



SunLine Services Group  
March 27, 2019  
9:45 a.m.– 10:15 a.m.

## AGENDA

**TAXI COMMITTEE**  
**Wellness Training Room**  
**32-505 Harry Oliver Trail**  
**Thousand Palms, CA 92276**

In compliance with the Brown Act and Government Code Section 54957.5, agenda materials distributed 72 hours prior to the meeting, which are public records relating to open session agenda items, will be available for inspection by members of the public prior to the meeting at SunLine Transit Agency's Administration Building, 32505 Harry Oliver Trail, Thousand Palms, CA 92276 and on the Agency's website, [www.sunline.org](http://www.sunline.org).

In compliance with the Americans with Disabilities Act, Government Code Section 54954.2, and the Federal Transit Administration Title VI, please contact the Clerk of the Board at (760) 343-3456 if special assistance is needed to participate in a Board meeting, including accessibility and translation services.

Notification of at least 48 hours prior to the meeting time will assist staff in assuring reasonable arrangements can be made to provide assistance at the meeting.

<u>ITEM</u>	<u>RECOMMENDATION</u>
1. CALL TO ORDER	
2. ROLL CALL	
3. SELECTION OF NEW CHAIR & VICE-CHAIR	APPROVE
4. PRESENTATIONS	
5. FINALIZATION OF AGENDA	
6. PUBLIC COMMENTS	RECEIVE COMMENTS

### **NON AGENDA ITEMS**

Members of the public may address the Committee regarding any item within the subject matter jurisdiction of the Committee; however, no action may be taken on off-agenda items unless authorized. Comments shall be limited to matters not listed on the agenda. Members of the public may comment on any matter listed on the agenda at the time that the Board considers that matter. Comments may be limited to 3 minutes in length.

**ITEM**

**RECOMMENDATION**

7. COMMITTEE MEMBER COMMENTS

RECEIVE COMMENTS

8. **CONSENT CALENDAR**

RECEIVE & FILE

All items on the Consent Calendar will be approved by one motion, and there will be no discussion of individual items unless a Board Member requests a specific item be pulled from the calendar for separate discussion. The public may comment on any item.

8a) Checks \$1,000 and Over Report for January 2019

(PAGE 3-4)

8b) Monthly Budget Variance Report for January 2019

(PAGE 5-7)

8c) Taxi Vehicle/Rides Analysis February 2019

(PAGE 8-9)

8d) Metric (Taxi Expense vs Taxi Revenue) January 2019

(PAGE 10-11)

9. **TAXICAB REGULATIONS**

(Staff: Michal Brock, Taxi Administrator)

**DISCUSSION**

(PAGE 12-56)

10. **ADJOURN**

**SunLine Services Group**  
**CONSENT CALENDAR**

DATE: March 27, 2019

**RECEIVE & FILE**

TO: Taxi Committee  
Board of Directors

RE: SSG/SRA Checks \$1,000 and Over Report for January 2019

Summary:

The checks \$1,000 and over report lists all of the checks processed at the Agency with a value of over \$1,000 for a given month. Items identified in bold font represent "pass through" payments that were, or will be, reimbursed to SunLine under the provisions of specific grants or contracts. Items identified with underlines represent "shared" payments with SunLine and specific vendors/employees.

- For the month of January, the largest payment issued represents reimbursements made to Sunline Transit Agency (STA) for SunLine Regulatory Administration (SRA) employees paid through the regular payroll process.

Recommendation:

Receive and file.

**SunLine Regulatory Agency  
Checks \$1,000 and Over  
For the month of January 2019**

NOTE: 1). Bold check payments represent "pass through" payments that were, or will be reimbursed to SunLine under the provisions of specific grants or contracts. 2). Underlined check payments represent "shared" payments with SunLine and specific vendors/employees.

