



VANCOUVER POLICE DEPARTMENT | *Beyond the Call*

May 23, 2017

I&P Unit Reference: 17-0919A

VIA EMAIL



Dear [REDACTED]:

Re: Records Access Request

We are replying to your request for information that was received in our office on March 24, 2017. In that request, you sought access to the following:

- 1) "Number of complaints the Taxi Team received against taxi drivers' behaviours and actions;
- 2) Company each taxi belonged to;
- 3) Top 3 most reported complaints;
- 4) Numbers from January 1, 2016 to January 1, 2017".

We consulted with the Vancouver Police Department Taxi Team who provided the attached data in response to your request. As specified in your request, the data is limited to complaints made directly to the Taxi Team and does not represent any other calls for service relating to taxi drivers.

Please note that complaint statistics were not maintained by the Taxi Team prior to March 2016.

If you have any questions regarding this response, please contact the Information and Privacy Unit at (604) 717-3071 or email foi@vpd.ca.

Yours truly,

Civilian Analyst (VA9426)
Information and Privacy Unit
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TAXI COMPLAINTS 2016

March 2016

- Vancouver Taxi, dispute over fare charge
- Vancouver Taxi, Reckless driving and Disobey traffic signs
- MacLure's Cabs, Speeding and disobey traffic sign

April 2016

- MacLure's Cabs, Speeding, disobey traffic sign, and yelling out profanity
- Yellow Cab, Reckless driving and yelling out profanity
- Yellow Cab, Reckless driving and disobey traffic sign
- Yellow Cab, Disobey traffic sign and speeding

May 2016

- MacLure's Cabs, Refusing to make multiple stops before heading home

June 2016

- MacLure's Cabs, dispute over fare charge
- Vancouver Taxi, Taxi driver behaviour
- Yellow Cab, Speeding and disobey traffic sign
- Black Top Cabs, Disobey traffic sign

July 2016

- Black Top Cabs, Disobey traffic sign

August 2016

- Black Top Cabs, Refusing to make multiple stops before going home
- Black Top Cabs, over charge for a bicycle transfer
- Yellow Cab, taxi driver taking longer route for extra money, argument between complainant and taxi driver
- Yellow Cab, speeding, disobey traffic signs, and arguing with complainant

September 2016

- Yellow Cab, reckless taxi driver
- Black Top Cabs, reckless driving and rude gesture
- Yellow Cab, taxi driver hit&run
- MacLure's Cabs, argument between taxi driver and complainant and careless driving
- Yellow Cab, speeding, reckless driving

October 2016

- Yellow Cab, driving too close and high beaming complainant

December 2016

- Yellow Cab, disobey traffic sign
- MacLure's Cabs, refused a wheelchair fare to a different jurisdiction

Taxi Company	Complaints
Yellow Cab	11
MacLure's Cabs	6
Black Top Cabs	5
Vancouver Taxi	3