



City of Richmond

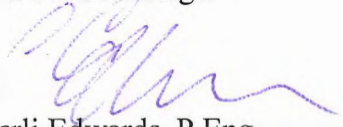
Report to Committee

To: General Purposes Committee
From: Carli Edwards, P.Eng.
 Manager, Customer Services and Licensing
Re: **Business Licence Bylaw 7360**
Amendment Bylaw 9632

Date: December 2, 2016
File: 12-8275-02/2016-Vol
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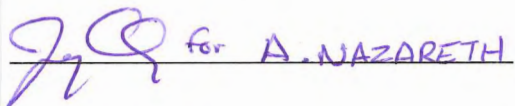
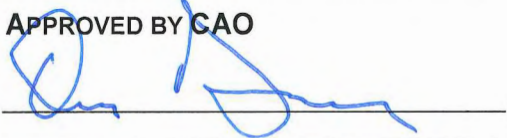
Staff Recommendation

That Business Licence Bylaw No. 7360, Amendment Bylaw 9632, which increases the maximum number of Class A Taxicabs to 112 and Class N Taxicabs to 44, be given first, second and third readings.



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

Att. 2

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Law Transportation	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	 for A. NAZARETH
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: Dw	APPROVED BY CAO 

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 Garden City Cabs of Richmond Ltd., (GCCRL) to add 9 new additional vehicles to their fleet. On November 28, 2016 the PTB made the following decision on the application:

Granting 4 additional vehicles – “3 conventional and 1 accessible taxis are approved”

In light of the decision made by the PTB and at the request of GCCRL, staff propose Amendment Bylaw 9632, 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.

In August of 2016, GCCRL submitted an application to the PTB for an additional 9 taxicab vehicles - 7 conventional taxis and 2 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 3 submissions on the application from the following organizations:

- BC Taxi Association (BCTA)
- Kimber Cabs Ltd. (KCL)
- Richmond Cabs Ltd. (RCL)

In order to support their application, GCCRL presented census data that shows a population increase of approximately 19% from 2006 to 2015. With a current population of 213,891, Richmond is projected to increase to 280,000 people by 2041.

The PTB also reviewed information that reflected:

- Richmond supports approximately 120,000 jobs in various sectors;
- Statistics for Vancouver International Airport (YVR) in 2015 show that approximately 20 million passengers were served;
- Hotel rooms in Richmond account for 19% of the Metro Vancouver region available rooms.

On November 28, 2016, the PTB determined that GCCRL had provided sufficient information and evidence to demonstrate a need for an additional 4 vehicles (3 Class A conventional taxicabs and 1 Class N Accessible Taxicab), rather than the 9 that were requested. The PTB determined this represents approximately 2.6% increase in the overall taxi fleet capacity in Richmond.

The Applicant forwarded the decision to City of Richmond Licence Department on November 29, 2016, requesting approval and licencing of the 4 additional cabs. (Attachment 1).

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

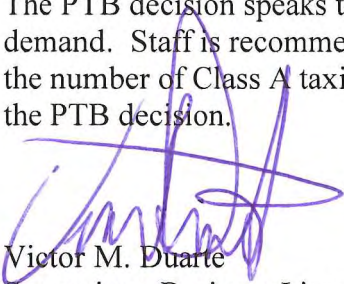
If approved by Council, GCCRL would be licensed to operate 23 Class A conventional taxicabs and 13 Class N accessible taxicabs. The addition of one new Class N unit should enhance service to passengers with disabilities while the three additional Class A taxicabs should free up taxicabs for all passengers. In their decision, the PTB notes that 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).

Financial Impact

The Business Licence Fee for GCCRL will be reassessed to accommodate the additional 4 Vehicles for Hire, which will result in an increase of revenue of \$504.

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 3 vehicles and Class N taxicabs by 1 vehicle, consistent with the PTB decision.



