ltd.

----- Forwarded message -----

From: shashi Engineer <gm.royalcitytaxi@gmail.com>
Date: Wed, Apr 25, 2018 at 2:51 PM
Subject: Fwd: Complaint cab rc80
To: "Margaret G TRAN:EX" <Margaret.Lovell@gov.bc.ca>

Hello Dear Ms Lovell;

This issue was already addressed to Customer, here I forward the email that was sent to s.22
s.22 on March 27, 2018, at 12:07 pm. for your record. Please see the attached letter of Suspension to Driver.

From: s.22
To: Passenger Transportation Br. TRAN:EX
Subject: Complaint
Date: Tuesday, April 10, 2018 1:15:28 PM

I really need some help . Yesterday (Apr 9) s.22 , I was going to s.22 . I live in s.22 . The driver of van #61 was scamming money . When we have arrived to the destination he left the meter running, until finished unloading my s.22 . So when it came to paying, the price was \$20. a few cents. So my caregiver said \$21, but there was only a \$20 bill and a toonie. So we expect a dollar back, but driver took the entire \$22 and said Thank You and walked away .
2 years ago the same driver did the exact same thing, but the altercation ended up 10 times worse. It was a rainy day. So me and the same caregiver got on cab 61. when we got on the meter was already running and it was \$3. a few cents. So I said to my caregiver : "can u copy down his van #, I want to report this " .
That driver heard me and said : " you're going to report me, fine I want u guys to get out in the rain right now " .

So please help me to straighten this. He should not be driving for Royal City Cab. s.22

From: shashi Engineer
To: [Passenger Transportation Br, TRAN:EX](#)
Subject: Re: Complaint against Vancouver Taxi Ltd (V71)
Date: Wednesday, June 13, 2018 4:57:14 PM
Attachments: [VMR Cab 29 s. 2 pdf](#)

Hello Mr. Kelvin / Ms. Lovell

Upon your Complaint, I investigate this issue and interview the Driver. Where Driver stated that he was not in that area. He was in Surrey. So I checked the Vehicle Movement Report of Cab 29 for June 5, 2018, as per said in the complaint. He was in Vancouver dropping customer in Surrey.

No further action is necessary at this moment. Please see the attached GPS Vehicle Movement Report with the Map where the Cab 29 was at the time said in the complaint.

Further, Under the Freedom of information, I would like to have the complainer information to verify.

If you have any question, please do not hesitate to call me at 604-525-5616 or by email and look forward to hearing from you as I requested information.

Thank you,
Shashi Engineer
General Manager
Royal City Taxi Ltd.

On Thu, Jun 7, 2018 at 12:51 PM Passenger Transportation Br, TRAN:EX <PassengerTransportationBr@gov.bc.ca> wrote:

Dear Shashi,

Our Ref number : 1664/18

The Passenger Transportation Branch received the following complaint through Consumer Protection BC. We have recently undertaken a review of our complaint and investigation process, in particular customer service issues. As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed. (While this complaint is after the fact, there is still a responsibility to make the driver aware of his driving habits). We have also referred the complainant to contact the local Police. Please provide us with your findings and course of action on/before June 14th, 2018.

The following information was provided by the complainant.

Name of taxi company	Royal City
Taxi number	RC 29
Date of event	05/06/2018
Time of event	s.22
Pick up location	
Requested drop off location	

Description of issue

Driver was speeding downhill and blew through stop signs. I addressed the issues, he was dismissive. I immediately told him to pull over and got out. While I walked to the back to get the number of the cab he took off, with the door open, driving over the front half of my right foot. I immediately called the company and complained about the terrible/dangerous standard of driving.

It bothers me that someone that drives like that has a license to carry other, paying humans. It was a residential area.

