

December 4, 2013

## **Your Community & The Taxi Bill of Rights**

The Passenger Transportation Board is establishing a voluntary program that enables taxi companies in BC to adopt a *taxi bill of rights* for the benefit of local taxi drivers and passengers. This new, voluntary taxi bill of rights (VTBOR) program will:

- a. clarify expectations between drivers and passengers, and
- b. promote consistent, high-quality taxi service



Previously, a mandatory taxi bill of rights was successfully set up in Metro Vancouver. The Board has since received requests from taxi users, taxi companies and local representatives across the province who want a taxi bill of rights in their communities. The Board is pleased to respond to these requests.

Now, when a local taxi company decides to set up a taxi bill of rights program, they must first notify local governments. They must register their program with the Board. And, they need to order approved VTBOR decals for display in each of their taxicabs.

Participating taxi companies must also commit to procedures they set for responding to comments and complaints from passengers. It may be helpful for community and taxi company representatives to discuss local transportation matters and the taxi bill of rights.

### **More Information:**

PT Board: [Taxi Bill of Rights Programs in BC](#)

Ministry of Transportation: [Metro Vancouver Taxi Bill of Rights](#)

## Background: Voluntary Taxi Bill of Rights

### 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