



City of Richmond

Report to Committee

To: General Purposes Committee **Date:** May 29, 2017
From: Carli Edwards, P.Eng. **File:** 12-8275-02/2017-Vol
 Manager, Customer Services and Licencing 01
Re: **Business Licence Bylaw No 7360, Amendment Bylaw 9722**

Staff Recommendation

That Business Licence Bylaw No. 7360, Amendment Bylaw 9722, which increases the maximum number of Class A Taxicabs to 124 and Class N Taxicabs to 48, be given first, second and third readings.

Carli Edwards, P.Eng.
 Manager, Customer Services and Licencing
 (604-276-4136)

Att. 2

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Law Transportation	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: CJ	APPROVED BY CAO (ACTING).

Staff Report

Origin

Business Licence Bylaw No. 7360 establishes the maximum number of taxicabs permitted to be operated and licenced by Richmond based companies within the jurisdiction of the City, excluding the Vancouver International Airport (YVR). Further regulations dealing with taxicabs in Richmond are covered under Vehicle for Hire Regulation Bylaw No. 6900.

This report deals with an application submitted to the Passenger Transportation Board (PTB) by Richmond Cabs Ltd., (RCL) to add 14 new additional vehicles to their fleet. On April 13, 2017 the PTB made the following decision on the application:

14 additional vehicles (10 conventional taxis and 4 accessible taxis) are approved"

In light of the decision made by the PTB and at the request of RCL, staff propose Amendment Bylaw 9722, to increase the number of taxicabs permitted under Business Licence Bylaw No. 7360. This will allow the additional vehicles that were approved by the PTB to be licenced by the City of Richmond.

The Community Charter and Council Policy 9311, requires that the public are provided an opportunity to provide written or oral submissions by those persons who consider themselves effected by the proposed bylaw. Notification requirements are reasonably satisfied if the adoption of the proposed bylaw is advertised once each week for two consecutive weeks in a newspaper that is distributed in Richmond. A time period of at least two weeks is provided from the date of the second required advertising for persons to make submissions before the bylaw may be adopted. This policy will be followed before the final adoption of this bylaw.

Analysis

Taxicabs are also licenced by the PTB and provincially regulated under the Passenger Transportation Act. The City looks to the review and diligence carried out by the PTB in the determination of the demand for additional PTB taxicab licences.

On January 18, 2017, PTB published in the Weekly Bulletin an application was received by RCL for an additional 14 taxicab vehicles - 10 conventional taxis and 4 wheelchair accessible taxis. In their review of the application the PTB takes into consideration, among other criteria, that:

- a) *There is a public need for the service the applicant proposed to provide under any special authorization;*
- b) *The applicant is fit and proper to provide the service and is able to provide the service;*
and
- c) *The application, if granted would promote sound economic conditions in the passenger transportation business in British Columbia.*

The PTB also reviewed 2 submissions on the application from the following individual/organizations:

- Shashikant Engineer
- Garden City Cabs of Richmond Ltd (GCCRL)

RCL rationale in support of their application was that they are the largest taxi provider in the City of Richmond, which has seen an increase in population growth. RCL current fleet is inadequate to maintain their business model to pick up customers within 10 minutes, 90% of the time. RCL indicate the additional 14 taxis will complement their fleet to restore their business model to intended levels and provide a platform to serve new customers. RCL observes a potential risk of deregulation of the taxi industry. The potential arrival of ridesharing services like UBER and car sharing services like, Car2go, and Evo, RCL maintains that the taxi industry must remain competitive and provide viable taxi service.

The PTB also reviewed information that reflected:

- RCL data shows year over year trip volume increased by 10% for sedan taxis and 25% for accessible taxis;
- Generally RCL maintains 99% total sedan fleet and 95% accessible fleet on shift at all times;
- Vancouver Airport Authority (VAA) has issued 74 licences to RCL which require a monthly commitment to complete 45 trips, representing approximately 11% of RCL service, and YVR to surpass 22 million passengers by end of 2016;
- Between 2006 and 2011 census period population growth in Richmond was 9.2%;
- Increase demand for taxi service at the new McCarthurGlen Outlet Mall;
- Exclusive contract to service the Sheraton, Marriott and Hilton hotels;
- RCL has 900 corporate clients and participates in the taxi saver program through Translink.

