

ITEM 8  
MANAGER'S REPORT NO. 53  
COUNCIL MEETING 89/08/21

RE: TAXI STANDS

MUNICIPAL MANAGER'S RECOMMENDATION:

1. THAT the recommendation of the Director Planning & Building Inspection be adopted.

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TO: MUNICIPAL MANAGER 1989 AUGUST 11  
FROM: DIRECTOR PLANNING & BUILDING INSPECTION  
SUBJECT: TAXI STANDS

PURPOSE: To outline a program for the provision of taxi stands and improved taxi services related to major public and private developments in Burnaby.  
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RECOMMENDATION:

1. THAT the proposed program for the provision of taxi stands and improved taxi service related to major public and private developments in Burnaby as outlined in Section 4.0 of this report be approved.

R E P O R T

1.0 INTRODUCTION AND SUMMARY

Council at its meeting of 1989 January 09 adopted the following motion in response to a discussion regarding taxi services in Burnaby:

"THAT Planning Department staff be directed to address the issue of providing taxi stands in the development and/or redevelopment of commercial, recreational and public facilities in Burnaby including SkyTrain stations."

In pursuing this study of taxi stands, contact was made by staff with the taxi companies operating in Burnaby, with the major shopping centre operators, with representatives of major public facilities including SkyTrain, and with staff of other municipalities.

This study addresses the public accessibility to taxi service related to the following items:

- a) Taxi stands at off-street locations where taxis can wait to respond to direct contact by taxi patrons.
- b) Taxi stands located either on-street or on-site functioning as decentralized depots serving a catchment area encompassing a number of major facilities.
- c) Ease of contact with Burnaby taxi companies from public telephones proximate to a high generator drop-off and pick-up area.

The pursuance of a specific program for the provision of taxi stands and improvement of taxi services related to major public and private developments in Burnaby is proposed.

## 2.0 OTHER JURISDICTIONS

Staff of the cities of Vancouver, North Vancouver and New Westminster were contacted as the level of urban development in these jurisdictions was considered to be the most comparable to Burnaby. Specific facts were not readily available. However, each city has at least some existing on-street taxi stands but does not appear to have any specific on-site taxi-stand policy related to large developments such as shopping centres. In New Westminster, two existing on-street taxi stands identified were established many years ago. North Vancouver has a taxi stand committee which includes representatives of the taxi companies in their city and the city engineer, and appeared to have instituted approximately 10 on-street taxi stands in the city. On-street taxi stands in the City of Vancouver are handled administratively by the Engineering Department in conjunction with the Vancouver Taxi Cab Association which is an umbrella organization of the 5 or more taxi cab companies in the city. In Vancouver, on-street taxi stands are most often found in the downtown area and specific taxi stands do not appear to have been established with respect to SkyTrain stations.

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## 3.0 BURNABY'S SITUATION

The following discussion outlines taxi stand and taxi service information as it relates to the taxi companies serving Burnaby, major shopping centres, Skytrain stations, and other major developments in Burnaby.

### 3.1 TAXI COMPANIES AND TAXI STANDS

Two companies are presently licenced in Burnaby - Bonny's Taxi and Burnaby Select Taxi with a total of 102 licences available including wheelchair accessible taxi cab licences.

Taxi drivers would be expected to remain with the cab at all taxi stands. The exception would be within development sites where regulation parking spaces had been set aside for taxi stand use. If taxi stands are to be used most efficiently and not redundantly duplicated, then the cooperation of the taxi companies serving the Burnaby public is desirable. It is noted that the number of taxi stands warranted would be related to the number of taxis available within the Municipality and the use frequency of taxi stands by the taxi companies satisfactory to developer/owners for on-site taxi stands and to the Municipality for on-street taxi stands. Designated taxi stands should not be vacant for prolonged periods of the day.

### 3.2 SHOPPING CENTRES

The manager/developers of eight major shopping centres in Burnaby were contacted regarding taxi stands. Most of these centres already provide for taxi stands by agreement with formal signage in some cases, or by informal use in other cases. At least one centre negotiated a rental fee for on-site taxi stands. Another centre permits taxis to wait in an emergency fire lane area which is considered inappropriate unless coordinated with the Fire Department. Any existing on-site taxi stands have been negotiated with a specific taxi company. There was also some comment to the effect that there were no evident requests for additional taxi stands.

There appeared to be a consensus that the manager/developers of major shopping centres would be willing to provide at least one, signed taxi stand within their sites, as long as the taxi companies guaranteed their frequent use since in some cases valuable parking spaces would be set aside for taxi use. Taxi stands cannot be required unless established as a prerequisite to a specific rezoning bylaw.

All major shopping centres also have internal driveways which can accommodate drop-off and pick-up by taxis. It would also be appropriate if public pay phones were located close to such drop-off/pick-up areas (informally or formally established) with small signs affixed with the telephone numbers of the two Burnaby taxi companies.