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

VMD:vmd

December 2, 2016

- 4 -

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



Business Licence Bylaw 7360, Amendment Bylaw 9632

The Council of the City of Richmond enacts as follows:

- 1. Business Licence Bylaw No. 7360, as amended, is further amended by deleting subsections 2.1.27.3 (a) and (b) and substituting the following;
(a) for use as Class A taxicabs is 112; and
(b) for use as Class N taxicabs is 44.
2. This Bylaw is cited as "Business Licence Bylaw 7360, Amendment Bylaw 9632".

FIRST READING

SECOND READING

THIRD READING

ADOPTED

Four horizontal lines for signature or date entry.

Approval stamp: CITY OF RICHMOND, APPROVED for content by originating dept. (with signature), APPROVED for legality by Solicitor (with signature).

MAYOR

CORPORATE OFFICER

Attachment 1

Duarte,Victor

From: Parmjit Randhawa <parmjit1699@gmail.com>
Sent: November 29, 2016 08:57
To: Duarte,Victor
Subject: Fwd: AV241-16 Garden City Cabs of Richmond Ltd.
Attachments: transmittal ltr.docx; ATT00001.htm; AV241-16 Decision.pdf; ATT00002.htm

Hello Victor

As we discussed on phone I am sending you the P.T Board decision which award 4 more Cabs to Garden City Cabs Of Richmond. I request you we wants to bring these new cabs on Road ASAP. So, as we discussed please talk to your staff and city clerk to amend the bylaw if required. If you needs any more information please call me on my cellphone or email.Thanks

Have A Great Day
Parmjit S Randhawa
Garden City Cabs of Richmond
604-728-0123

Sent from my iPhone

Begin forwarded message:

From: Hafiz Khan <hrkhangcc@gmail.com>
Date: November 28, 2016 at 10:23:25 AM PST
To: Amrik Purewal <bilgaa@hotmail.com>, Sam Hundal <hundal_sam@hotmail.com>, Parmjit Randhawa <parmjit1699@gmail.com>, joewahlla <joewahlla@gmail.com>, Joey Walia <joey@gardencitycabsrichmond.com>
Subject: Fwd: AV241-16 Garden City Cabs of Richmond Ltd.

----- Forwarded message -----

From: **General Manager** <gm@gardencitycabsrichmond.com>
Date: Mon, Nov 28, 2016 at 10:19 AM
Subject: Fwd: AV241-16 Garden City Cabs of Richmond Ltd.
To: Hafiz Khan <hrkhangcc@gmail.com>

----- Forwarded Message -----

Subject: AV241-16 Garden City Cabs of Richmond Ltd.
Date: Mon, 28 Nov 2016 17:23:22 +0000
From: Morris, Jane TRAN:EX <Jane.Morris@gov.bc.ca>
To: 'gm@gardencitycabsrichmond.com' <gm@gardencitycabsrichmond.com>
CC: Passenger Transportation Br, TRAN:EX <PassengerTransportationBr@gov.bc.ca>

Hello;

Please find attached the Board's decision on the above application. If you require a hard copy of the decision, please contact our office.

Thank you,


Jane

Jane Morris

Research and Administrative Coordinator

Passenger Transportation Board

Ph: 250.953-3777 || Fax 250-953-3788

 Please consider the environment before printing this email.

Licence Application Decision

Taxi – Additional Vehicles

Application #	AV241-16	Applicant	Garden City Cabs of Richmond Ltd.
Trade Name (s)	Garden City Cabs		
Principals	HUNDAL, Surinderjit S. RANDHAWA, Paramjit S.	PUREWAL, Amrik S. WAHLLA, Joginder S.	
Address	148-2633 Viking Way, Richmond, BC V5V 3B6		
Current Licence	Special Authorization for passenger directed vehicles. PT Licence 71373		
Application Summary	<p>Additional Vehicles – Taxi</p> <p>Add 9 vehicles (7 conventional and 2 accessible). This will increase the maximum fleet size to 41 vehicles (27 conventional and 14 accessible).</p>		
Date Published in Weekly Bulletin	August 17, 2016		
Submitters (and representatives)	<ul style="list-style-type: none"> • BC Taxi Association • Richmond Cabs Ltd. (McLachlan Brown Anderson, W. McLachlan, Barrister & Solicitor) • Kimber Cabs Ltd. 		
Board Decision	3 conventional and 1 accessible taxis are approved.		
Decision Date	November 28, 2016		
Panel Chair	William Bell		

I. Introduction

This is an application from Garden City Cabs of Richmond Ltd. (GCCRL) that holds passenger transportation (PT) licence # 71373 and is located in Richmond, B.C. GCCRL is applying to add 9 vehicles: 7 conventional taxis and 2 wheelchair accessible taxis (WATs). These additions, if approved, would increase the maximum fleet size of GCCRL from 32 to 41 vehicles, comprised of 27 conventional and 14 accessible taxis.