On April 13, 2017, the PTB determined that RCL had provided sufficient information and evidence to demonstrate a need for the additional 14 vehicles (10 Class A conventional taxicabs and 4 Class N Accessible Taxicab).

As the City is generally supportive of increasing the number of taxicabs to meet growing demand of the community and noting no recent public complaints were received by the City regarding the services of RCL, staff have no objection to granting the approved additional licenses.

If approved by Council, RCL would be licensed to operate 97 Class A conventional taxicabs and 15 Class N accessible taxicabs. The addition of four new Class N taxicabs should enhance service to passengers with disabilities while the 10 additional Class A taxicabs should free up taxicabs for all passengers.

In their decision, the PTB notes the increase “would promote sound economic conditions in the passenger transportation business in British Columbia.” The full decision is attached to this report (Attachment 2).

May 10, 2017

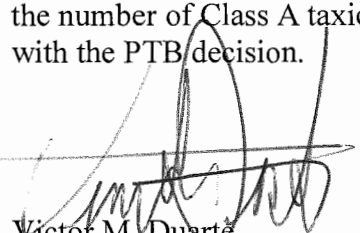
- 4 -

Financial Impact

The Business Licence Fee for RCL will be reassessed to accommodate the additional 14 Vehicles for Hire. The Class A conventional taxicab fee is already at the maximum fee of \$3,839.00 and no additional fee will apply. The Class N accessible taxicabs will result in an increase of revenue of \$504.00.

Conclusion

The PTB decision speaks to the increasing population of Richmond and an increase in taxi demand. Staff is recommending an amendment to Business Licence Bylaw No. 7360 to increase the number of Class A taxicabs by 10 vehicles and Class N taxicabs by 4 vehicles, consistent with the PTB decision.



Victor M. Duarte
Supervisor Business Licence
(604-276-4389)

VMD:vmd

- Att. 1: Applicants email requesting bylaw amendment
- 2: PTB Licence Application Decision

Attachment 1

Duarte,Victor

From: gm@richmondtaxi.ca
Sent: May 9, 2017 14:15
To: Duarte,Victor
Subject: PTB approval for new 14 taxis
Attachments: Richmond Cabs-New cab approval-May 9 2017.pdf

Hello Victor Duarte

Here I attach PTB approval for our new 14 cabs. We already submitted same paper in the City of Richmond too.

Thank you and looking forward to meet you soon.

Kind Regards

Mohammed Anwar Ullah

Sent from Mail for Windows 10

Licence Application Decision

MAY 09 2017

Taxi – Additional Vehicles

RECEIVED

Application #	AV438-16	Applicant	Richmond Cabs Ltd.
Trade Name (s)	Richmond Taxi		
Principals	AYUB, Muhammad MANGAT, Manjinder S. SADHRA, Paramjeet, Singh TAKHAR, Amarjit Singh	BAINS, Kirandeep Singh MANN, Charanjit Singh SANDHU, Yadwinder Singh	
Address	2440 Shell Road, Richmond, BC V6X 2E3		
Applicant's Representative	McLachlan Brown Anderson William A. McLachlan, Barrister & Solicitor		
Current Licence	Special Authorization for passenger directed vehicles. PT Licence #70391		
Application Summary	<p>Additional Vehicles – Taxi</p> <p>Add 14 vehicles (10 conventional and 4 accessible).</p> <p>This will increase the maximum fleet size to 112 vehicles (97 conventional and 15 accessible).</p>		
Date Published in Weekly Bulletin	January 18, 2017		
Submitters (and representatives)	<ul style="list-style-type: none"> • Shashikant Engineer • Garden City Cabs of Richmond Ltd. 		
Board Decision	14 additional vehicles (10 conventional taxis and 4 accessible taxis) are approved.		
Decision Date	April 13, 2017		
Panel Chair	William Bell		

I. Introduction

This is an application from Richmond Cabs Ltd. (RCL) dba Richmond Taxi. The applicant is applying for 14 additional vehicles, 10 conventional taxis and 4 wheelchair accessible taxis

(WATs). RCL currently holds a passenger transportation licence, #70391, with a Special Authorization: Passenger Directed Vehicles. In 2015, RCL corporately amalgamated with Coral Cabs Ltd. which operated a fleet of 19 conventional taxis. RCL currently operates a fleet of 98 taxis (87 conventional and 11 WATs). The additional licences, if approved, would increase the maximum fleet size of RCL to 112 vehicles, comprised of 97 conventional and 15 accessible taxis.

