

Message from the Minister

As Minister responsible for the Taxicab Board, I am pleased to take this opportunity to comment on the progress the taxicab industry has made with respect to driver and passenger safety.

Recent industry data indicates that robberies of taxicabs have been reduced by over 79% since the introduction of the taxicab camera and other safety initiatives in 2002. [Reported robberies have fallen 81% since 1999.](#)

During the past year the Taxicab Board and taxicab industry have

made significant progress to increase the number of wheelchair vehicles and improve driver and passenger safety. The number of licenced wheelchair vehicles has increased 95% from 43 in 2001 to 84 in 2004. The taxicab industry will have an opportunity during the Disabled Peoples' International World Summit which is being held in Winnipeg September 8 to 10th to show the world how well it services the transportation needs of passengers who have disabilities.

The Board meets twice a month: to review applications, hear show

cause matters, and make decisions that affect the taxicab industry and the general public. The Taxicab Board continues to ensure that the local taxicab industry meets the objective of "public need and convenience" for on demand transportation.

[I am committed to working with the industry to meet the challenges of today and building for the future.](#)

Ron Lemieux
Minister, Transportation and Government Services

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Informing you in advance...

Increased fares due to gasoline

Application from taxicab industry for increased fares due to gasoline price increases. The local taxicab industry is asking for a 12% increase in taxicab fares. The Taxicab Board will be holding a public hearing on October 20, 2004 to consider the application.

Taxicab camera

The manufacturer has offered to repair the camera head to correct a potential problem with an internal connection. The camera circuit board will be replaced at no cost to the taxicab owner. Taxicabs will be directed by a Taxicab Inspector to have the

camera refreshed at Advance Automotive when a meter check is done at the Taxicab Board between July 12 and November 30, 2004.

Important changes to taxicab driver's licence renewal

Criminal background checks will be required starting in November 2004 when renewing a taxicab driver's licence. The Taxicab Board approved a new regulation that will require a criminal background check every 4 years in order to renew a taxicab driver's licence. Taxicab drivers whose taxicab driver's licence comes up for renewal in November 2004 will be required to submit to a criminal background check through the Winnipeg Police Service.

Taxicab Safety Measures Effective

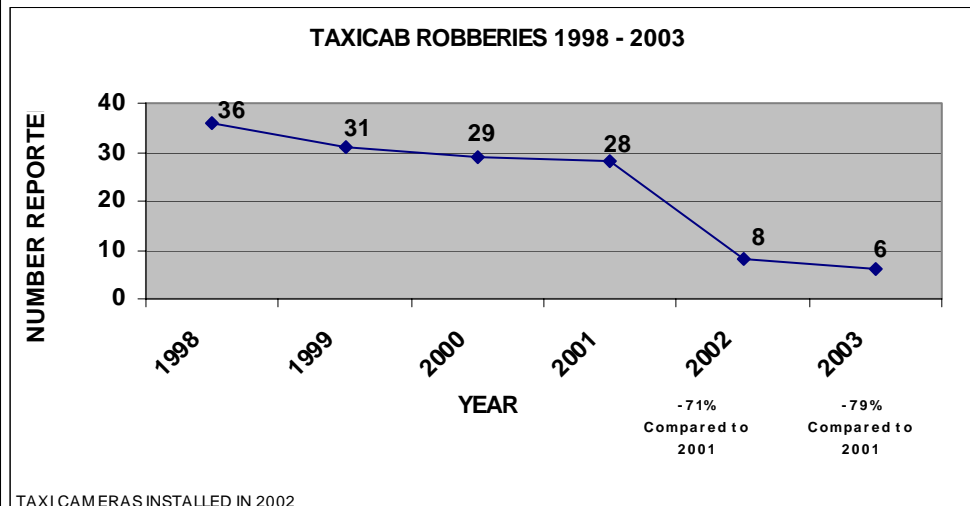
Since the introduction of in-cab cameras and safety shields, crimes against taxicab drivers have dropped 79 per cent. Cameras were introduced in May 2002 and were made mandatory in all 430 standard and accessible taxicabs.