Regards,

Kelvin Iwerinwa/Margaret Lovell

Passenger Transportation Enforcement Officer
Passenger Transportation Branch | Ministry of Transportation and Infrastructure

Phone: 604.527.2196

Branch phone: 604.527.2198

Branch email: passengertransportationbr@gov.bc.ca

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VMR/VMH

Select mode: ☒ VMR ☐ VMH

Settings

Vehicle

From: 05/06/2018 10:55 PM To: 05/06/2018 11:30 PM

Callsign	Companies
25	ROYAL CITY TAXI
27	ROYAL CITY TAXI
29	ROYAL CITY TAXI
34	ROYAL CITY TAXI
36	ROYAL CITY TAXI

Select All Clear All

Search

Add CallSign(s) for Display

29,

Replay

Interpolate intervals (secs) ☒ 15

Speed (real time / replay sec) 15

Track vehicle

Trail visibility ☐ Partial ☒ Full 0

OK

Replay Controls

Progress 05/06/2018 11:30:00 PM

||< >||

Pause > >>

Cancel

From: shashi Engineer
To: [Passenger Transportation Br, TRAN:EX](#)
Subject: Re: Complaint against Royal City Taxi (RC29)
Date: Monday, June 18, 2018 9:56:21 AM
Attachments: [SKMBT_C28018061808500.pdf](#)

Hello Mr Iwerinwa / Ms Lovell;

Here I have attached GPS Report for May 6, 2018, at 7:39 pm this was the last where Driver Signed off in New Westminster. After the signed off Driver was not on the road. So there is no GPS report on Cab 29 for the time mentioned in the complaint. Please see the attached log on report and GPS Report.

If you have any question, please do not hesitate to call me at 604-525-5616 or by email, gm.royalcitytaxi@gmail.com

Thank you,
Shashi Engineer
General Manager
Royal City Taxi Ltd.

On Thu, Jun 7, 2018 at 12:53 PM Passenger Transportation Br, TRAN:EX <PassengerTransportationBr@gov.bc.ca> wrote:

Dear Shashi,

Our Ref number : 1664/18

The Passenger Transportation Branch received the following complaint through Consumer Protection BC. We have recently undertaken a review of our complaint and investigation process, in particular customer service issues. As this is a driver behaviour matter, we are referring this matter to you so it can be addressed with your driver, as needed. (While this complaint is after the fact, there is still a responsibility to make the driver aware of his driving habits). We have also referred the complainant to contact the local Police. Please provide us with your findings and course of action on/before June 14th, 2018.

The following information was provided by the complainant.

Name of taxi company	Royal City
Taxi number	RC 29
Date of event	05/06/2018
Time of event	s.22
Pick up location	
Requested drop off location	

Description of issue

Driver was speeding downhill and blew through stop signs. I addressed the issues, he was dismissive. I immediately told him to pull over and got out. While I walked to the back to get the number of the cab he took off, with the door open, driving over the front half of my right foot. I immediately called the company and complained about the terrible/dangerous standard of driving.

It bothers me that someone that drives like that has a license to carry other, paying humans. It was a residential area.