RCL also seeks flip seat authorization for the 4 WATs requested in this application. This is consistent with their current WATs.

II. Background

A brief summary of RCL applications and Board decisions over the past years follows:

- AV271-12, addition of 10 taxis, refused, published December 14, 2012.
- 322-14 (UPN) add Canada Post contract clause, approved in whole, published December 3, 2014.
- AV 260-14, addition of 15 taxis (10 conventional and 5 accessible) approved in whole, published January 21, 2015.

In support of this application, Richmond Cabs Ltd. provided the following documents.

PDV vehicle proposal	Financial information
Public Explanation	Public need indicators
Disclosure of Unlawful Activity and Bankruptcy	Municipal notice
Declaration	Accessible service plan
Business plan	Taxi Data/USB

During the review of this application, the applicant was asked in a letter dated February 22, 2017 to provide further data and information and clarification of some matters. The information requested was provided in a manner acceptable to the Board on March 7, 2017.

III. Relevant Legislation

Division 3 of the *Passenger Transportation Act* (the "Act") applies to this application. The Act requires the Registrar of Passenger Transportation to forward applications for Special Authorization licences to the Passenger Transportation Board (Board). Section 28(1) of the Act says that the Board may approve the application, if the Board considers that:

- (a) there is a public need for the service the applicant proposed to provide under any special authorization.
- (b) the applicant is a fit and proper person to provide that service and is capable of providing that service, and
- (c) the application, if granted, would promote sound economic conditions in the passenger transportation business in British Columbia.

I will consider each of these points in making my decision.

IV. Rationale and Submissions

(a) Applicant's Rationale

RCL is the largest taxi provider in the City of Richmond, which has seen an increase in population growth. The current RCL fleet is inadequate for maintaining the intended business model of serving their customers target, which is to pick up a customer within 10 minutes 90% of the time from when a customer calls dispatch. This target is not being met. RCL's analysis of dispatch records suggests 14 additional taxis will restore the intended business model. The additional taxis will not take business away from the other taxi providers in Richmond and will provide the platform for providing an appropriate level of service to existing customers and allow it to serve new customers.

(b) Submissions & Applicant's Response

Two submissions were received from:

- Garden City Cabs of Richmond Ltd. (GCCRL)
- Shashikant Engineer

GCCRL made the following submissions:

- RCL's business model has traditionally focused on deriving its revenue stream from YVR. RCL dedicates 73 out of 98 licensed taxis to YVR. Based on its YVR trip volumes, RCL could reduce YVR service and still meet YVR contract terms to address a service problem in the City of Richmond.
- RCL drivers reject trips to the City of Richmond when dispatched from YVR. This adds an additional response time of 1 minute on the dispatch times.

The applicant responded to the submission from GCCRL as follows:

- RCL does not dedicate any taxis exclusively at YVR despite having 74 taxis licensed by the Vancouver Airport Authority (VAA) to queue at YVR. The 74 taxis are part of 525 taxis, from 16 companies, that the VAA has licenced. RCL holds 14% of the licences issued by the VAA; however RCL is only doing 11% of YVR business.
- On average, 66% of RCL's business is from dispatched trips within the City of Richmond. Approximately 23% of the overall business is flag trips at RCL taxi stands and at the South Terminal of YVR. YVR trips in 2015 and 2016 represent approximately 11% of overall trip volumes by RCL for its conventional taxi fleet.

