

ITEM 1  
MANAGER'S REPORT NO. 73  
COUNCIL MEETING 87/11/23

RE: LETTER FROM MS. SHARI CRAIG, BRANCH MANAGER, COMMUNITY HOMEMAKERS  
SERVICE ASSOCIATION OF GREATER VANCOUVER WHICH APPEARED ON THE AGENDA  
FOR THE NOVEMBER 16TH MEETING OF COUNCIL (ITEM 4 A)  
TAXICAB OPERATIONS

MUNICIPAL MANAGER'S RECOMMENDATION:

1. THAT the recommendation of the Director Finance be adopted.

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TO: MUNICIPAL MANAGER

87 11 18

FROM: DIRECTOR FINANCE

FILE: V17-4

RE: TAXICAB OPERATIONS

RECOMMENDATION

1. THAT copies of this report be sent to:

Shari Craig, Branch Manager, Community Homemakers  
Service Association of Greater Vancouver, #13, 7675  
Edmonds Street, Burnaby, B.C. V3N 1B7; and

Mr. Barr Turner, General Manager, Bonny's Taxi Ltd.,  
5525 Imperial Street, Burnaby, B.C. V5J 1E8

REPORT

At the meeting of 1987 November 16, Council received a letter dated 1987 November 03, from Shari Craig of the Community Homemakers Service Association, concerning the availability and standards of taxicab service in Burnaby.

The concerns expressed by Shari Craig relate to the availability of cab service and involve scheduling trips for homemakers. The timing and placing of orders for cab service and problems with the billing of accounts cause the most concern. These matters are now being reviewed by Shari Craig of the Community Homemakers and Barr Turner of Bonny's Taxi.

The concerns regarding standard of service relate to the performance of individual drivers and are identified as alleged rudeness, lack of courtesy, unkempt cabs, and allegations that some drivers take a circuitous route to a destination. Personal conduct by a driver such as rudeness is basically the responsibility of the taxi company. Bonny's Manager advises that they fully investigate and take appropriate action in any reported incident of driver misconduct. He also assures us that they make every effort to maintain their cabs in good condition.

The condition of cabs and the requirement that the most direct route must be taken are matters under Municipal jurisdiction as provided in the cab by-law. We check the general conditions of cabs as part of the by-law requirements to test and seal the meters of taxicabs licenced by the Municipality.

The ability to take corrective action on difficulties with service, either by the taxi company or municipal staff, requires the identification of the driver and cab involved in a trip. In this regard, Shari Craig will instruct staff of the Community Homemakers Service to note the cab number, date and time, and origin and destination of trips involving the aforementioned problems. Such information is to be forwarded to Barr Turner of Bonny's taxi and the Licence Department.


In broader terms, there have been five complaints regarding taxicab operations recorded with the Licence Department in 1987.

Additionally the Provincial Motor Carrier Commission, through the Compliance Department, record and investigate written complaints involving all forms of public transportation or freight service within their jurisdiction. They have received very few complaints involving unsatisfactory taxicab service in Burnaby. A copy of any complaint concerning the level or standard of service would be forwarded to us for action. No complaints have been received through the M.C.C. this year.

In discussion with Shari Craig, we informed her that the municipality is participating in the Greater Vancouver Regional District's review of taxicab service in the region. As part of this process, the Regional Administrative Advisory Committee (RAAC) of the GVRD are scheduled to consider the feasibility of standardizing requirements for taxicab service at their meeting on 1987 December 02. Following the RAAC meeting, staff will submit a status report for Council's information. We will send a copy of that report to Shari Craig.

In our discussions with Shari Craig and Barr Turner, it was agreed that while the billing and trip scheduling problems are basically matters for them to resolve, we are prepared to assist them if we can. In matters of unsatisfactory service involving drivers or vehicles, we will act upon any such incidents that come to our attention and will continue to inspect cabs as an ongoing part of our licencing process.

PK:ah

  
HOWARD KARRAS  
DIRECTOR FINANCE