### 3.3 SKYTRAIN STATIONS

SkyTrain staff were contacted regarding taxi stands. Taxis within bus loops, such as at the Metrotown and Edmonds SkyTrain Stations, were not supported as they were considered disruptive to the operation of the bus loops. On-street taxi stands appear to be the only other option and would then be under the jurisdiction of the Director Engineering (traffic). The four SkyTrain Stations in Burnaby have been reviewed on a preliminary basis as follows:

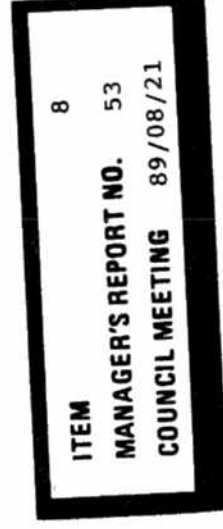
- a) Patterson Station - A 5 minute parallel, pull-off, waiting zone accommodating approximately 4 vehicles on the north side of Beresford Street is available for use by taxis as well as other vehicles. If warranted by taxi use demand, it is possible that one space could be formally designated as a taxi stand.
- b) Metrotown Station - A Handidart parallel, pull-off area on the south side of Central Boulevard could possibly be used on an informal basis by taxis when not needed for Handidart purposes.
- c) Royal Oak Station - A 5 minute angled-parking waiting area accommodating six vehicles on the north side of Beresford Street is also available for use by taxis. If warranted by taxi use demand, it is possible that one space could be formally designated as a taxi stand.
- d) Edmonds Station - The existing kiss-and-ride short-term parking area is considered too remote for taxi stand purposes to serve the SkyTrain station. If warranted by taxi use demand, it is possible that an on-street taxi stand location could be designated within the 18th Avenue cul-de-sac at the entry to the station.

It is expected that taxis will continue to pick-up and drop-off passengers at curb-side locations adjacent the SkyTrain Stations on an informal basis. One public service improvement for taxi pick-up would be to have the two Burnaby taxi company telephone numbers specifically noted at public pay phone locations at the SkyTrain stations in the same way that emergency numbers are noted. Current indications are that there are no high taxi-service demand locations which would warrant direct-line telephones to taxi companies. However, this situation could change with time, and the taxi companies could then arrange for direct-line telephones to be installed at prominent high taxi service demand locations.

### 3.4 OTHER DEVELOPMENTS

Other major developments which may require frequent taxi services were also surveyed including: major recreation centres, BCIT and SFU. It appears that each development in itself currently generates either infrequent taxi use or is of a larger campus character which does not provide a focussing of taxi use. Large hotels such as the Sheraton Villa and large liquor serving establishments generate substantial taxi use especially in the evening. Large concentrations of senior citizens housing also experience heavy taxi use.

The most efficient manner of serving these types of developments is by grouping them into catchment areas which could be served, where warranted by taxi use demand, by a designated on-street taxi stand functioning as a decentralized dispatch location. Even if implemented, on-street taxi stand use may need to be foregone during rush hours. For example, taxis have for a number of years informally used an area along Deer Lake Place near the Municipal Hall as a taxi stand functioning as a dispatch location which has not proved a matter of concern as long as the flow of traffic is not impeded.



4.0 TAXI STAND PROPOSALS

It is proposed that taxi stands in Burnaby be pursued in the following manner:

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a) Taxi Stands (Direct Service)

The developer/owners of the following major shopping centres be requested to provide as a public service at least one taxi stand at no cost in a convenient location, by arrangement with a licenced Burnaby taxi company:

- i) Metrotown
- ii) Middlegate
- iii) Brentwood Mall
- iv) Lougheed Mall
- v) Kensington Square

- Metrotown Centre
- Eaton Centre
- Station Square
- Old Orchard

Additional taxi stand space may be negotiated between the developer/owners of other shopping centres and a licenced Burnaby taxi company.

b) Taxi Stands (On-Street)

The Director Engineering through his Traffic Supervisor be authorized to examine the possibility of providing:


- i) some taxi stands on-street adjacent the four Burnaby SkyTrain stations in line with Section 3.3 of this report, and
- ii) some taxi stands functioning as on-street dispatch waiting areas in key areas of the Municipality in line with Section 3.4 of this report.

It is proposed that discussions be initiated with the two Burnaby taxi companies regarding possible on-street taxi stands. Taxi companies wishing to use or have established a taxi stand in any specific location would be requested to submit to the Municipal Traffic Supervisor a verifiable summary of trip records which would indicate the current frequency of taxi pick-ups and drop-offs generated by a specific development or a certain catchment area, thereby assisting in identifying those specific taxi stand locations which are justified.

c) Public Telephones

The telephone numbers of Burnaby taxi-cab companies be prominently affixed to public pay phone locations which are near a reasonable taxi drop-off and pick-up area.

Pursuance of this proposal would be requested of the operator of SkyTrain, of the developer/owner of major shopping centres in Burnaby, and of the administration of BCIT and SFU.

  
A. L. Parr  
Director Planning &  
Building Inspection

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Attachments

cc: Traffic Supervisor  
Chief Licence Inspector