The submission from Shashikant Engineer argued the following:

- There is no public need or demand for additional vehicles by RCL.
- Fleet utilization involves a minimum of 18-20 parked RCL cabs during shift changes. Between 25%-42% of trips are rejected during shift changes, which create waits and delays in service. Using its dispatch data the company can direct fleet cabs to certain areas or zones that get busy.
- Illegal flagging by RCL cabs occurs in downtown Vancouver on Wednesday, Thursday, Friday and Saturday nights until early morning and RCL drivers are not disciplined by the company.
- Two spreadsheets of RCL data for sedan and WAT vehicles for the period February 2013-July 2014, which were attached, included side bar notes that monthly trip

volumes for sedan (conventional) and WAT includes flags in Downtown Vancouver of 12-18% and 8-12% respectively.

- The DDS Pathfinder System is manipulated “to create shortages or demand or needs.”
- There is no care and control by RCL over its drivers. Almost 65-80% of RCL drivers are unsafe. RCL averages 5 accidents every week and there are 7-10 calls daily regarding dangerous driving.

The applicant responded to the submission as follows:

- Shashikant Engineer is the past General Manager of RCL who held the position from August 8, 2008 to September 6, 2016.
- Past and current data reports were completed by a technical consultant who has an excellent reputation in the taxi industry regarding data extraction and analysis.
- Shift changes take place on the road when drivers agree to meet at a particular location or at the RCL yard. These generally take place over several hours. Management permits shift changes to be delayed until drivers conclude their last trip. Taxi drivers move from zone to zone to address areas that are busy. Moving to a busy zone that is producing trips rather than waiting for a trip in a zone has nothing to do with the requirement of more taxis and a service model not being met.
- RCL drivers do not avoid short trips as it has a policy that after completing short trips, taxis are returned to the first position in a zone, which is a preferred trip.
- RCL denies any suggestion that a significant degree of flagging other than some exceptions by RCL, occurs in downtown Vancouver. Drivers are clearly instructed on the condition of licences and permitted areas of operation and, when breached, are disciplined accordingly. However, flagging can be problematic at times in the Downtown Vancouver Entertainment District (DVED) when suburban taxis drop passengers off as other passengers or groups jump into the taxi and drivers are verbally abused or their taxis damaged when they attempt to explain they are not licensed for pickups. At times, police have directed people to suburban taxis.

-
- There is no foundation to the claim that 65%-80% of all RCL drivers are unsafe. No safety concerns are pending against RCL and its NSC rating is satisfactory.

The Board gives more weight to submissions that back up claims with facts or details. I have considered the submissions and the applicant's responses in my review of this application.

V. Reasons

- (a) *Is there a public need for the service that the applicant proposes to provide under special authorization?*

Taxi companies who want more vehicles are expected to show that there is a public need for more taxis. Companies are expected to show why their current fleet is not large enough to handle more trips and why they need a specific number and type of vehicles for which they have applied. The Board wants to be satisfied that there is a reasonable connection between the number and type of vehicles requested and public need. Applicants should explain why other taxis in the area are not meeting the public need.

RCL submits that additional conventional and WATs are required to reduce wait times for individual and corporate customers. The additional vehicles will also reduce the number of cancelled calls. It will use the added capacity to service the City of Richmond.

The applicant provided the following evidence and material to demonstrate a public need for the additional vehicles requested:

- (a) *Operational Data*

Data was included for a 23 month period (April 2015 to February 2017). An archiving system was not set up prior to April 2015 for retaining operational data.

- (i) *Trip Volume*

According to the spreadsheets submitted by the applicant, overall trip volume based on a weighted yearly average increased 10% for sedan taxis and 23% for WATs. The 11-month year over year analysis shows a 11% increase for sedan taxis and 25% for WATs.

(ii) Vehicles on Shift

Generally, 99% of the total sedan fleet and 95 % of the WAT fleet is on shift at all times.

(iii) Response time

RCL clarified that its performance standard is to service passengers within 10 minutes 90% of the time. Cancelled trips over the 23-month period shows an increase of 29 % for sedan taxis and for WATs an increase of 4%.

As wait time can vary throughout the day, the amount of time dispatched trips have waited are grouped into 3 categories, peak, medium, and low. For both sedan and WATs the 90th percentile of 10 minutes or less is not being met.