Regards,

Kelvin Iwerinwa/Margaret Lovell

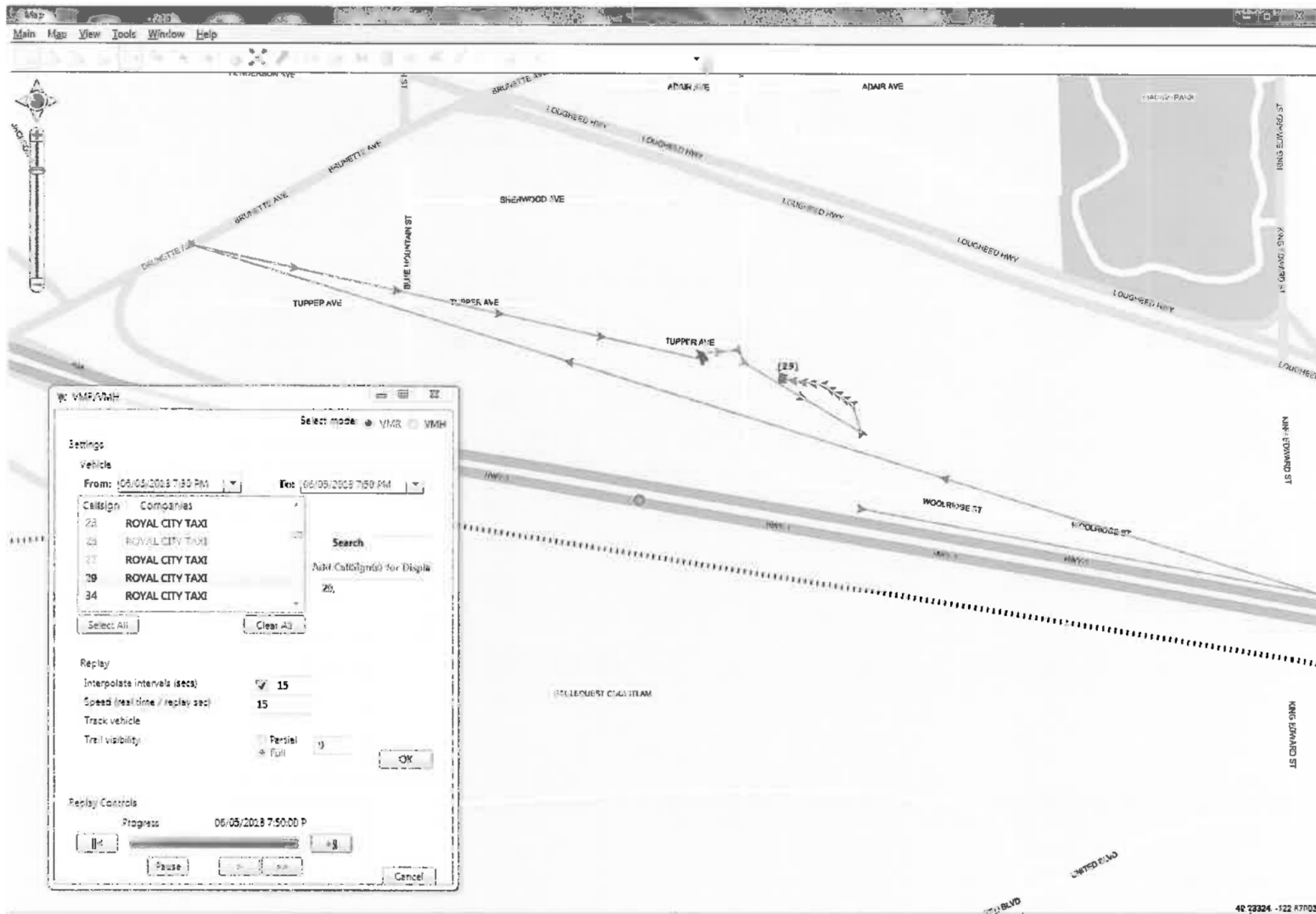
Passenger Transportation Enforcement Officer
Passenger Transportation Branch | Ministry of Transportation and Infrastructure

Phone: 604.527.2196

Branch phone: 604.527.2198

Branch email: passengertransportationbr@gov.bc.ca

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Supervisor - Log View

System Edit View Help

Log View

N 1 2 3 4 5 (None)

