

I. Legislation

The *Passenger Transportation Act* allows the Board to establish terms and conditions of licence and to standardize terms and conditions of licence.

II. Purpose

To facilitate the start and operation of voluntary taxi bill of rights (VTBOR) programs by taxi licensees in their communities. Adoption of VTBOR programs will:

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

III. VTBOR Program Registration & Board Approval Required

A licensed taxi company:

1. may only display a taxi bill of rights in its vehicles when it:
 - a. has registered its VTBOR program with the Passenger Transportation Board (PT Board), and obtained written approval from the PT Board, and
 - b. is in compliance with VTBOR requirements set out in this rule; and
2. must do the following to register its VTBOR program and obtain PT Board approval:
 - c. send a letter of notice to start a taxi bill of rights program to local governments in the licensee's authorized originating area,
 - d. have written policies and procedures for managing and responding to passenger comments and complaints, and
 - e. complete a Voluntary Taxi Bill of Rights Start-Up form using PT Board Form 16.

IV. VTBOR Program Requirements

1. Only licensees with a PT Board-approved VTBOR program may:
 - a. display a Taxi Bill of Rights in a taxicab,
 - b. advertise, in any way, its participation in a Taxi Bill of Rights program.
2. PT Board approved VTBOR decals are available to be ordered from CrownPublications.ca; no other decals may be used unless written approval has

Voluntary Taxi Bill of Rights Rule

been obtained from the PT Board. (See appendix A to preview the content of a VTBOR decal).

3. A licensee that operates a VTBOR program, starting no less than one month after receiving PT Board approval for its VTBOR program, must:
 - a. display, at all times, a PT Board-approved VTBOR decal in each taxicab operated under the licence and in accordance with the following specifications:
 - i. One decal must be affixed to an interior rear-seat, side window and not on any other window
 - ii. Decals must be displayed in an upright position with the complete text intact and visible to anyone who reads it
 - iii. Decals may not be obstructed; however, licensees may cover the words “Contact the General Manager for the taxi company you are using” with its own decal if the decal (a) displays the licensee’s phone number and supplemental contact information, if any, such as email or web URL, and (b) is readable and printed on a durable, non-paper decal (e.g. vinyl) with a permanent adhesive; and
 - b. Continue to operate a VTBOR program in compliance with this rule until written approval to end its VTBOR program has been obtained from the PT Board.
4. Licensees with an approved VTBOR program are responsible for costs incurred in setting up and operating a VTBOR program. This includes the cost of new decals, future replacement decals, displaying company contact information and responding to passenger comments and complaints.

V. Applicability

1. This rule applies to licensees that operate taxis excluding those based in Metro Vancouver.
2. For the purpose of this Rule, unless the Board approves otherwise, a taxi is a vehicle that has a taxi meter or top light.

VI. Dates

Approved:
December 3, 2013

Effective Date:
December 4, 2013

Appendix A: VTBOR Text & Decal Content



As a Taxi Passenger you have the right to:

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

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

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

This Taxi Bill of Rights is approved by the B.C. Passenger Transportation Board

Comments or Concerns about Your Taxi Service?

Contact the General Manager for the taxi company you are using