



Taxi Service Compliments & Reports

Who is this information for?

This is for taxi passengers who want to compliment a driver or report an incident relating to a recent taxi trip in British Columbia.

When reporting a compliment or an incident, details help.

Make your report as soon as possible. Collect as many details as you can. The following details are often relevant:

Who? Company name. Taxi number. Name of driver.

What happened? Describe the incident.

When? Date and time of the incident.

Where? Location of the incident.

After noting relevant details, contact an office that is able to respond to your comment or concern. In many cases, it is best to call the taxi company first. Use this information sheet as a guide to determine who to contact and how.

Note: To report an **emergency** that requires immediate action by police, ambulance or fire—if health, safety, or property is at risk, or if a crime is happening—call 9-1-1.

Taxi Company

Contact the taxi company you used (and ask for the General Manager) about any of these customer service matters:

- Driver behaviour
- Vehicle condition
- Unwillingness to assist a person with a disability in entering or exiting from a taxi
- Taxi wait times or no-shows
- Lost items

CONTACT: Get contact info from receipts, business cards, search engines, Yellow Pages

Passenger Transportation Branch

Contact the [Passenger Transportation Branch](#) in Coquitlam to report non-compliance with a BC Passenger Transportation Licence. Here is a list of these types of licensing issues:

- Trip refusal
- Taxi meter not being operated
- Rates charged exceed the metered rate
- Unauthorized extra charges (e.g. [luggage](#))
- Driving without passenger transportation licence, permit or decal
- [Taxi camera](#) violations

CONTACT: 604-527-2198 (Lower Mainland)
 250-387-6121 (Victoria)
 1-800-663-7867 (BC Toll Free)

Local Government Offices

Some local governments (and police departments) issue business licences to taxi companies, chauffeurs permits to taxi drivers, or set standards for the condition of taxis that are in use. If you want to report such incidents, contact your local government to find out what standards they set.

CONTACT: [Click here](#) to locate the website of your local government office.

Commercial Vehicle Safety Enforcement

Report the vehicle safety and [National Safety Code](#) issues to the [Commercial Vehicle Safety Enforcement Branch](#) at the Ministry of Transportation and Infrastructure. Here are some examples:

- Mechanical vehicle safety issues
- Inadequacy of vehicle equipment for easy entry and securement of people with a wheelchair

CONTACT: 1-888-775-8785 (BC wide)

Metro Vancouver

If you are calling from Metro Vancouver about a taxi service quality matter, get contact information from the [Metro Vancouver Taxi Bill of Rights website](#).