Date/Time (+)	Type	Description	Logged By	Terminal	Badge no	Company Narr	Calisign	Job No	Account	Priority	Stand Name
"06-05-2018 @ 12:58:01"	STAND_ON	Stands book on	DAEMON		29	ROYAL CITY T	29	0		High	VirtualSTD_21
"06-05-2018 @ 12:58:01"	JB_DONE	Job is completed	DAEMON		29	ROYAL CITY T	29	5751472	X	High	
"06-05-2018 @ 12:58:04"	NO_STD_OFFR	No Stand Offer	DAEMON		29	ROYAL CITY T	29	5749333		High	VirtualSTD_21
"06-05-2018 @ 12:58:09"	STAND_OFF	Stands book off	DAEMON			ROYAL CITY T	29	0		High	VirtualSTD_21
"06-05-2018 @ 12:58:09"	DV_SIGNOFF	Driver signed off	DAEMON		29	ROYAL CITY T	29	0		High	
"06-05-2018 @ 17:08:28"	DV_SIGNON	Driver signed on	DAEMON		1024	ROYAL CITY T	29	0		High	
"06-05-2018 @ 17:08:28"	MDTPOWERUP	MDT is powered up.	DAEMON			ROYAL CITY T	29	0		High	
"06-05-2018 @ 17:08:28"	DV_HOS_CHK	Hours of service check p	DAEMON			ROYAL CITY T	29	0		High	
"06-05-2018 @ 17:08:41"	STAND_ON	Stands book on	DAEMON		1024	ROYAL CITY T	29	0		High	VirtualSTD_21
"06-05-2018 @ 17:11:42"	MAIL_SENT	Message sent	CHRIS	38	1024	ROYAL CITY T	29	0		High	
"06-05-2018 @ 17:13:24"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21
"06-05-2018 @ 17:13:28"	STAND_ON	Stands book on	DAEMON		1024	ROYAL CITY T	29	0		High	219S
"06-05-2018 @ 17:13:34"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21
"06-05-2018 @ 17:13:44"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21
"06-05-2018 @ 17:13:54"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21
"06-05-2018 @ 17:14:04"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21
"06-05-2018 @ 17:14:09"	STAND_OFF	Stands book off	DAEMON		1024	ROYAL CITY T	29	0		High	219S
"06-05-2018 @ 17:14:14"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21
"06-05-2018 @ 17:14:24"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21
"06-05-2018 @ 17:14:35"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21
"06-05-2018 @ 17:14:45"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21
"06-05-2018 @ 17:14:55"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21
"06-05-2018 @ 17:15:05"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21
"06-05-2018 @ 17:15:15"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21
"06-05-2018 @ 17:15:25"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21
"06-05-2018 @ 17:15:35"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21
"06-05-2018 @ 17:15:45"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21
"06-05-2018 @ 17:15:55"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21
"06-05-2018 @ 17:16:06"	NO_STD_OFFR	No Stand Offer	DAEMON		1024	ROYAL CITY T	29	5751795		High	VirtualSTD_21