The sedan fleet has a 23-month percentile average of 12.3 minutes while the WAT fleet is even higher at 14.7 minutes. Response time for less than 10 minutes is being met only 80% of the time for sedans and 72% for WAT's

(iv) YVR

- The VAA has issued licences to 74 of RCL's fleet. All taxis have a monthly commitment to complete 45 trips per month. These can be completed during any time period.

RCL must maintain a minimum of 4 taxis from 7:00- 19:00 at the South Terminal and a minimum of 2 taxis from 19:00 to 22:00. The 74 taxis complete 99% of all the originating trips from both the Main and South terminals at YVR.

- The VAA does not record trips by type of vehicles requested. Further, all trips at the Main terminal are "flag" trips and those at the South terminal are predominately flags as well. Trip volumes for the former are provided by the VAA while the latter are taken from RCL's dispatch system.

The YVR licenced vehicles derive most of their daily trips from the City of Richmond. The 23 month data indicates that when comparing the average trips per day of the sedan vehicles from the City of Richmond with that at the YVR main terminal the former indicates volumes that are approximately more than 6 times greater. The YVR average trips per month from the 23 month data also reflect that YVR service represents only approximately 11% of total trips.

(b) Market Analysis

RCL's market is the City of Richmond, including YVR. It is a growing area with population increases and development. Between the 2006 and 2011 census period population growth in Richmond was 9.2 %.¹

Richmond is home to several large taxi fare generators, including hotels that serve YVR, Richmond General Hospital, the Workers Compensation Board Rehabilitation Centre, numerous senior homes, modern shopping centres and casinos.

Since it opened in 2015, RCL has been receiving an increasing demand for taxi services at the new McArthurGlen Designer Outlet shopping centre. Further, the Central at Garden City shopping complex opened for business in October, 2016 and RCL is receiving an increasing number of dispatch calls from there. RCL has rented a 2 car exclusive stand at the mall. The Sheraton Hotel's 18,000 square foot Richmond Convention Centre has been renovated. RCL now has an exclusive contract with Sheraton as well as the Marriott and Hilton hotels.

A new Pacific Autism Family Network that will support approximately 60,000 people will increase the demand for both conventional and accessible taxis in Richmond. Because of RCL's close proximity to the facility, it expects to be a leading taxi service provider.

Building permits have more than doubled from 2014 to 2015 and the 2016 numbers are expected to be consistent. Construction of a new integrated, multi-purpose complex, the Minoru Civic Precinct, will promote further population growth, but also increase visitors and international tourism.

Room revenues at hotels have grown 13% between 2014 and 2015 and have continued into 2016. Local movie theatres, sports bars, cocktail bars and hipster-approved lounges as outlined by Tourism Richmond are enjoying the increase in late night business.

RCL has 13 exclusive stands around Richmond and 15 dedicated direct telephone lines at various locations and is the largest taxi service provider in the City of Richmond.

(c) YVR Growth and Taxi Shortages

YVR has seen strong passenger and airline growth in 2016. The airport recorded about 20 million passengers in 2015 and expects to surpass 22 million by the end of 2016. The

¹ The 2016 Census, unavailable at the time the application was submitted, indicates that Richmond's population increased by about 4% between 2011 and 2016.

expanded demand at YVR includes the increased traffic at the South Terminal as well. RCL reports that its exclusive stands at Harbour Air have also experienced increased volumes in taxi service. Because of these increases, RCL has struggled to maintain quality service in Richmond and at YVR Main and South Terminals. In May 1, 2016 the VAA implemented escalating steps to address taxi shortage periods of greater than 2 hours.

(d) Accounts

RCL provided a list of 900 corporate clients. RCL has 4 main contracts with businesses and agencies. The taxi saver program through Translink is a major account that generates significant revenues.

Spreadsheets data regarding trip volumes for all the accounts of RCL shows an increase of 10.5% when making a year over year same month comparison (April 2015 to February 2017).

With regard to HandyDART, RCL reports it is experiencing some issues and delays providing service to Richmond residents and the additional vehicles will improve services by reducing wait times.

RCL also noted some changes in its accounts. HandyDART transportation responsibility, through an agreement with MVT Canadian Bus Inc. (MVT), is now shared concurrently with Garden City Cabs As of January 9, 2015 billing to Canada Post under a specific contract terminated as it acquired its own service vehicle.

