



Starting a Voluntary Taxi Bill of Rights Program in BC

What are the benefits of a taxi bill of rights?

A *taxi bill of rights* helps prevent and resolve conflicts. It addresses basic service and conduct issues.

A taxi bill of rights is a statement of principles that outlines the *rights* of both taxi drivers and passengers. For example, a driver has the right to request payment of a deposit, and a passenger has the right to a courteous driver and clean taxi. The taxi bill of rights also makes it clear that taxis must transport persons with assistance dogs or portable mobility devices.

How long has a taxi bill of rights been in operation?

A taxi bill of rights has been operating successfully in [Metro Vancouver](#) since 2008. In other cities and towns in British Columbia, taxi companies have been able to start a Voluntary Taxi Bill of Rights (VTBOR) program since 2013.

Do I need Board permission to start a voluntary program?

Yes. You may only implement a VTBOR program after you register it with the Passenger Transportation Board (Board). After the Board receives your [start-up form](#), you will receive confirmation in writing. As well, the Board adds your company's public contact information to an online [list of VTBOR participants](#) that is posted online.

What must I do to start a program?

Starting a VTBOR program is straight forward. The steps are outlined below.

1. Document your policies and procedures for handling passenger comments and complaints.
 - External resources from [Consumer Protection BC](#) may help.
2. Send a VTBOR Program [Start-Up Form](#) to the [Board](#).
 - When you sign the form, you agree to comply with the Board's rules, policies and guidelines respecting the Voluntary Taxi Bill of Rights program
 - You need to receive acceptance from the Board before you start your VTBOR program. This may take a few business days.
3. [Order approved decals online](#) from CrownPublications.ca. You need one decal per taxicab.
 - Affix decals to the interior side of either rear window (right or left)
 - Every taxi you operate must have a decal.

Why are decals clear with yellow text?

The background is clear so the decals do not obstruct the vision of drivers. The yellow text enables decals to be read during the day and at night.

Can I add my company's contact information to the decal?

Yes. You have the option of adding a phone number or email address that passengers can use to make communicate comments and complaints. To do this, see the Board rule, [Voluntary Taxi Bill of Rights Programs](#), for requirements and guidelines.

Is there anything else I need to know?

Yes. All requirements are set out in the Board rule, [Voluntary Taxi Bill of Rights Programs](#). You need to read it. Other materials give you a quick overview and helpful links.

Can I end my Taxi Bill of Rights program after I start it?

Yes. First, however, you must notify the Passenger Transportation Board and get its written acceptance. The Board will update its list of [active VTBOR programs](#).

Where can I get more information?

[Click here](#) to get the most current information about taxi bill of rights programs.