DV_SIGNOFF : Driver signed off

NO VOICE

Supervisor - Log View

System Edit View Help

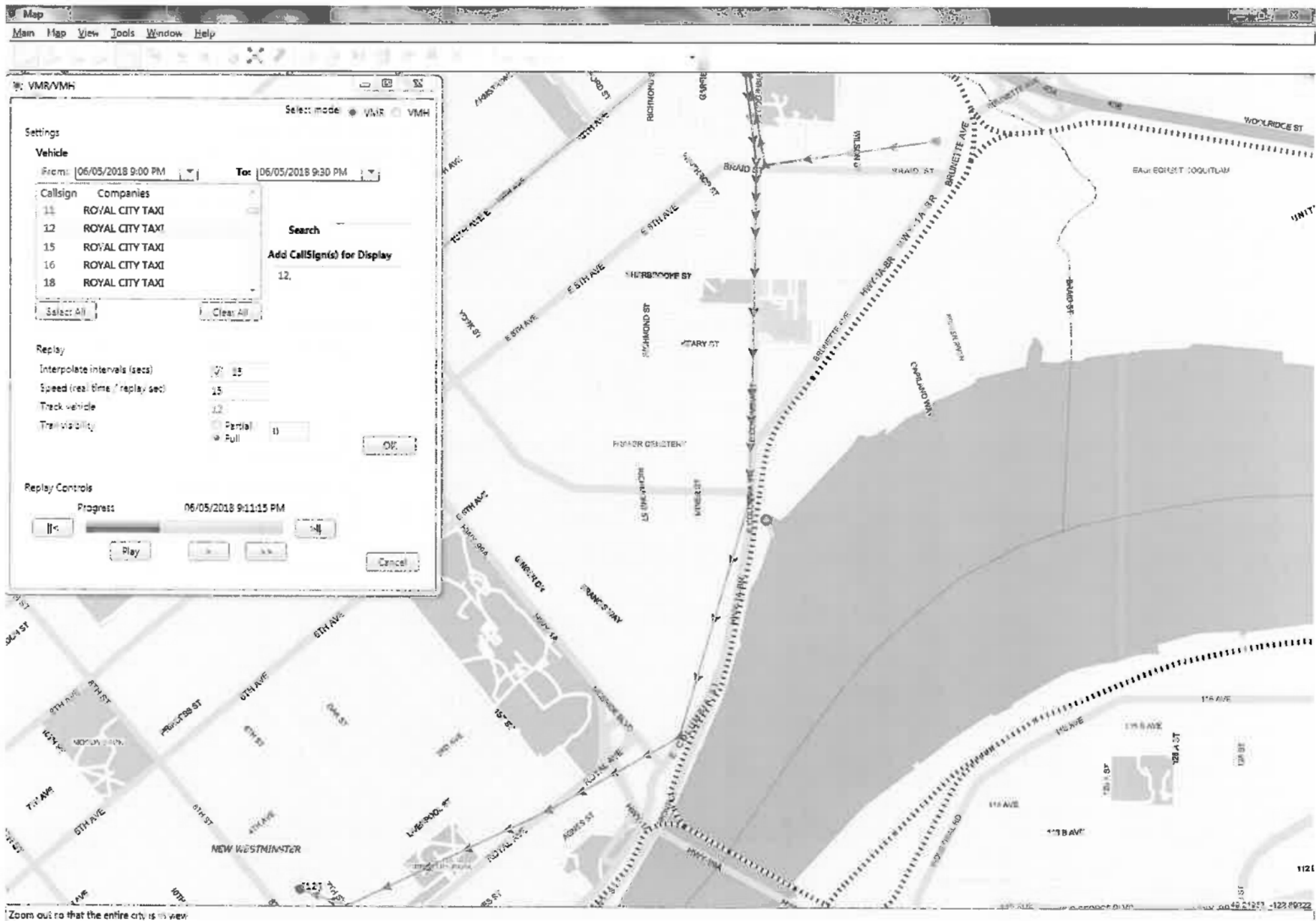
Log View

N 1 2 3 4 5 <None> #

Date/Time (+)	Type	Description	Logged By	Terminal	Badge no	Company Name	Callsign	Job No	Account	Priority	Stand Name
'06-05-2018 @ 18:56:10"	STAND_OFF	Stands book off	DAEMON		1024	ROYAL CITY T	29	0		High	VirtualSTD_21
'06-05-2018 @ 18:56:10"	DV_LOAD	In service	DAEMON		1024	ROYAL CITY T	29	0		High	
'06-05-2018 @ 19:02:02"	STAND_ON	Stands book on	DAEMON		1024	ROYAL CITY T	29	0		High	VirtualSTD_14
'06-05-2018 @ 19:02:02"	JB_DONE	Job is completed	DAEMON		1024	ROYAL CITY T	29	5751925	X	High	
'06-05-2018 @ 19:07:12"	STAND_OFF	Stands book off	DAEMON		1024	ROYAL CITY T	29	0		High	VirtualSTD_14
'06-05-2018 @ 19:07:12"	STAND_ON	Stands book on	DAEMON		1024	ROYAL CITY T	29	0		High	VirtualSTD_14
'06-05-2018 @ 19:07:59"	STAND_ON	Stands book on	DAEMON		1024	ROYAL CITY T	29	0		High	219S
'06-05-2018 @ 19:07:59"	STAND_ON	Stands book on	DAEMON		1024	ROYAL CITY T	29	0		High	VirtualSTD_21
'06-05-2018 @ 19:07:59"	STAND_OFF	Stands book off	DAEMON		1024	ROYAL CITY T	29	0		High	VirtualSTD_14
'06-05-2018 @ 19:08:01"	STAND_ON	Stands book on	DAEMON		1024	ROYAL CITY T	29	0		High	VirtualSTD_21
'06-05-2018 @ 19:08:50"	STAND_OFF	Stands book off	DAEMON		1024	ROYAL CITY T	29	0		High	219S
'06-05-2018 @ 19:16:00"	DV_LOAD	In service	DAEMON		1024	ROYAL CITY T	29	0		High	
'06-05-2018 @ 19:16:00"	STAND_OFF	Stands book off	DAEMON		1024	ROYAL CITY T	29	0		High	VirtualSTD_21