<b>Vendor Filed As Name</b>	<b>Description</b>	<b>Check #</b>	<b>Payment Date</b>	<b>Payment Amount</b>
SUNLINE TRANSIT AGENCY	Payroll Liabilities 1/25/19	90590	01/28/2019	7,017.93
SUNLINE TRANSIT AGENCY	Payroll Liabilities 1/11/19	90588	01/18/2019	4,299.65
BURKE, WILLIAMS & SORENSEN, LLP	Dec 2018 Legal Services-SSG/Taxi	90586	01/18/2019	3,720.00
SUNLINE TRANSIT AGENCY	SRA Overhead - Jan 2019	90585	01/04/2019	2,903.75
<b>Total Checks Over \$1,000</b>	\$17,941.33			
<b>Total Checks Under \$1,000</b>	\$170.04			
<b>Total Checks</b>	\$18,111.37			

**SunLine Services Group**  
**CONSENT CALENDAR**

DATE: March 27, 2019

**RECEIVE & FILE**

TO: Taxi Committee  
Board of Directors

RE: Monthly Budget Variance Report for January 2019

Summary:

The budget variance report compares revenues and expenses to the respective line item budgets. The report identifies current monthly revenues and expenses as well as year to date (YTD) values. The current monthly budget values are calculated by taking 1/12<sup>th</sup> of the annual budget and the YTD budget values are calculated by dividing the yearly budget by the number of months progressed through the fiscal year.

- As of January 31, 2019, the organization's revenues are \$3,406 under budget or 3.1% below the YTD budget. Expenditures are \$19,377 under budget or 10.6% below the YTD budget.
- The net YTD operating gain (loss) after expenses is (\$58,737).

Recommendation:

Receive and file.

SunLine Regulatory Administration  
Budget Variance Report  
January 2019

Description	FY 19 Total Budget	Current Month			Year to Date			
		Actual	Budget	Favorable (Unfavorable)	YTD Actual	FY 19 YTD Budget	Favorable (Unfavorable)	Percentage Remaining
<b>Revenues:</b>								
Meter Readings	46,347	(539)	3,862	(4,401)	46,512	27,036	19,476	-0.4%
Taxi Business Permit	58,327	11,668	4,861	6,807	11,668	34,024	(22,356)	80.0%
Revenue Fines	3,000	0	250	(250)	100	1,750	(1,650)	96.7%
New Driver Permit Revenue	9,000	495	750	(255)	2,745	5,250	(2,505)	69.5%
Driver Transfer Revenue	1,000	0	83	(83)	1,000	583	417	0.0%
Driver Renewal Revenue	10,000	400	833	(433)	2,550	5,833	(3,283)	74.5%
Driver Permit Reinstatement/Replacement	25	5	2	3	10	15	(5)	60.0%
Vehicle Permit Revenue	58,242	10,860	4,854	6,007	40,475	33,975	6,501	30.5%
<b>Total Revenue</b>	<b>185,941</b>	<b>22,889</b>	<b>15,495</b>	<b>7,394</b>	<b>105,059</b>	<b>108,466</b>	<b>(3,406)</b>	<b>43.5%</b>
<b>Expenses:</b>								
Salaries and Wages	112,555	17,291	9,380	(7,912)	70,498	65,657	(4,840)	37.4%
Fringe Benefits	70,138	3,587	5,845	2,258	30,614	40,914	10,300	56.4%
Services	96,000	2,144	8,000	5,856	47,047	56,000	8,953	51.0%
Supplies and Materials	5,019	98	418	320	1,258	2,928	1,670	74.9%
Utilities	4,816	401	401	0	2,809	2,809	0	41.7%
Casualty and Liability	17,774	1,481	1,481	0	10,368	10,368	0	41.7%
Taxes and Fees	20	2	2	(1)	25	12	(13)	-25.1%
Miscellaneous	7,690	69	641	572	1,178	4,486	3,308	84.7%
<b>Total Expenses</b>	<b>314,012</b>	<b>25,074</b>	<b>26,168</b>	<b>1,094</b>	<b>163,797</b>	<b>183,174</b>	<b>19,377</b>	<b>47.8%</b>
<b>Total Operating Surplus (Deficit)</b>	<b>\$ (128,071)</b>	<b>\$ (2,185)</b>			<b>\$ (58,737)</b>			

**Budget Variance Analysis - SunLine Regulatory Administration**

**Revenue - Unfavorable**

- The unfavorable variance in revenues is mainly attributed to a continued decline in taxi trips.  
As of YTD fiscal year 2018/19 there is a decrease of 47,495 taxi trips compared to the YTD fiscal year 2017/18.

