



Head Office

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VEHICLES FOR HIRE SAFETY

Important information for members of the community on changes to the complaint process & information you will need to make a complaint should you have a negative experience or feel unsafe while riding in a vehicle for hire in Winnipeg

**** Please note that the Taxicab Community Complaint Advocate position is no longer a funded position at SCO (funding for was provided through the Social Planning Council of Winnipeg, was time-limited and ended in 2018) – if you need additional information, please contact:**

Nicole Everett

Violence Prevention & Safety Coordinator

Southern Chiefs Organization Inc.

(204) 946-1869

nicole.everett@scoinc.mb.ca

- There have been a number of changes in regards to the policies surrounding vehicles for hire in the city and province;
- The Manitoba Taxicab Board (where people used to be able to make complaints to) was formally dissolved on February 28, 2018; effective March 1, 2018, responsibility for the licencing and regulation of vehicles for hire operating in Winnipeg was transferred to the City of Winnipeg;
- The industry has expanded to include PTP (personal transportation providers, ex. TappCar), as well as taxicabs;
- Community members who have complaints in regards to customer service (drivers service, vehicles condition/cleanliness, overcharges, meters, cell phone usage etc.) and personal safety (violence, threats, harassment – both sexual harassment or assault) should call **311** (non-emergency calls only);
- A dispatcher from 311 can assist with the forms process, that information will be forwarded to the Winnipeg Parking Authority, community members will be contacted should the Winnipeg Parking Authority require additional information;
- Complaints (non-emergency only) from the community can also be submitted through email at: 311@winnipeg.ca;

- Community members can also go to the Winnipeg Parking Authority's downtown location in person to file a complaint (non-emergency only) at **495 Portage Avenue**;
- Also, complaints on customer service and personal safety can be made now through the individual companies (for example by calling Unicity or Duffy's directly);
- To make a complaint to the Winnipeg Parking Authority through 311, email or in-person, or to the individual vehicle for hire companies, you'll need one or more of the following information:
 - the dispatcher company name;
 - the driver's name, ID or drivers license number;
 - the pick up and drop off location;
 - the vehicle identification number (a 3 digit number on the car and dashboard of the vehicle); and
 - details about the nature of your concern;
- Community members are encouraged to file the complaint as soon as possible, as surveillance is only kept on file for a certain amount of time (14 days maximum);
- If a passenger or community member should notice potential criminal activity, a potential crime in progress, or should they be concerned for their safety (including violence, threats, harassment – both sexual harassment or assault) while in a vehicle for hire, they are encouraged to **leave the vehicle as soon and as safely as possible and call 911**;
- Should community members also want to make a report to police (that is not an emergency) after an incident, they are asked to call the **Winnipeg Police Non-Emergency telephone number at: (204) 986-6222**;
- Please see the following links for further information - <https://www.winnipeg.ca/vehiclesforhire/complaints.stm>

Thank you.