



## Commercial Vehicle Safety & Enforcement

### Commercial Passenger Vehicle Program

# NOTICE

**To: All Passenger Transportation Licensees**

### **RE: Changes to Passenger Comment and Complaint Submission Process**

This notice is to inform all Passenger Transportation licensees and drivers that, effective April 1, 2026, Consumer Protection BC will no longer be providing passenger comment and complaint referral services to CVSE. We thank Consumer Protection BC for their years of partnership.

Passengers will be encouraged to submit their comments and complaints to CVSE directly through [a new form](#) on the VehicleSafetyBC website. The [provincial government website](#) has been updated to guide passengers accordingly. As always, passengers continue to be welcome to [speak to an officer](#) about their concerns.

Participants in the Taxi Bill of Rights program have received updated vehicle decals to support this change, which must be in place by April 1, 2026. For questions about the Taxi Bill of Rights program, see the ministry website [here](#).

Should you have any questions or concerns about this change, please contact Commercial Passenger Vehicle Program staff at 604 527-2198 or by email at [CPV@gov.bc.ca](mailto:CPV@gov.bc.ca).

Thank you,

Naomi Allen  
Manager, Commercial Passenger Vehicle Program