Taxi Trips				
	FY18-January	FY19-January	Variance	%Δ
Trips	26,213	20,359	(5,854)	-22.3%

Taxi Trips				
	YTD-FY18	YTD-FY19	Variance	%Δ
Trips	160,728	113,233	(47,495)	-29.5%

- Taxi franchises pay the full year's vehicle permits during the peak months of October through April.
- As of January, SunLine Regulatory administration will no longer be collecting a meter reading revenue, instead it will be collecting a Taxi Business Permit fee.

**Salaries and Wages - Unfavorable**

- In January the Taxi investigator position was eliminated and additional expenses were incurred to close out the position.
- Allocated salary expenses have been higher November through January to assist with Agency needs. The addition of Taxi Administrator will reduce allocated expenses for the remainder of the fiscal year.

**Fringe Benefits - Favorable**

- Fringe benefit savings are within an acceptable range of the budgeted amount.

**Services - Favorable**

- Service expenditures are within an acceptable range of the budgeted amount.

**Supplies and Materials - Favorable**

- The favorable variance is mainly attributed to savings in office supply costs, and repair part expenses.

**Utilities - Favorable**

- Utility expenses are within an acceptable range of the budget.

**Casualty and Liability - Favorable**

- Casualty and liability expenses are within an acceptable range of the budget.

**Taxes and Fees - Unfavorable**

- Unfavorable balance is attributed to increased use of support vehicles.

**Miscellaneous - Favorable**

- The favorable balance is mainly attributed to travel and training expenses, and membership and subscription fees not incurred.

**SunLine Services Group****CONSENT CALENDAR**

DATE: March 27, 2019

**RECEIVE & FILE**TO: Taxi Committee  
Board of Directors

RE: Taxi Vehicle/Rides Analysis January, 2019

Summary:

The attached report summarizes the total number of taxi trips generated in the Coachella Valley for the most recent three month period. A second graph shows the total taxi trips for the current fiscal year compared to the two previous fiscal years. TNC's and the loss of the American Cab franchise have negatively impacted the number of taxi rides provided in our jurisdiction. There have been 54,905 fewer taxi trips to date in FY19 than for the same period in FY18.

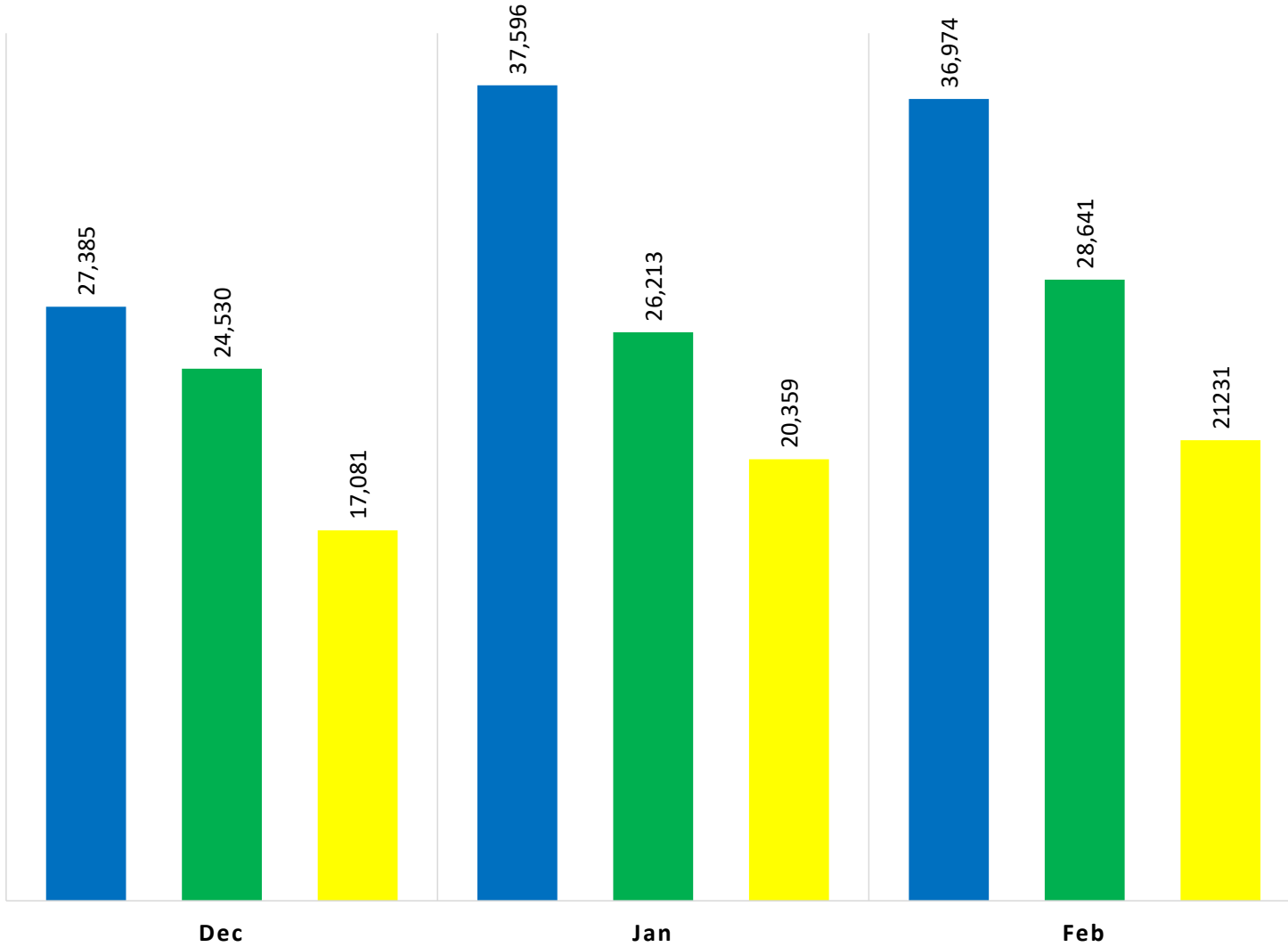
Recommendation:

Receive and file.

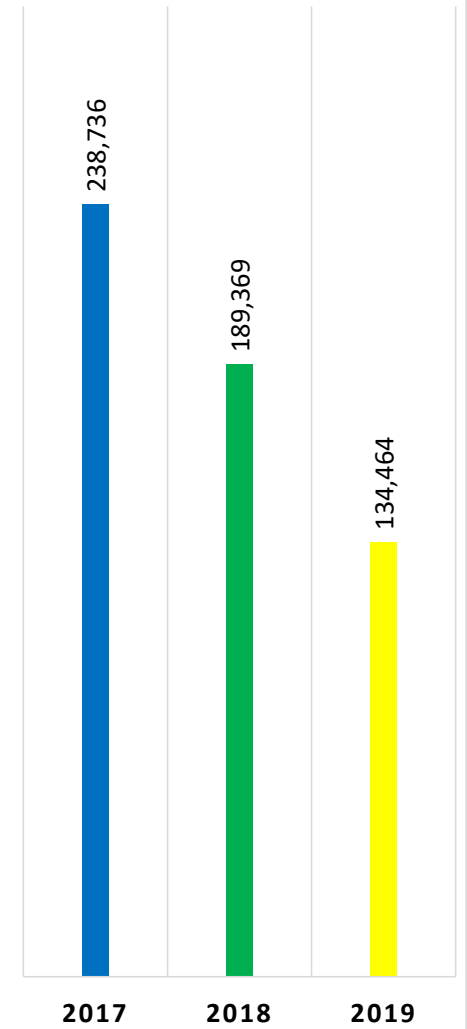


### Number of Taxi Trips - February 2019

■ 2017 ■ 2018 ■ 2019



### Year to Date No. of Taxi Trips



Measures the total number taxi trips taken year to date for FY 2017, 2018 and 2019

**SunLine Services Group**  
**CONSENT CALENDAR**

DATE: March 27, 2019

**RECEIVE & FILE**

TO: Taxi Committee  
Board of Directors

RE: Metric (Taxi Expense vs Taxi Revenue) December 2018

Summary:

The graph displays revenue and expenses for the current month and two previous months. Revenues are generated by taxi business permit fees, vehicle permit fees and driver permit fees. Expenses display the total operational costs for SunLine Services Group.