II. Background

GCCRL was incorporated on May 18, 2007. Following a public hearing, the Board approved application 1623-07 and published its decision on June 18, 2008. The Board approved a maximum fleet size of 30 taxis, 18 conventional taxis and 12 WATs. GCCRL's PT licence stipulates that the transportation of passengers may only originate from within the City of Richmond, excluding the Vancouver International Airport (YVR). On its licence, GCCRL has return and limited reverse trip authority. These terms and conditions provide GCCRL with limited authority to pick up passengers at YVR.

Subsequent Applications

- In the fall of 2009, GCCRL made an application (141-09) to install flip seats in its 12 WATs. This application was approved and the decision published October 28, 2009. GCCRL made a further application (20-10) in February 2010 seeking an amendment of the originating area for Service 1 by adding YVR. The application was refused and the decision published April 21, 2010.
- In May 2013 GCCRL again made an application (109-13) to amend its Service 1 by adding YVR and also 9 vehicles; 4 conventional taxis to serve the City of Richmond and 5 WATs to serve YVR. This application was approved in part and the decision published October 2, 2013. The Board approved 2 conventional taxis to serve the City of Richmond. The Board confirmed this decision after reconsideration. The reconsideration decision was published February 26, 2014.
- In August, 2014, GCCRL made an application (216-14) to amend its licence and to add a new service specific to YVR as an originating area using 5 additional WATs to serve it. The Board refused this application and published its decision on November 26, 2014.

Supporting Material

In support of the current application, GCCRL provided the following documents.

PDV vehicle proposal	Financial information
Service Area	Public need indicators
Public Explanation	Municipal notice
Disclosure of Unlawful Activity and Bankruptcy	Accessible service plan

Business Plan Update	Taxi Data
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On October 28, 2016 I, through Board staff, requested additional details on spreadsheet data and specific WAT response time data. I also sought clarification from the applicant on response time service targets and overall WAT trip volumes. The results of these inquiries are considered below in my analysis of public need.

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

GCCRL claims its customers are experiencing higher than usual waiting times. The addition of taxis will reduce the waiting times resulting in better service.

(b) Submissions & Applicant's Response

There were 3 submissions on this application from the following:

- BC Taxi Association (BCTA)
- Kimber Cabs Ltd. (KCL)
- Richmond Cabs Ltd. (RCL) (W. McLachlan – counsel)

Both KCL and RCL operate in Richmond, may originate passengers at YVR and have specific vehicles licensed by the Vancouver International Airport Authority (VIAA). GCCRL's PT licence excludes picking up passengers at YVR. Information on the PT licences authorities of these companies as well as VIAA licences is outlined in Chart 1 below.

Chart 1: Authorities of RCL, KCL and GCCRL

Taxi Company	Trade Name	PT Licence #	Total Vehicles	WATs*	Flip Seats	Originating area	Licenses issued by VIAA
Richmond Cabs Ltd.	Richmond Taxi	70391	98	11	11	Any point in the City of Richmond, including the Vancouver International Airport	74
Kimber Cabs Ltd.	Kimber Cabs	70458	22	20	12	Any point in the City of Richmond	18
Garden City Cabs of Richmond Ltd.	Garden City Cabs	71373	32	12	12	Points within the City of Richmond, excluding the Vancouver International Airport	n/a
			152	43	35		92

*WATs – Wheelchair Accessible taxis

General themes in the submissions include.