(e) Financial Information

RCL has experienced growth in corporate accounts and credit card receipts. The dollar value of these increased by approximately 11.6% from 2015 to 2016. Consolidated Statements of Income (October 31, 2015 and 2016) included in the application indicate an approximate 5.6% in increased revenues from 2015 to 2016.

(f) Support Letters

User support statements were received from 24 respondents. The majority (18) came from a variety of businesses, including 7 hotels that are frequent users of RCL services. Most of the letters noted lengthy wait times, sometimes as high as 30-45 minutes, but generally well in excess of 10 minutes. Many note that this presents serious issues regarding travel to business meetings, flight departures at YVR, etc. Additional taxis will help accommodate an

increased demand for taxis during the morning rush hour and evening peak times. Several of the businesses represented senior residences. Many guests who no longer drive use taxis. Most seniors in the residences find the use of public transit difficult and service is intermittent.

Several letters came from the Richmond Centre for Disability and report that wait times for WATs have steadily increased over the past few years. One letter from a long standing client suggests a window of 10-15 minutes to wait for a taxi would be reasonable.

(g) Wheelchair Accessible Taxis (WATs)

RCL indicates that it participates in the HandyDART Taxisaver program which is a significant contributor to its revenue base. It has signed an agreement to provide taxi services as part of Translink's handyDart program. RCL notes that it has an increasing number of program customers are taking advantage of these supplemental services via taxicabs. This, with a growing population, has put additional stress on demand for taxi services.

(h) Smartphone Applications

Trips reserved using several smartphone applications has increased ridership. Data provided indicates trips reserved using the smartphone applications increased from November 2015 to November 2016 by 150%.

Board Analysis and Findings

I find overall the support information and material and, in particular the operational data, provides some meaningful evidence of business growth over the past few years. I assigned considerable weight to the data. The increases in trip volumes, trip cancellations and the failure to meet its response time target on a consistent basis for both sedan and WAT vehicles demonstrate RCL has issues with its service levels. I note, in particular, the support from organizations and/or users concerning service issues associated with WATs and the need for additional capacity to provide timely on-demand services for customers with mobility or other challenges.

The market analysis describing economic development, population growth and new medical services also suggests the service area is growing and will need expanded taxi services. Other information that supports a public need is the increase in account activity;

YVR growth and the support letters which corroborate additional taxi capacity. The trip volume data also demonstrates that RCL predominately serves the City of Richmond.

I find the applicant has provided sufficient information and evidence to demonstrate a public need for vehicles 14 vehicles: 10 conventional taxis and 4 WATs, with flip seats.

(b) Is the applicant a fit and proper person to provide that service and is the applicant capable of providing that service?

The Board looks at fitness in two parts:

- (i) is the applicant a “fit and proper person” to provide the proposed service; and
- (ii) is the applicant capable of providing that service?

The disclosure forms of Unlawful Activity and Bankruptcy were completed by the 7 Directors with no discrepancies.

On the record there were 7 complaints concerning customer service and driver behavior issues during 2016. Also, during 2016 one administrative penalty was imposed for a trip refusal. All the complaints were resolved to the satisfaction of the Passenger Transportation Branch. Legal counsel for RCL addressed the concerns as raised by Shashikant Engineer in his submission to my satisfaction.

I note that the applicant’s NSC Safety Rating and Profile was rated as “Conditional-Unaudited” at the time of the application. More recently RCL received an administrative penalty for operating out of their service area. Both of these matters concerned me and I sought more information from the applicant.

Legal counsel responded to both issues. With regard to the NSC rating counsel reports there was an “hours of service” issue that was primarily the fault of a programming error in RCL’s dispatch computer that occurred after a software update. RCL is taking a number of steps to remedy this situation.

With respect to the more recent administrative penalty for “Operating Out of Service Area”, counsel reports that this too was the result of a technical error, which RCL has rectified.

I find RCL has fully disclosed and acknowledged their responsibility concerning the above matters and is taking the appropriate steps to fix and improve their operations.

