

**TO:** CITY MANAGER

1999 September 14

**FROM:** DIRECTOR FINANCE

**SUBJECT:** THE TAXI INDUSTRY

**PURPOSE:** To provide information to Council.

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**RECOMMENDATION:**

1. **THAT** Council receive this report for information.
2. **THAT** a copy of this report be sent to:

U.B.C.M.  
10551 Shellbridge Way  
Richmond , B.C. V6X 2W9  
Attention: Joe Stott

**REPORT**

Appearing under *Correspondence* on the 1999 August 23 Council agenda was a letter (copy attached) from Mayor John Ranta, President, U.B.C.M., seeking opinions about the recent provincial study of the taxi industry. This report provides information on the taxi study and comments on the recommendations identified in the U.B.C.M. correspondence. Comments on other study recommendations relating to City operations are also provided.

This report also provides Council with information about a separate Motor Carrier Commission (M.C.C.) inquiry into the supply of taxis in the greater Vancouver region.

**The Taxi Industry Study**

In 1999 January, the Minister of Transportation and Highways announced the undertaking of a study on the state of the taxi industry in B.C. The study, undertaken by a panel chaired by Mr. Stan Lanyon, examines the industry's financial condition, regulatory requirements and service and safety issues. On 1999 June 15, the Minister released the study and its 56 recommendations. An advisory panel has been established by the Ministry to review the recommendations of the study.

## Taxi Study Recommendations

A copy of the Executive Summary of Recommendations is provided to Council under separate cover. A list of the more significant recommendations from each section of the study is presented below for Council's convenience.

### Financial Condition of the Industry

- a modest fare increase
- fare increases be subject to full financial disclosure
- periodic and random audits of taxi companies in regards to employment standards
- the inclusion of the taxi industry in the planning of public transportation

### Regulatory Scheme

- a single regulatory authority for the licensing and regulation of the taxi industry
- the MCC be changed to include a Taxi Division charged with licensing, regulation, policy and planning relating to the taxi industry

### Safety and Service

- mandatory driver certification through an expanded and enhanced Taxihost program
- driver safety measures as recommended by the Taxi Drivers Task Force be in place within the year
- the frequency of vehicle inspection be increased to every three months from every six months

## U.B.C.M. Request for Comments

The correspondence from Mayor John Ranta, President, U.B.C.M., requests Council's opinion of the Taxi Industry Study. Particular reference has been made to Recommendations 14 through 17 and 23, as those to be more fully discussed with municipalities. The following provides comments of each of these specified recommendations and two additional recommendations.

*# 14 ... licensing through the Motor Carrier Commission be required for all taxis operating in B.C. Thus we recommend that the municipal exemption be deleted ...*

All taxis operating in Burnaby hold M.C.C licences for local and cross boundary service. Taxis based in Burnaby would be unaffected.

# 15 ... municipalities continue to be allowed to licence and impose higher standards on those taxis licenced to operate in their jurisdiction. However, municipal licensing would require additional approval of the M.C.C.

The licencing and operational requirements of the Burnaby Cab and Commercial Vehicle Bylaw would still apply to Burnaby based taxis. M.C.C. approval of municipal licencing is supported only if local jurisdictions have the ability to licence and regulate taxis to meet the needs of their community.

# 16 ... unless exceptional circumstances exist - no licenses be issued by the Commission within Municipalities without the approval of the affected municipality.

Local jurisdictions should maintain ability to direct the licensing and regulation of taxis to meet local service needs and promote local taxi service.

# 17 ... an Advisory Committee be established to work with the Taxi Division on matters of policy and planning. Such a committee should include representation from the industry, regulatory bodies, municipalities, regional districts and other stakeholders.

This opportunity for input into policy and planning should include representation from user groups including seniors and persons with wheelchairs.

#23 ... representatives from Translink be appointed to the Commission and be among those hearing applications originating from the Lower Mainland.

