



27-September-2017

Chairman Executive Committee of Council
City of Burnaby
4949 Canada Way
Burnaby, BC
V5G 1M2

Dear Sir,

Re: Bonny's Taxi Ltd.'s Proposed Application for 22 Additional Vehicles.

We are Bonny's Taxi Ltd. (Bonny's) in the above –referenced matter. We are writing to advise the City of Burnaby that Bonny's intends to apply to the Passenger and Transportation Board (the "Board") for 22 additional vehicles and seeks Councils support thereof.

Bonny's and its predecessors have been engaged in the taxi business in excess of (54) years in Burnaby. Since being incorporated on November 7, 1977, Bonny's has expanded its fleet to the current total of one hundred and forty-one (141) taxis and increased its service area to include the Vancouver International Airport (YVR).

Bonny's has consistently led the taxi industry in developing important initiatives and standards in the quality of service being provided in Burnaby. Bonny's was the first company to offer wheelchair accessible taxis and was one of the founding members of the Tourism B.C/Taxi Industry Partnership that resulted in the formation of the very successful Super Host Program.

Moreover, Bonny's developed a safety program, which was endorsed by the Ministry of \public Safety under the National Safety Code Program, that monitors vehicle mechanical standards, driver licencing, training, hours of work and customer service levels.

In 1994, in order to further enhance passenger confidence and safety, Bonny's introduced vehicle camera security and was instrumental in the Provincial initiative requiring mandatory use of security cameras in all Lower Mainland Taxis.

Bonny's currently has contracts to provide service with the Burnaby School Board, MVT Canadian Bus Inc (Handy-Dart), Trans-link, and YVR. Seventy two (72) of the Company's one hundred and forty one (141) vehicles are licensed to provide service from YVR. Although the seventy two (72) vehicles serve both Burnaby and the airport, they are required to complete a minimum of forty-five (45) pickups each per month from the airport.

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Bonny's commitment to the community and important social initiatives has set the bar for other companies in the taxi industry. Bonny's has strived to provide the best, most complete, safe and professional "on demand" taxi service to all the residents of Burnaby.

However, recently, Bonny's ability to provide a high standard of service to the public has been badly compromised by growing excess demand for its services. We are advised that Bonny's is very distressed as it is unable to meet the standard of service set for itself. Bonny's believes that the residents of Burnaby deserve better service than what Bonny's currently has the ability to provide.

Bonny's last applied to the Passenger Transportation Board in 2015 for an additional 17 vehicles. Significant public need warranted (17) additional vehicles, Bonny's was granted all seven-teen (17) additional licenses.

Since Bonny's last application, The City of Burnaby has experienced tremendous growth in both residential and commercial development as shown in file "Attached Schedule "A". Burnaby Current Developments.pdf ". The population has increased by 4.3% from 2011 to 2016 as reported by 2016 census shown in " Attached Schedule "B" Census Population.xlsx" and will be projected to have annual increases of 2.1% until 2021 as reported by city of Burnaby website¹ . High density developments in areas of Metro-Town, Brentwood, and Lougheed mall has reduced the need to own personal vehicles due to high maintenance costs associated with ownership and readily accessibility to rapid transportation. This may be one of the reasons that demand for taxis has been growly steadily. In Support of this application, data was extracted from DDS Pathfinder Dispatch System running Oracle 11g Database and summarized into spreadsheets supplied by PTB and SP Consulting Inc.

¹<https://www.burnaby.ca/About-Burnaby/About/Population---Quick-Stats/Growth-Projections-2021-2041.html>

Besides population growth, Burnaby's economic growth is also a strong factor which has pushed increased demand for taxi usage. Burnaby is presently the home to businesses in the telecommunications. Software, Manufacturing, Television, Film and entertainment industries.

The improvement in economic conditions coupled with the staggering growth in Burnaby's population has resulted in increased demand for taxi services. With its current fleet, Bonny's is simply unable to meet its goal of providing "on demand" timely service to its customers. Emon Bari, General Manager for Bonny's has advised us that taxi wait times have noticeably increased in recent years. Wait times have even reached 1 hour during peak times for wheelchair accessible taxis.

In light of the increased demand for services we are seeking the City of Burnaby's support in its application to the Board for 22 additional vehicles, of which 17 will be sedans, and 5 will be equipped with wheelchair accessibility that will comply with the City by law of 15% wheel chair taxi. It is our submission that the request for 22 additional vehicles is reasonable given the excess demand for service and strong indications of future public need.

Please also find attached a copy of Bonny's Business Plan. Should you have any questions or comments regarding any of the above please do not hesitate to contact me. Thank you in advance for your prompt attention to this matter.

Yours Truly,



Harjit Bains

President

Bonny's Taxi Ltd

BONNY'S TAXI LTD.
5759 SIDLEY STREET
BURNABY, B.C. V5J 5E6

Cc: Dan Layng, Chief Licence Inspector, City Of Burnaby.

NOTE: In accordance with the Burnaby Cab Regulation Bylaw 2009, the number of cabs licensed to operate in Burnaby is determined by the Passenger Transportation Board (PTB) based on community needs. Staff support Bonny's Taxi Ltd application for expanded service to meet growing demand.

If approval is granted by the PTB for the additional 22 cabs, the vehicles will undergo inspection to ensure bylaw compliance. Once the cabs have successfully passed inspection each vehicle will be provided with a Burnaby Business Licence. Previous staff experience with Bonny's has been favorable and the licensing process is anticipated to proceed smoothly.