The applicant has provided taxi services in the City of Richmond and at the Vancouver International Airport for an extended period of time and has a well established infrastructure and management oversight that should help resolve these matters. Many of the letters of support attest to the professionalism of the company as a supplier of reliable taxi services.

At this time, I find that the applicant to be a fit and proper operator to provide the service sought and is capable of providing the service.

(c) *Would the application, if granted, promote sound economic conditions in the passenger transportation business in British Columbia?*

The Board looks at the “sound economic conditions” issue from a wide-ranging view. The economic conditions of the “transportation business in British Columbia” are considered ahead of the economic and financial interests of an individual applicant or operator. The Board supports healthy competition. The Board discourages competition that could unduly harm existing service providers.

I assigned little weight to the submissions as they provided weak or dated evidence to corroborate their claims.

RCL observes its greatest risk is the potential deregulation of the taxi industry. With the potential arrival of ridesharing services such as UBER and car sharing services such as Car2Go and Evo, the taxi industry must remain competitive and responsive and the current unreasonable wait times are seen as a detriment to continuing a viable taxi service business. If RCL does not keep up with public expectations then the public will find or demand other options.

The applicant has demonstrated a need for additional taxis, which I am persuaded the expanding marketplace can absorb. The taxis will be used solely to service the City of Richmond.

As a result, I find that granting this application will promote sound economic conditions in the BC Taxi industry.

VI. Conclusion

For the reasons above, this application is approved in whole.

I establish the activation requirements and the terms and conditions of licence that are attached to this decision as Appendix I. These form an integral part of the decision.

<p>Approval of application may expire</p>	<ol style="list-style-type: none"> 1. The licensee must activate the additional vehicles approved in this decision within 6 months of the date of this decision. 2. Any additional vehicles that have not been activated within 6 months of the date of this decision are no longer approved and the maximum fleet size of the licensee is reduced accordingly. 3. The Passenger Transportation Board may vary the requirements set out in 1 above, if circumstances warrant it. 4. If an applicant needs more time to activate its vehicles, then the applicant must make a request to the Board <u>before</u> the end of the 6 month activation period. <p>(Note: “activate” means that the applicant has submitted the documents required to obtain a Special Authorization Vehicle Identifier to the Registrar of Passenger Transportation.)</p>
<p>Notice to Registrar</p>	<p>The Registrar must not, without direction from the Board, issue the applicant any additional special authorization vehicle identifiers if the applicant has not activated the vehicles within 6 months of the date of this decision.</p> <p>(Note: activated means that the applicant has submitted to the Registrar of Passenger Transportation the documents required to obtain a Special Authorization Vehicle Identifier.)</p>

<p align="center">Special Authorization: Passenger Directed Vehicle (PDV)</p>	
<p align="center">Terms & Conditions:</p>	
<p>Maximum Fleet Size:</p>	<p>At any time - a fleet size of 110 vehicles may be operated; of which 95 may be conventional vehicles.</p> <p>YVR Contract - The licensee may operate an additional 2 conventional taxis if the Vancouver International Airport Authority (VIAA) has approved airport licenses for 71 or more vehicles in fleet of the licensee.</p> <ol style="list-style-type: none"> a. When making application for renewal of its licence, Richmond Cabs Ltd. must submit a letter to the Registrar of Passenger Transportation from Ground Transportation, Vancouver International Airport Authority, stating that its contract with Richmond Cabs Ltd. remains in good standing. b. The letter referred to in (a) must confirm the number of airport licenses approved for Richmond Cabs Ltd. c. If the number of airport licenses is 71 or less, the licensee must return 2 identifiers for conventional taxis to the Registrar.