'06-05-2018 @ 19:17:40"	MAIL_SENT	Message sent	SUNNY	38	1024	ROYAL CITY T	29	0		High	
'06-05-2018 @ 19:26:20"	STAND_ON	Stands book on	DAEMON		1024	ROYAL CITY T	29	0		High	VirtualSTD_14
'06-05-2018 @ 19:26:20"	JB_DONE	Job is completed	DAEMON		1024	ROYAL CITY T	29	5751950	X	High	
'06-05-2018 @ 19:31:49"	STAND_ON	Stands book on	DAEMON		1024	ROYAL CITY T	29	0		High	VirtualSTD_14
'06-05-2018 @ 19:31:49"	STAND_OFF	Stands book off	DAEMON		1024	ROYAL CITY T	29	0		High	VirtualSTD_14
'06-05-2018 @ 19:33:27"	JB_VEH_POS	Offer (Last Known Vehicle)	DAEMON		1024	ROYAL CITY T	29	5751959		High	VirtualSTD_14
'06-05-2018 @ 19:33:43"	JB_METHOD	Job Dispatch Method	DAEMON		1024	ROYAL CITY T	29	5751959		High	
'06-05-2018 @ 19:33:43"	STD_AUTOFF	Auto book off from stand	DAEMON		1024	ROYAL CITY T	29	0		Low	VirtualSTD_14
'06-05-2018 @ 19:33:43"	DV_ACCEPT	Driver accepted job	DAEMON		1024	ROYAL CITY T	29	5751959		High	
'06-05-2018 @ 19:36:44"	DV_ARRIVED	Driver Arrived	DAEMON		1024	ROYAL CITY T	29	5751959		High	
'06-05-2018 @ 19:36:45"	DV_ADVARR	Advise Arrival by Driver	DAEMON		1024	ROYAL CITY T	29	5751959		High	
'06-05-2018 @ 19:37:13"	DV_LOAD	In service	DAEMON		1024	ROYAL CITY T	29	5751959		High	
'06-05-2018 @ 19:39:24"	STAND_ON	Stands book on	DAEMON		1024	ROYAL CITY T	29	0		High	VirtualSTD_14
'06-05-2018 @ 19:39:24"	JB_DONE	Job is completed	DAEMON		1024	ROYAL CITY T	29	5751959	X	High	
'06-05-2018 @ 19:39:34"	STAND_OFF	Stands book off	DAEMON		1024	ROYAL CITY T	29	0		High	VirtualSTD_14
'06-05-2018 @ 19:39:34"	DV_SIGNOFF	Driver signed off	DAEMON		1024	ROYAL CITY T	29	0		High	