- Taxis in the region are providing taxi services in a timely manner.
- GCCRL often “parks” its fleet, thus limiting the number of vehicles available to serve the public. Both KCL and RCL provided documentation claiming to support these allegations:
 - (a) KCL’s manager observed, documented and submitted a list of GCCRL taxis, including vehicle numbers, parked for various shift periods between July 29 -August 29, 2016.
 - (b) RCL included video and photographs, with dates and time and vehicle numbers, it took between April 1, 2016 to August 19, 2016. These were GCCRL vehicles parked on Viking Way. RCL claims that vehicles were not

out of service for any mechanical reason and that up to 12 of the 32 vehicle GCCRL fleet is parked at any given time. RCL suggested that GCCRL will not be able to produce driver timesheets for these times.

- Further, KCL alleges that many GCCRL's taxis are lined up at the River Rock Casino.
- Flooding the market with additional taxis will have a negative impact and not promote sound economic conditions. The only business GCCRL can pursue will be that taken away from other providers in the area.

RCL raised specific issues related to:

- GCCRL's fitness, including an ability to sustain contract obligations;
- GCCRL's ability to serve all of Richmond.
- Information provided to customers on GCCRL's dispatch app.

The applicant made the following comments in response to the submissions:

- Supporting evidence in the applications shows there are taxi shortages and excessive wait times in Richmond. An addition of 9 taxis to the 152 taxis licensed for Richmond is only a 5.9% overall increase in vehicles.
- GCCRL's fleet utilization has increased from 86% in 2013 to 95% and 96% respectively for 2014 and 2015. GCCRL provided evidence to refute the claims of RCL and KCL regarding "parking" of vehicles. The applicant hires drivers to operate its taxis and these drivers change shifts at various times of the day.
- KCL and RCL operate most of their fleets at YVR depriving Richmond of needed conventional and accessible taxi service.
- GCCRL responded to comments about its coverage in Richmond, availability of drivers' records and its dispatch app.

The Board gives more weight to submissions that back up general claims with facts or details. I have considered the submissions and the 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.

Trend data or information may show that a need exists. This type of information may be found in dispatch records concerning trip volumes, response times and fleet utilization.

With regard to the latter, applicants should give the Board information on the scheduling of vehicles in their fleet. How many taxis are in use per day, per shift? They should explain any variations in fleet usage.

Applicants may also include such documentation as financial statements, new contracts, support letters and other material.

GCCRL included in their application the following documentation in support of public need:

1. Population and Economic Growth for Richmond, B.C.

- Census data from the City of Richmond's Policy Planning Division show population increases of approximately 19% from 2006 to 2015. The population as of 2015 was just over 213,891 people. The growth from 2013 to 2015 represents an approximate 4% increase. Projections estimate a population of 280,000 by 2041.
- Also included were statistics on:

-
- jobs and industry in Richmond, which supports about 120,000 jobs in various economic sectors and is a leading centre in the region for the high-tech industry.
 - YVR statistics for 2015 showing it served 20 million passengers;
 - hotels and hotel rooms in Richmond, indicating that it represents 19% of Metro Vancouver's bed base.

2. *Taxis to Population Ratios:*

The applicant reports that there is about 1 taxi for every 1,400 residents in Richmond. It suggests tourism and related travel growth require significantly more taxis to meet the demand.

3. *Financial Information*

- Financial statements show revenues for the 3 year period 2013-2015 having increased by 18.6%.

4. *Supporting Letters*

- Assistant General Manager, River Rock Casino, June 9, 2016, indicates that the casino has an exclusive agreement with GCCRL because of its service quality; however its smaller feet size often prevents it from being able to handle the volume of guests requiring taxi service.
- General Manager, Sheraton Vancouver Airport Hotel, representing 3 Larco Hotel properties in Richmond, September 14, 2016 reports that the agreement between GCCRL and the Larco had to be terminated 3 months after the start date as it became clear the GCCRL fleet size was not large enough to meet the hotels' demands.