Service Priority Requirement:	Persons with mobility aids who require an accessible taxi for transportation purposes are priority clients for the dispatch of accessible taxis. The licensee must at all times use a dispatch and reservation system that dispatches accessible taxis on a priority basis to clients who have a need for accessible vehicles.
Flip Seat Authorization:	Passengers may be seated in moveable "flip seats" or "let down seats" that are installed behind the driver in accordance with Division 10.07(5) of the Motor Vehicle Act Regulations.
Minimum Operating Requirement:	Licensees must ensure that accessible taxi service is available to passengers throughout a 24 hour day in a reasonable manner and that accessible taxi availability is, at a minimum, proportionate to conventional taxi availability.
Specialty Vehicles:	The accessible taxis must be operated in accordance with the <i>Motor Vehicle Act Regulations</i> including Division 10 (<i>motor carriers</i>) and Division 44 (<i>mobility aid accessible taxi standards</i>), as amended from time to time, and in accordance with any other applicable equipment regulations and standards.
Vehicle Capacity:	Vehicles can accommodate a driver and not less than 2 and not more than 7 passengers.
Service 1:	<i>The following terms and conditions apply to Service 1:</i>
Originating Area:	Transportation of passengers may only originate from any point in the City of Richmond, including the Vancouver International Airport.
Destination Area:	Transportation of passengers may terminate at any point in British Columbia.
Return Trips:	The same passengers may only be returned from where their trip terminates in the <i>destination area</i> to the City of Richmond, excluding the Vancouver International Airport, if the return trip is arranged by the time the originating trip terminates.
Reverse Trips:	Transportation of passengers may only originate in the <i>destination area</i> if the transportation terminates in the City of Richmond, excluding the Vancouver International Airport, and the cost of the trip is billed to an active account held by the licence holder that was established before the trip was arranged.
Service Limitation:	A minimum of 2 accessible taxis must be operated and available for hire 24 hours each day every day of the week.
Service 2:	<i>The following terms and conditions apply to Service 2:</i>
Originating Area:	Transportation of passengers may only originate from any point in the City of Richmond including the Vancouver International Airport.
Destination Area:	Transportation of passengers may terminate at any point beyond the British Columbia/United States border when engaged in an extra-provincial undertaking.
The following apply to all vehicles in the fleet	

Taxi Cameras:	Taxi camera equipment may only be installed and operated in vehicles when the licensee is in compliance with applicable taxi camera rules, standards and orders of the Passenger Transportation Board.
Taxi Bill of Rights:	<p>a) A Taxi Bill of Rights issued by the Ministry of Transportation (“Taxi Bill of Rights”) must be affixed to an interior rear-seat, side window of each taxicab operated under the licence.</p> <p>b) The Taxi Bill of Rights must at all times be displayed in an upright position with the complete text intact and visible to passengers.</p> <p>c) Licensees may only display a current Taxi Bill of Rights.</p>
Eco-friendly taxis:	Any additional non-accessible vehicles approved for this licence on or after June 11, 2007 and for which a passenger transportation identifier is issued, must be operated as ‘eco-friendly taxis’ as defined by Board Policy Guidelines in effect at the time the vehicle is issued a passenger transportation identifier.
Express Authorizations:	<p>(i) Vehicles must be equipped with a meter that calculates fares on a time and distance basis.</p> <p>(ii) Vehicles may be equipped with a top light.</p> <p>(iii) The operator of the vehicle may, from within the originating areas only, pick up passengers who hail or flag the motor vehicle from the street.</p>
Taxi Identification Code:	Each vehicle operated by the licensee must have a unique taxi identification code (TIC) affixed to the inside and outside of the vehicles in a manner that complies with applicable rules, specifications and orders of the Passenger Transportation Board.
Transfer of a licence:	This special authorization may not be assigned or transferred except with the approval of the Board pursuant to section 30 of the Passenger Transportation Act.



Business Licence Bylaw No. 7360, Amendment Bylaw No. 9722

The Council of the City of Richmond enacts as follows:

1. Business Licence Bylaw No. 7360, as amended, is further amended by deleting subsection 2.1.27.3 (a) and (b) and substituting the following;
 - (a) for use as Class A taxicabs is 124; and
 - (b) for use as Class N taxicabs is 48.

2. This Bylaw is cited as **“Business Licence Bylaw No. 7360, Amendment Bylaw No. 9722”**.

FIRST READING

SECOND READING

THIRD READING

ADOPTED

CITY OF RICHMOND
APPROVED for content by originating dept.
<i>[Signature]</i>
APPROVED for legality by Solicitor
<i>[Signature]</i>

MAYOR

CORPORATE OFFICER