STAND_OFF : Book off from stand VirtualSTD_147

NO VOICE



Supervisor - Log View											
System Edit View Help											
Log View											
N 1 2 3 4 5 <None> #											
Date/Time (+)	Type	Description	Logged By	Terminal	Badge no	Company Name	Call sign	Job No	Account	Priority	Stand Name
'06-05-2018 @ 20:59:19"	STD_AUTOFF	Auto book off from stand	DAEMON		175	ROYAL CITY T	12	0		Low	219S
'06-05-2018 @ 20:59:19"	JB_METHOD	Job Dispatch Method	DAEMON		175	ROYAL CITY T	12	5752067		High	
'06-05-2018 @ 20:59:21"	DV_ARRIVED	Driver Arrived	DAEMON		175	ROYAL CITY T	12	5752067		High	
'06-05-2018 @ 20:59:33"	DV_ADVARR	Advise Arrival by Driver	DAEMON		175	ROYAL CITY T	12	5752067		High	
'06-05-2018 @ 21:00:08"	MAIL_SENT	Message sent	SUNNY	38	175	ROYAL CITY T	12	5752067		High	
'06-05-2018 @ 21:03:13"	DV_LOAD	In service	DAEMON		175	ROYAL CITY T	12	5752067		High	
'06-05-2018 @ 21:10:48"	STAND_ON	Stands book on	DAEMON		175	ROYAL CITY T	12	0		High	VirtualSTD_31
'06-05-2018 @ 21:10:48"	JB_DONE	Job is completed	DAEMON		175	ROYAL CITY T	12	5752067	X	High	
'06-05-2018 @ 21:12:23"	STAND_OFF	Stands book off	DAEMON		175	ROYAL CITY T	12	0		High	VirtualSTD_31
'06-05-2018 @ 21:12:23"	STAND_ON	Stands book on	DAEMON		175	ROYAL CITY T	12	0		High	VirtualSTD_31
'06-05-2018 @ 21:12:44"	STAND_ON	Stands book on	DAEMON		175	ROYAL CITY T	12	0		High	301S
'06-05-2018 @ 21:16:26"	DV_RQPOS	Driver requested a queue	DAEMON		175	ROYAL CITY T	12	0		High	
'06-05-2018 @ 21:19:23"	STAND_OFF	Stands book off	DAEMON		175	ROYAL CITY T	12	0		High	301S
'06-05-2018 @ 21:19:24"	STAND_OFF	Stands book off	DAEMON		175	ROYAL CITY T	12	0		High	VirtualSTD_31
'06-05-2018 @ 21:19:24"	DV_LOAD	In service	DAEMON		175	ROYAL CITY T	12	0		High	
'06-05-2018 @ 21:25:07"	JB_DONE	Job is completed	DAEMON		175	ROYAL CITY T	12	5752095	X	High	
'06-05-2018 @ 21:25:07"	STAND_ON	Stands book on	DAEMON		175	ROYAL CITY T	12	0		High	VirtualSTD_20
'06-05-2018 @ 21:25:15"	JB_VEH_POS	Offer (Last Known Vehicle)	DAEMON		175	ROYAL CITY T	12	5752093		High	VirtualSTD_20
'06-05-2018 @ 21:25:22"	JB_METHOD	Job Dispatch Method	DAEMON		175	ROYAL CITY T	12	5752093		High	
'06-05-2018 @ 21:25:22"	STD_AUTOFF	Auto book off from stand	DAEMON		175	ROYAL CITY T	12	0		Low	VirtualSTD_20
'06-05-2018 @ 21:25:22"	DV_ACCEPT	Driver accepted job	DAEMON		175	ROYAL CITY T	12	5752093		High	
'06-05-2018 @ 21:25:23"	DV_ARRIVED	Driver Arrived	DAEMON		175	ROYAL CITY T	12	5752093		High	
'06-05-2018 @ 21:25:57"	DV_ADVARR	Advise Arrival by Driver	DAEMON		175	ROYAL CITY T	12	5752093		High	
'06-05-2018 @ 21:27:45"	DV_LOAD	In service	DAEMON		175	ROYAL CITY T	12	5752093		High	
'06-05-2018 @ 21:34:24"	MAIL_SENT	Message sent	SUNNY	38	175	ROYAL CITY T	12	5752093		High	
'06-05-2018 @ 21:36:03"	STAND_ON	Stands book on	DAEMON		175	ROYAL CITY T	12	0		High	VirtualSTD_10
'06-05-2018 @ 21:36:03"	JB_DONE	Job is completed	DAEMON		175	ROYAL CITY T	12	5752093	X	High	
'06-05-2018 @ 21:36:17"	STAND_ON	Stands book on	DAEMON		175	ROYAL CITY T	12	0		High	VirtualSTD_20
'06-05-2018 @ 21:36:17"	STAND_OFF	Stands book off	DAEMON		175	ROYAL CITY T	12	0		High	VirtualSTD_10

DV_LOAD : At stopping point 1

NO VOICE

