

north shore news

LETTER: Taxi firms must adapt or accept their fate

North Shore News

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Dear Editor:

Re. [Stop Uber, Cab Drivers Ask, Oct. 24 \(http://www.nsnews.com/news/stop-uber-north-shore-cab-drivers-ask-1.1464910\)](http://www.nsnews.com/news/stop-uber-north-shore-cab-drivers-ask-1.1464910)

Taxi service in Vancouver and the North Shore is bad. Often the wait time is ridiculous or there are simply no cars available. Many drivers are inconsiderate (loud personal conversations on cellphones, radios blaring) or downright rude. Its not uncommon for them not to be able to find an address, even with GPS. Frequently they arrive in smelly cars with banging and rattling noises coming from the wheels and suspension. Just because they are trapped in an expensive regulated business model doesn't mean the customers should suffer.

I've used Uber many times. The first time was in Vancouver (yes, they were here before they were drummed out of town by the cab companies). I use them regularly in Los Angeles, San Francisco and Palm Springs. They always provide excellent service and offer nicer cars than the taxi companies offer. They are safe, efficient, polite and fast. In most locations you have a choice of Uber town cars, SUV or economy cars.

The cab company owner you quoted is somewhat misinformed about the supposed dangers of using Uber. I feel safer with Uber drivers. Before they arrive, the Uber app identifies your driver by name with a photo, his user rating and the type of vehicle he is driving. Not being able to get a cab can put people in dangerous situations too.

Uber is wildly popular because consumers want what they offer. The cab companies need to either adapt or accept their fate.

Richard Bullock

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