In 2002 there was a 71 % reduction in reported crimes against taxicab drivers. In January 2003, the Taxicab Board made the use of safety shields mandatory in all taxicabs. Data provided by the Winnipeg Police Service

shows that the number of reported robberies against taxicab drivers in 2003 fell by 79 % compared to 2001 when there were no cameras and safety shields in Winnipeg taxicabs.

In a taxicab driver and owner survey undertaken in July 2003, the majority of drivers (86 %) supported the use of the in-cab camera and felt that their job was made much safer. There was still a wide range of opinions on the effectiveness of the safety shield.

Both the in-cab camera and the safety shields were recommended by the Taxicab Safety Report that was prepared in 2001 following the murder of taxicab driver Mr. Pritam Deol on July 18, 2001. Winnipeg now has the safest working conditions for taxicab drivers in Canada.



"There has been an 81 % reduction in taxicab robberies since 1999 in Winnipeg. The data shows a 79% reduction in taxicab robberies since 2001 the year prior to the introduction of in-cab cameras and safety shields. The data which is gathered independently by the Winnipeg Police Service confirms that the taxicab safety measures introduced in 2002 are effective in reducing crimes against taxicab drivers."

2004 Graduation Limousine Enforcement

The Taxicab Board Inspectors took to the streets for graduation limousine enforcement at the end of June. Inspectors focused their attention on the hotels and banquet facilities that were known to be hosting graduation dinners. The majority of the functions this year were scheduled from June 24 to June 29. It was during this time that the inspectors worked late into the evening.

This year the Taxicab Board introduced the issuance of Provincial Offence Notices into the process. When Taxicab Board inspectors noted a suspect vehicle committing

offences under the Highway Traffic Act, they were stopped and issued offence notices. Provincial Offence Notices were issued to three individuals for the following offences:

- Red Light
- Stop Sign
- Liquor in a motor vehicle
- Use unauthorized number plate
- Unregistered motor vehicle
- Fail to wear seat belt.

The unregistered limousine was towed from the location with the assistance of the Winnipeg Police Service.

In addition to the offences notices there may be charges through the Provincial Courts. An investigation is also ongoing for operating an unlicensed taxicab. This investigation may proceed to a show cause hearing as the owner of this limousine has a legally licenced vehicle under the Taxicab Board.

This new method of enforcement will act as a deterrent to those individuals who would otherwise illegally compete with the licenced operators.

For your information...

Changes to D409

The Canadian Standards Association has voted to approve amendments to D409 the standard established for wheelchair vehicles. The details of the approved changes will be available in the fall.

Training program for taxicab drivers

New training program for taxicab drivers offered by Manitoba Tourism Education Council (MTEC). To ensure that conference delegates to the DPI World Summit receive exceptional service, all providers of tourism services will have an opportunity to participate in a training program offered by MTEC. A pilot training session was held at the Taxicab Board office on August 23rd. Representatives of the local taxi industry attended the session that was put on MTEC trainers.

Fare increase

On August 13, 2003 the Taxicab Board approved a three-phase fare increase. A 25 cents increase in the metered drop charge was effective September 1, 2003. A 3 % increase did take effect on July 1, 2004. A further 3 % increase will come into effect on July 1, 2005.

Welcome

Sgt. Barb Tobin has been appointed to the Taxicab Board, as a representative for the Winnipeg Police Service. Inspector Stan Tataryn completed his term on the Taxicab Board in May 2004.

Visiting the Taxicab Board office..

-Taxicab Board office has moved

Taxicab Board office has moved to Room 200 - 301 Weston. The Taxicab Board is now co-located with the Licence Suspension Appeal Board, Highway Traffic Board, Motor Transport Board and Medical Review Committee. The new office is bigger, brighter and allows for better customer service!

