Good day,

Winnipeg city Vehicles For Hire (VFH) division submitted their first annual report with some amendments to the By-law to the Council for approval.

Over all Taxi industry especially Duffy's Taxi and Unicity Taxi happy and welcoming the report. However there is one additional amendment VFH administration is proposing i.e. "item #6 in the recommendations section".

The set fine for a dispatcher who fails to comply with an approved complaints process is proposed to be $500. The By-law will continue to require dispatchers to have the designated employee approve the complaints process prior to being issued a license.

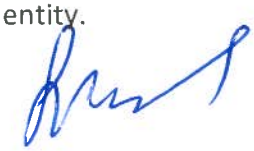
Under this section of By-law there are two types of responses dispatch companies have to make, one should answer back to VFH designated employee
Whenever they contact Dispatch Company with a complaint with in a stipulated time frame like 24 hr to 48 hr. Second one, must respond back to every passenger complaint and send quarterly report back to VFH designated employee with the details of when customer complaint was received , from whom, contact information, nature of the complaint, how it was solved and whether customer satisfied or not. What kind of remedy was provided and how can dispatch companies avoid similar situations.

Currently as per By-law Unicity and Duffy's Taxis are responding back to VFH designated employee (for their complaints) within 24 to 48 hrs.

Herewith we would like to bring to your notice that we will respond back to our customer/passengers as per our company policies and procedures and we don't see the reason or necessity to report all of our customer's communications to the VFH designated employee.

We are an established business entities with By-laws and policies and have multi-years of experience in taxi business. We would like to have communication with our customers on our terms and according to our policies, we take full responsibility for our response back to our customers.

Taxis are independently owned and operated small businesses unlike Winnipeg Transit, a public entity.



Thank You,
Paul Sandhu
President
Unicity Taxi Ltd.