

April 25, 2012

Taxi Surveys

Taxi Cost Index (TCI)

The Board is evaluating the TCI. We want an industry perspective. We mailed all taxi licensees a survey. Your responses will ensure that industry's voice is heard. We are asking for responses by May 4, 2012.

Taxi Service Targets

We sent a Taxi Service Targets survey to taxi licensees that serve areas with a population of more than 60,000 people. The Board is going to work with the taxi industry to discuss service guidelines. Your responses will help the Board improve its understanding of how taxi companies are operated in different regions of BC. In future, service guidelines could be used by:

1. Companies to improve customer service
2. The Board to make decisions on additional vehicle applications

Copies

Licensees can request a copy of surveys from the Board office. Make your request by phone (250-953-3777). Or, send an email or fax.

Responses

Licensees are asked to return surveys to the Board by May 4, 2012. They can be sent by fax (250-953-3788) or email (ptboard@gov.bc.ca).