

December 4, 2013

Introducing the Voluntary Taxi Bill of Rights Program

Taxi companies across BC may now display a *taxi bill of rights* in their taxicabs. Adopting a taxi bill of rights promotes consistent, high-quality taxi service. It also clarifies expectations between passenger and drivers.

A mandatory taxi bill of rights was successfully set up in Metro Vancouver. A new Voluntary Taxi Bill of Rights program enables companies in other parts of the province to set up their own program.

Drivers working late at night who ask passengers for a deposit may point to the taxi bill of rights in their taxi if a passenger refuses. Passengers whose expectations have not been met can refer to the taxi bill of rights before talking to the driver or taxi company. Text for the voluntary taxi bill of rights (VTBOR) is attached to this advisory. The Board's [Taxi Bill of Rights](#) webpage provides more program details.

VTBOR Program Highlights

- Driver and passenger rights are standardized across BC.
- Any licensee in BC outside Metro Vancouver may set up a VTBOR program.
- To start a VTBOR program, a licensee must [register their program](#) with the Board and [order VTBOR decals](#) for display in their taxicabs.
- The Board maintains a list of [taxi companies with an active VTBOR program](#).
- Before starting a VTBOR program, licensees must:
 - notify local governments in their originating area, and
 - commit to follow its own written procedures for responding to passenger comments and complaints.
- Licensees are responsible for [purchasing a VTBOR decal for each taxi](#) in their fleet and for any other program costs; the Board covered the costs of making decals available from an online store.
- The Board is directing the Registrar of Passenger Transportation to amend the licence of taxi companies to add a term and condition regarding VTBOR.

Background: Voluntary Taxi Bill of Rights

Terms and Conditions of Licence

Pursuant to Section 31 of the *Passenger Transportation Act*, the Board is directing the Registrar of Passenger Transportation to amend the terms and conditions of licence for taxicab licensees based outside Metro Vancouver. The new term and condition will state:

A taxi bill of rights may only be displayed in vehicles when the licensee (a) has received written approval of the Board to operate a taxi bill of rights program, and (b) is in compliance with applicable *taxi bill of rights* rules, standards and orders of the Passenger Transportation Board.

VTBOR Text

Text of the Voluntary Taxi Bill of Rights

As a Taxi Passenger you have the right to:

1. Be picked up and transported to your stated destination by any available, on-duty taxi driver
2. Pay the approved posted rate by any of the payment methods accepted by the taxi company
3. A courteous driver who provides assistance, if requested, and who obeys traffic and safety laws
4. Travel with an assistance dog or portable mobility aid
5. A taxi that is clean, smoke free and in good repair
6. Direct the route, or expect the most economical route
7. A quiet atmosphere, upon request
8. A detailed receipt, when requested

As a Taxi Driver you must obey all laws and have the right to refuse to transport a passenger:

9. To avoid contravening a law or condition of licence
10. To protect your, or any passenger's, health or safety
11. If the passenger is acting in an offensive manner
12. If the passenger refuses to provide a deposit, if requested