5. *Taxi User Survey-Business Community*

GCCRL included a survey it conducted with 28 Richmond businesses, of which a little more than 50% were tourism-related. The remainder included a mix of businesses as well as the City of Richmond. Each survey document was 1 page and included names and contact

information. The survey asked a series of questions about taxi services in the Richmond area, concerning the participant's use of taxis and wait times. The major findings of the survey were:

- The average waiting time expressed was approximately 20 minutes.
- The longest wait time experienced in the past 6 months averaged between 30-60 minutes.
- Business operators and, more specifically, the hospitality industry noted that the lack of timely taxi services affects their business and customer experiences negatively.
- A significant proportion of respondents indicated that they experience wait times of 30 minutes or more during rush hours, but also at other times of the day.
- Most of the respondents indicated a willingness to wait between 10 and 20 minutes for a taxi before they make other arrangements.

6. Public Taxi User Survey

GCCRL commissioned a management consultant to conduct a "Public Taxi User Survey". It involved 83 people that were interviewed within the GCCRL service area between June 1 and July 13, 2016. The survey was distributed through GCCRL drivers who were instructed to present it to their clientele in order to capture the opinion of taxi users. Non-taxi users were excluded from the survey as their opinion would not be the result of direct experience.

The survey was designed to solicit public opinion in the City of Richmond in relation to the public need for additional taxis. The report by the consultant indicates that the survey provides a snapshot relative to customer needs, expectations and insufficiencies in present service levels. Survey questions were designed without prejudice to any taxi company and results were not balanced for user segments and hot spots. The focus of the survey was on the reliability of taxi and other transportation services in the community as a whole, based

on the experiences of those who commonly use them. The consultant indicates that the survey's confidence level is 90%.

The highlights of the survey are:

- The majority of respondents use taxi service between 5 and 10 times per month and the majority who are high frequency transit or taxi users feel that public transit is not adequate for their needs. Taxi service is preferred because of the convenience factor, but the public expects to get this consistently within about 10-15 minutes.
- 51% of the participants use taxi service for entertainment and leisure. Taxi use to and from work makes up 38% while people needing taxis for medical reasons is 28%.
- Average waiting times experienced by taxi users (73%) range between 15 and 20 minutes. Waiting times experienced over the past 6 months by customers at 30 minutes is 42% and over 30 minutes is 37%.
- 55% and 32% expect to have a taxi arrive at their door within 10 and 15 minutes respectively before they make other arrangements. Few are willing to wait more than 20 minutes.

7. Service Standards and Operational Data

With respect to response time service standards the applicant indicates that for overall conventional taxi service its service target is to respond within 10 minutes 90% of the time. For customers requesting a WAT service which it considers a priority: 95% to 100% of customers should wait no more than 10-15 minutes respectively.

Operational Data

The applicant provided examples of raw data to allow verification of its summarized use of Board spreadsheets. The spreadsheets yielded the following results below:

a. Total Fleet

- Overall trip volumes have increased by approximately 16.5% from 2013 to 2015. Of these trips, 73% are flagged trips and 26% are dispatch trips. The increase in flag trips and dispatch trips is 19.9% and 8.5% respectively.
- Overall fleet utilization reported has increased by 11.4% between 2013 and 2015 to a utilization rate of 96%. The applicant reports that the 4% not utilized can be attributed to downtime for repairs, drivers' days off or drivers' urgent personal business. Further, the data that came with the Board's investigation indicates that sedans in the GCCR fleet are used, on average, more hours per day

To refute claims by submitters about "parking vehicles", GCCRL provided detailed information about the relevant vehicles from its dispatch system for the period April 1, 2016 to August 19, 2016. The data supplied shows that the GCCRL vehicles in question were, in the majority, used for 2 shift operations based on the fact that its drivers change shifts at various times of the day at the GCCRL office and were awaiting shift changes. GCCRL also reports that its' fleet does not have 5 car numbers as reported by RCL.

- Average response (wait) times have increased by 10.4% from 8.6 to 9.5 minutes—almost a minute. The average response time is 12.2 minutes and has increased by 2.1 % over the period 2013-2015. More specifically, the response times were 12.2 minutes for 90% of trips in 2015, up from 12.0 minutes for 90% of the trips in 2013. The applicant notes that as calls increase at certain times such as in the morning and evening rush hours or closing of entertainment facilities, the variable arrival rate increases substantially on Thursdays, Fridays and Saturdays and bottlenecks form resulting in waiting times that can rapidly increase to 30 minutes. On Saturday night wait times of up to 60 minutes is not unusual. In such cases, it can take 1 hour to clear a backlog of trips.

