

## I. Background

Since 2008, the Ministry of Transportation and Infrastructure has administered a Taxi Bill of Rights designed to promote a consistent and high level of taxi service throughout Metro Vancouver.

The Ministry of Transportation and Infrastructure:

- maintains its [taxirights.bc.ca](http://taxirights.bc.ca) website;
- engages the Business Practices and Consumer Protection Authority (BPCPA) to provide telephone and web-based services where Metro Vancouver taxi service comments and concerns can be directed; and
- distributes through the Ministry's Passenger Transportation Branch:
  - a Taxi Bill of Rights printed on a decal; and
  - since 2019, a digital version of the Taxi Bill of Rights for app-hailed taxi trips.

The Board supports the implementation of the Taxi Bill of Rights as a helpful tool that sets out what taxi drivers and passengers can expect from one another.

In support of this initiative, the Board has exercised its powers under section 31 of the *Passenger Transportation Act* to direct the Registrar of Passenger Transportation ("Registrar") to amend taxi licences to require the display of the Taxi Bill of Rights, to enable digital options and clarify when digital options are an alternative for printed decals.

## II. Applicability

This rule applies to licensed taxi operators in Metro Vancouver as listed in Appendix A.

## III. Rule

1. A licensee must have displayed in the taxi a printed decal with a Taxi Bill of Rights that meets requirement 2 below unless the trip is hailed using a mobile app that displays a digital text version of the Taxi Bill of Rights that meets requirement 3.
2. A licensee may only display a decal with a printed Taxi Bill of Rights that is:
  - a. a current version and issued by the Ministry of Transportation and Infrastructure;
  - b. affixed to an interior rear-seat, side window of the taxi; and

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- c. displayed in an upright position with the complete text intact and visible to passengers.
3. A licensee may only display or broadcast a Taxi Bill of Rights digitally through a mobile app that is:
  - a. a current digital file and issued by the Ministry of Transportation and Infrastructure; and
  - b. easily accessible and clear any time the app is open.

### **IV. Prior Rule**

The following Board rule is rescinded:

- “Taxi Bill of Rights Display Rule” dated January 30, 2008.

### **V. Dates**

Date of Rule: March 29, 2019

**Effective Date: March 29, 2019**

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**APPENDIX A**

This Rule applies to each taxi licensee that appears in the following list, as amended from time to time:

<b>Company Name</b>	<b>Address</b>
1044943 BC Ltd.	1441 Clarke Drive Vancouver BC V5L 3K9
Abbotsford Taxi Ltd.	207-31265 Wheel Avenue Abbotsford, BC V2T 6H1
Aldergrove-Langley Taxi Ltd.	207-31265 Wheel Avenue Abbotsford, BC V2T 6H1
Alouette Transit Systems Ltd.	20542 Dewdney Trunk Road Maple Ridge BC V2X 3C3
Bel-Air Taxi (1982) Limited	2121 Hartley Avenue Coquitlam, BC V3K 6Z3
Black Top Cabs Ltd.	777 Pacific Street Vancouver, BC V6Z 2R7
Bonny's Taxi Ltd.	5525 Imperial Street Burnaby, BC V5J 1E8
Burnaby Select Metrotown Taxi Ltd.	4049 Ledger Avenue Burnaby, BC V5G 3T2
Central Valley Taxi Ltd.	1643 Salton Road Abbotsford BC V2S 7P2
Coquitlam Taxi (1977) Ltd.	2121 Hartley Avenue Coquitlam, BC V3K 6Z3
Delta Sunshine Taxi (1972) Ltd.	203 - 12837 76 Avenue Surrey, BC V3W 2V3
Garden City Cabs of Richmond Ltd.	148 - 2633 Viking Way Richmond BC V6V 3B6
Guildford Cab (1993) Ltd.	101 - 8299 129 St Surrey, BC V3W OA6
Kimber Cabs Ltd.	160 - 5671 Minoru Blvd Richmond, BC V6X 2B1
Kuber Taxi Ltd.	112 - 12827 76th Avenue Surrey, BC V3W 0K8
MacLure's Cabs (1984) Ltd.	1510 - 3rd Avenue West Vancouver, BC V6J 1L7

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<b>Company Name</b>	<b>Address</b>
Matsqui Taxi Ltd.	207-31265 Wheel Avenue Abbotsford, BC V2T 6H1
Meadow Ridge Taxi Ltd.	20542 Dewdney Trunk Rd Maple Ridge, BC V2X 3E3
Mission Taxi (1980) Ltd.	207-31265 Wheel Avenue Abbotsford, BC V2T 6H1
<b>Company Name</b>	<b>Address</b>
Newton Whalley Hi Way Taxi Ltd.	107 – 13119 84th Avenue Surrey, BC V3W 1B3
North Shore Taxi (1966) Ltd.	264 Pemberton Avenue North Vancouver, BC V7P 2R5
Port Coquitlam Taxi Ltd.	2121 Hartley Avenue Coquitlam, BC V3K 6Z3
Queen City Taxi Ltd.	5525 Imperial Street Burnaby, BC V5J 1E8
Richmond Cabs Ltd.	260 – 11180 Voyageur Way Richmond, BC V6X 3N8
Royal City Taxi Ltd.	436 Rousseau Street New Westminster, BC V3L 3R3
Sunshine Cabs Ltd.	260 Riverside Drive North Vancouver, BC V7H 2M2
Surdell Kennedy Taxi Ltd.	103 – 12975 84th Avenue Surrey, BC V3W 1B3
Syd’s Taxi (1984) ltd.	20542 Dewdney Trunk Rd Maple Ridge, BC V2X 3E3
Tsawwassen Taxi Ltd.	203 - 12837 76 Avenue Surrey, BC V3W 2V3
Vancouver Taxi Ltd.	302 Industrial Avenue Vancouver, BC V6A 2P3
Vancouver Taxi Ltd. dba Handicapped Cab	302 Industrial Avenue Vancouver, BC V6A 2P3
White Rock South Surrey Taxi Ltd.	Unit 3 - 17921 55th Avenue Surrey, BC V3S 6C4
Yellow Cab Co. Ltd.	1441 Clark Drive Vancouver, BC V5L 3K9