

March 18, 2015

Chair & Members of Executive Committee of Council  
c/o Office of the City Clerk  
4949 Canada Way  
Burnaby, BC V5G 1M2

**Re: Uber Ride-Share Service**

Dear Councillor Dhaliwal and Executive Committee Council Members:

This letter is clarify the position of the Justice Institute of BC (JIBC) TaxiHost Program on the possible introduction of the Uber Ride-Share Service into the City of Burnaby. The JIBC has worked diligently with the Passenger Transportation Board, Taxi Industry, City of Burnaby and other Lower Mainland jurisdictions, community groups, and Tourism BC to develop a structured pre-employment program similar to that found in every major city in Canada that ALL taxicab drivers must complete prior to being approved to being able to pick up passengers in the City of Burnaby. We work closely with Burnaby RCMP to ensure drivers and taxi companies are compliant with the requirements established as per the current bylaw.

The training program verifies that drivers meet the following established criteria that was established by stakeholders:

- **Acceptable level of communication in English**
- **Rules & Regulations**
- **Acceptable operating procedures**
- **Local geography/road knowledge**
- **Assault/conflict resolution strategies**
- **Importance of customer service Skills**
- **Value of Tourism**
- **Appropriate Language**
- **Acceptable standards of service**
- **Specialized training for transporting Persons with Disabilities**
- **Serving other vulnerable populations (seniors, children, & tourists)**
- **Actual on-road evaluation and diver training**

Drivers are issued a certificate of completion that along with clearing a criminal record check (as per bylaw) they are eligible to receive a Chauffeurs permit.

This standard was established 19 years ago through a significant level of consultation, which all taxi companies in Burnaby and Lower Mainland as far out as Chilliwack are compliant.

Rather than setting up a dual system to accommodate 3<sup>rd</sup> party ride-share companies, **we suggest that it is in the interest of the city and the community-at-large to have the bylaw requirement expanded to include Any and ALL chauffeured, limousine or ride share drivers to go through this training.** This would in-effect level the playing field for the Taxi Industry and protect the common interest of the City of Burnaby in having increased access to professionally trained and safe drivers.

Please note we make no inference as to whether the city should or should not introduce the service but rather if so, how could they best protect the public, the existing taxi industry, and continue to regulate the minimum acceptable level of service. As you will note, much of the negative publicity and problems faced by the 3<sup>rd</sup> party ride share programs such as Uber have been around training related issues and safety of the passenger, while the discussion tends to revolve around the economic positives and negatives.

I hope this letter is of value to your committee in its review of this complicated issue.

Should you require further information please do not hesitate to call me at 604-528-5827.

Yours Sincerely

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