Wheelchair Accessible Taxis (WATs)

-
- WAT trips represent 3.4% of dispatched trips for 2015. Overall, this is about 0.9% of GCCR's trips. The spreadsheet data indicates an overall WAT trip volume increase in wheelchair van requests from 2013 to 2015.
 - The applicant was asked to provide response time data for its WATs trip volume data above. The data provided covered only 4 months September-December 2015 and shows on a monthly average basis 44% of the trips exceeded 15 minutes.

8. Applicant's Rationale for Added Vehicles

To explain its request and calculation for the 9 additional taxis the applicant noted the following:

- A business volume increase of 16.5% would mean an additional 5.3 taxis are required to satisfy immediate demand.
- GCCRL projects a business volume increase of 10% over 2016 and 2017 and that in planning for the future it calculates an additional 3.2 taxis for these years.
- The overall numbers were rounded to 9 taxis (7 conventional and 2 WATs)

Board Analysis and Findings

The growth in overall population numbers provided some correlation between this information and the demand for taxis in the areas the applicant proposes to serve. However, the indices of growth specific to the elderly demographic were absent and would have been helpful to reflect and support service demands concerning this group served by GCCRL. I accorded this information some weight.

The 2 letters of support, while limited, provided some corroboration that GCCRL's trip volume increases with its current fleet has produced a public need for additional capacity. However, I note there was a total absence of 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. I assigned the letters little weight.

I found the statistical information on economics and ratios of little relevance to public need. Employment statistics are not useful indicators of public need for a taxi service. The Board does not generally rely on "taxi to population" ratios to determine public need as other factors may affect need for a new service. There was nothing compelling in the ratios to support other indices or evidence of public need. I assigned them little weight. I also observe that WATs as a percentage of the total taxi fleets in Richmond is at 28% and this distribution represents one of the highest in the province.

The applicant indicates the fleets of KCL and RCL operate most of their fleets at YVR depriving Richmond of needed conventional and accessible taxi service, but no evidence was provided to corroborate this claim.

I accord the Public Taxi User Survey very little weight. The survey methodology included the distribution of the survey through GCCRL drivers who selected their taxi user clientele to complete the survey. The intent of this survey was to capture a broad public opinion on taxi market conditions in Richmond as a whole. I find the results generic and unreliable in reflecting and corroborating a public need and specific increase to the GCCRL fleet. I assigned it little weight. However, this survey is offset to some degree by the GCCRL Taxi User Survey - Business Community in Richmond that corroborated and supported the applicant's spreadsheet evidence concerning wait times and which I assigned more weight.

I found the operational data reliable and assigned it moderate weight. The data over a 3 year period indicates growing trip volumes and increased wait times for conventional taxi services. That said, I note that flag trip volumes represent approximately 71% of overall trip volumes and the applicant points out that flags represent those trips from its taxi stands. The fleet utilization data provided by the Board spreadsheets does suggest a strong use of overall capacity at 96% for 2015.

The data April 1, 2016-August 19, 2016 provided to dispute submitter claims of under-utilization of fleet, as well as data provided in response to a Board investigation persuade me that the applicant's operating model includes full and portions of shifts. As a result, this can leave idle periods for certain vehicles and may diminish its claim of utilization to some extent. Nonetheless, overall I am persuaded when viewing the trip volume and wait time

indicators together with that of fleet utilization that GCCRL has some service management challenges with its current fleet capacity.

Although WAT trips represent only 0.9% of overall trips 44% of these trips are in excess of 15 minutes. All the applicant's WATs have flip seats and, therefore, are dual use vehicles. The applicant applied for additional WATs and the Board encourages taxi companies to make WATs available to communities.

The financial information provided shows supports a growing taxi business over the 3 year period 2013-2015.

I find the applicant has provided sufficient information and evidence to demonstrate a public need for vehicles 4 vehicles: 3 conventional taxis and 1 WAT, 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?