The move to include the taxi industry in the public transportation process is supported.

# 44 ... taxis be allowed a reasonable amount of time in the no-stopping zones to load and unload customers without being ticketed.

No stopping zones are established to address traffic safety issues. Any exception will compromise the goal of the no stopping directive. This recommendation is not supported.

# 50 ... the implementation of a comprehensive complaint procedure for consumers...

City staff respond to service issues relating to Burnaby taxi service and will continue to address consumer concerns. A Provincial complaint process must work in conjunction with local efforts in complaint resolution.

It is recommended that this report be forwarded to the U.B.C.M. for inclusion in a coordinated local government response to the recommendations of the Taxi Industry Study. Local taxi companies will also have an opportunity to forward comments to the province on their own or through their industry association.

**M.C.C. Inquiry into the Supply of Taxis in the Greater Vancouver Area**

In 1998 October, the M.C.C. ceased accepting applications for licencing until an inquiry into the supply of taxis could be conducted. The M.C.C. then delayed further action on this licence moratorium pending the completion of the Provincial Taxi Industry Study. The M.C.C. has now continued with its inquiry into taxi supply in the region and has invited submissions in writing or at a public hearing that was held September 09.

A written submission was sent to the M.C.C. on the Burnaby taxi supply and staff did attend the public hearing. In the submission, staff concluded *"Overall , the supply of taxis in Burnaby is adequate. It must be noted, though, that the current taxi supply is likely nearing its limit to adequately service the community."* The supply of taxi service is monitored on an ongoing basis by considering the ratio of taxis to population, the market for taxi service, and information from the public and industry. This basic criteria is also used as an indicator for a more comprehensive market analysis to better determine the need for additional licences in Burnaby.

Results from this M.C.C. inquiry will be made public and staff will provide further information to Council as it becomes available.



Rick Earle  
DIRECTOR FINANCE

CMC:dm  
Attach.

cc: Director Engineering  
Director Planning & Building

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RECEIVED

CORRESPONDENCE

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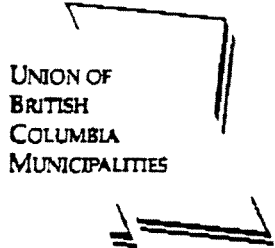
1999 AUGUST 23

TO: Mayor and Council  
Chair and Regional Board

FROM: Mayor P.A. John Ranta  
President, UBCM

DATE: August 4, 1999

RE: A STUDY OF THE TAXI INDUSTRY IN B.C.  
(Lanyon Report)



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On June 15, 1999, the Chair of the Taxi Study Panel, Stan Lanyon Q.C., conveyed the above report to the Minister of Transportation and Highways. The report contains 56 recommendations, some of which are of interest to local government.

On June 29<sup>th</sup>, the Minister of Transportation and Highways circulated the Executive Summary of the report to local governments across the province. The Minister's correspondence noted that Ministry staff would have further discussions to determine the acceptability of the recommendations prior to making legislative changes. In particular, the Minister referred to Recommendation 14 (removal of municipal exemptions from Motor Carrier Commission licensing requirements) and the related measures of Recommendations 15, 16, 17 and 23.

At the last meeting of the UBCM Executive held July 15 and 16, 1999, the Executive requested that UBCM canvass its members to determine their views on the Taxi Industry Study recommendations in order to determine an appropriate role for UBCM in coordinating local government input to the recommendations.

The purpose of this memo is to seek your opinions about the Taxi Industry Study. If your Council/Board has prepared any comments on the Lanyon Taxi Industry Study, would you please send them to UBCM to the attention of Joe Stott at fax number 604-270-9116. If you require any further clarification, Joe can be reached by telephone at 604-270-8226. We look forward to your views and comments.

: COPY - CITY MANAGER  
- DIRECTOR FINANCE (For Report Sept. 13)  
- CHIEF LICENCE INSP.