-Reserved parking for taxicabs

Reserved parking for taxicabs in the front parking lot at the south entrance to 301 Weston. This was done to improve parking for taxicabs and limousines that attend at the Taxicab Board office on business. Other tenants in the complex had complained about taxicabs parking in customer parking, handicap parking and in the fire lane.

-Credit card payments

The Taxicab Board is now accepting payment for licences and other transactions by credit card (Visa or Mastercard). Cash and debit card payments will also be accepted.

In-cab camera system reduces taxicab crime

The use of an in-cab camera system is a cost effective measure that is effective in reducing taxicab crime and in improving taxicab driver safety.

(In-cab camera, continued...)

Taxicab drivers indicate they feel safer driving a taxicab since the in-cab cameras were introduced in local taxicabs.

Police data shows that taxicab robberies have been reduced significantly since the introduction of the in-camera. Where taxicab robberies and assaults have occurred, the arrest rate has improved as the result of images obtained from the in-cab camera.

The general public and in particular the taxicab customers have accepted the in-cab camera as an effective security measure that is designed to enhance the taxicab driver's safety and also improves the passenger's safety.

Maintaining your safety equipment...

-Safety Shields

Safety shields available from two Winnipeg companies. The Taxicab Board has approved safety shields manufactured by Custom Plastics Creations (phone 224-0436) and Cab-Protect Taxi Shield (phone 471-3135)

-Taxicab Camera

In-cab camera repair and installation available from three local companies - Advance Automotive (phone 772-9579), Gill Taximeter & Radio (phone 582-4444), and Guru Nanuk Taximeter & Computer (phone 999-3473).

Interesting Facts

Reasons for complaints (2004):

Driver conduct = 39%
 Driver road habits = 15%
 Driver appearance = 1%
 Service Refusal = 2%
 Poor Service = 7%
 Taxicab Condition = 6%
 Overcharge = 7%
 Articles Lost/Collateral Kept = 5%
 Meter not on = 2%
 Drivers talking on cell phones with passengers in vehicle = 6%
 Service Refusal/General Complaints = 1%
 Other = 11%

Number of new authorities issued in 2004 (as of August):

Handi-cab Van Licences - 17
 Standard Limo Licence - 1

Sale-transfer values (January - June 2004):

Taxicabs:

High \$219,500
 Low \$43,000
 Average \$157,094

Limousines:

High \$110,000
 Low \$18,000
 Average \$87,000

Handi-vans:

High \$10,700
 Low \$10,700
 Average \$10,700

Taxicab statistics for January to June 2004....

The average age of a standard taxicab in Winnipeg is 8 model years. There are 69 standard taxicabs that are more than 10 model years. These 1993 and earlier vehicles represent 18% of the total standard fleet.

The number of handi-cab vans increased by 32 vehicles in the first 6 months of 2004 as the Taxicab Board approved new licences for Wheelchair Services of Manitoba (2), Vital Transit (25) and Ability Transit (5). Most of these vehicles are involved in contract transportation services to health and social service agencies.

The volume of trips from the Winnipeg International Airport for the first 6 months of 2004 is up by 8% for taxicabs. The total number of fares picked up at the airport was 95,558 in 2004 compared to 88,748 for the same period in 2003. The number of limousine trips from the airport was down by 12% or 1285 fewer trips in the first 6 months of 2004 compared to the same period in 2003.

Sale-transfer values continue to increase for standard taxicab businesses that are being sold. In 2002 the highest recorded sale-transfer value was \$157,000. In 2003 the sale-transfer value of a standard taxicab was \$189,000. The first 6 months of 2004 the highest sale-transfer value in June was \$219,500. Indications are that a new record will be set in 2004.

From the compliment file:

Congratulations to the following driver for providing quality customer service!

Haryash Malik

Keep up the good work!

Source: Taxicab Board files

Taxicab Board Members

Chairperson:

Lou Harries

Members:

George Gershman
Kaur Sidhu
Lee Duffy
Roland Headley
Councillor Harry Lazarenko
(City of Winnipeg Council)
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