GCCRL has a National Safety Code rating that is satisfactory -unaudited. The required disclosure forms were completed with no discrepancies. The letter of support dated June 9, 2016 from the Assistant General Manager; River Rock Casino provided a testimony to the service quality provided by GCCRL.

I note in July 2016 the Registrar of Passenger Transportation imposed an administrative fine on GCCRL operating outside of authorized area. As the Board has previously stated, administrative penalties may not be in and of themselves a barrier to the approval of applications.

The application included a Business Plan with Financial Statements including and Income Statement Reconstruction and Adjustments for the historic period 2013-2015 and a projection period 2016-2020, a Balance Sheet for the year ending April 30, 2016 and detailed Monthly Cash Flow Projections for 3 years (2016-2018).

The application also included an Accessible Service Plan as at July 2016. The plan included vehicle usage data between 2013 and 2015, service hours, driver training, priority dispatch, policies and procedures.

All of the information supplied is sufficient to satisfy me that GCCRL is both fit and proper and capable of providing the service requested in this application.

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

The Board looks at the “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.


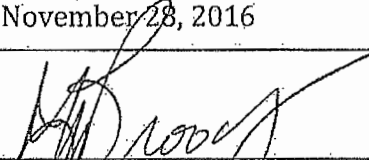
The granting of 4 taxis represents an approximate 2.6% increase in overall taxi fleet capacity in Richmond. This should not cause any undue disruption or harm to the other taxi providers. I am convinced the marketplace has the capacity to absorb the expanded taxi fleet and will provide the public with an improved reliability and convenience in taxi services. I further note that the submitters did not provide operational data to support their claims of timely service in Richmond.

I find that the approval of this application would promote sound economic conditions in the taxi transportation business in Richmond, B.C.

VI. Conclusion

For the reasons above, this application is approved in part as set out in this decision.

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.

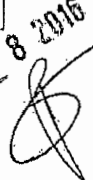
Signature of Panel Chair:	
Date:	November 28, 2016
Entered & Sealed by the Director:	

Garden City Cabs of Richmond Ltd.
Appendix I

Approval of application may expire	<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 before 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>
Notice to Registrar	<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>
Special Authorization:	Passenger Directed Vehicle (PDV)
Terms & Conditions:	
Maximum Fleet Size:	36 motor vehicles of which a maximum of 23 may be conventional taxis. All other vehicles are accessible taxis.
Vehicle Mix Requirements:	At all times, the licensee must operate a fleet of vehicles with where the mix of vehicles is at a <u>minimum</u> ratio of 3 to 1 conventional taxis to accessible taxis.
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.
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.
Service Priority Limitation:	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.

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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.
Eco-Friendly Taxis:	Any additional conventional taxis approved for this licence on or after May 16, 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.
Vehicle Capacity:	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 points within the City of Richmond, excluding the Vancouver International Airport.
Destination Area:	Transportation of passengers may terminate at any point in British Columbia and beyond the British Columbia border when engaged in an extra-provincial undertaking.
Return Trips:	The same passengers may only be returned from where their <i>return trip</i> terminates in the <i>destination area</i> to any point within the <i>originating area</i> when the <i>return trip</i> is arranged by the time the originating trip terminates.
Reverse Trips:	Transportation of passengers may only originate from the <i>destination area</i> when the transportation terminates within the <i>originating area</i> and the cost of the <i>reverse trip</i> is billed to an active account held by the licence holder that was established before the trip was arranged.
Express Authorizations:	(i) Vehicles must be equipped with a meter that calculates fares on a time and distance basis. (ii) Vehicles may be equipped with a top light. (iii) The operator of the vehicle may, from within the originating area only, pick up passengers who hail or flag the motor vehicle from the street.
Taxi Bill of Rights:	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. 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. c) Licensees may only display a current Taxi Bill of Rights.
Taxi Cameras & Meters:	Licensees must install taxi camera equipment and taxi meters, including taxi soft meters, in compliance with applicable rules, standards and orders of the Passenger Transportation Board.
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.

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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.
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