

January 30, 2008

Industry Advisory

Taxi Bill of Rights

On January 30, 2008, the Honourable Kevin Falcon, Minister of Transportation, announced the Taxi Bill of Rights designed to promote a consistent and high level of taxi service in Metro Vancouver. The Board supports the implementation of the Taxi Bill of Rights as a tool that sets out what taxi drivers and passengers can expect from one another.

In support of this initiative, the Board is exercising its powers under the Passenger Transportation Act to require taxicabs licensed to pick up passengers in Metro Vancouver to display the Taxi Bill of Rights.

The Board has established a Taxi Bill of Rights Display Rule which is posted on the PT Board website at www.ptboard.bc.ca. Attached to the Board Rule is a list of specific taxicabs that must display the Taxi Bill of Rights. The Board has also written to the Registrar of Passenger Transportation ("Registrar") to direct the amendment of Metro Vancouver taxi licences to include the following new term and condition:

- Taxi Bill of Rights:**
- a) A Taxi Bill of Rights issued by the Ministry of Transportation ("Taxi Bill of Rights") must be affixed to an interior rear-seat, side window of each taxicab operated under the licence.
 - b) The Taxi Bill of Rights must at all times be displayed in an upright position with the complete text intact and visible to passengers.
 - c) Licensees may only display a current Taxi Bill of Rights.

The Registrar is sending Metro Vancouver taxi licence holders the Board Taxi Bill of Rights Display Rule, amended licences and decals with the Taxi Bill of Rights. By making the display requirement a term and condition of licence, any failure to display the Taxi Bill of Rights may result in enforcement under the Passenger Transportation Act.

The Ministry of Transportation engaged the Business Practices and Consumer Protection Authority to provide telephone (1-888-564-9963) and web-based services (<http://www.bccpa.ca>) where comments and concerns regarding Metro Vancouver taxi services can be directed. The Ministry also has a website (www.taxirights.gov.bc.ca) to provide taxi passengers and drivers with information about the Taxi Bill of Rights.

For questions regarding the Taxi Bill of Rights display requirement, please contact:

Jan Broocke
Director & Secretary to the Board
Phone: 250-953-3777
Fax: 250-953-3788
Email: jan.broocke@gov.bc.ca