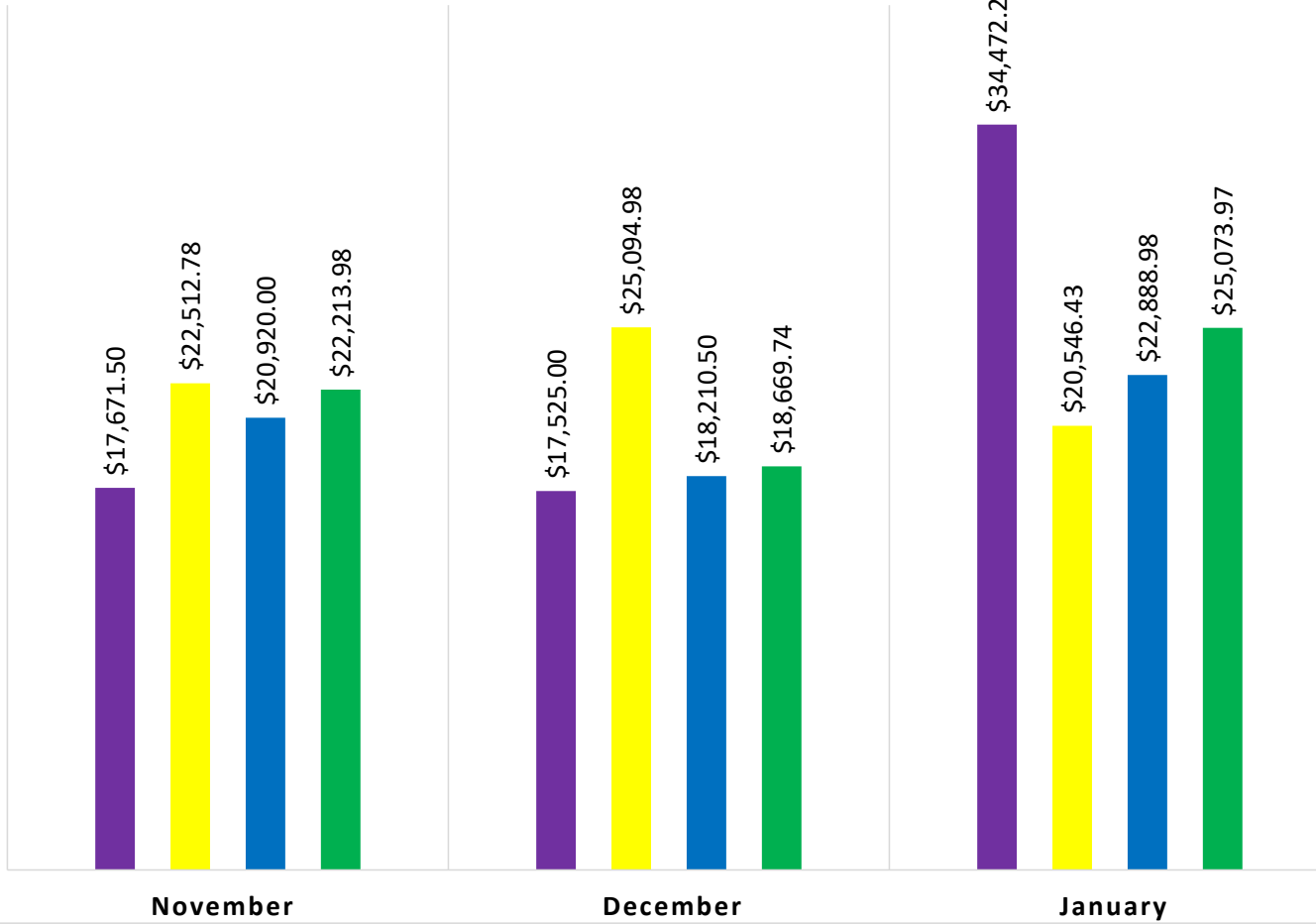
- Variance graph displays the total variance between revenue and expense occurring to date, for the current fiscal year.
- Expenses for the current fiscal year are greater than revenue by \$58,737.14.
- The revocation of American Cab's franchise permit is anticipated to negatively affect the FY2019 budget.
- To date, SSG has incurred \$44,605.04 in legal service fees. The increased legal service fees were anticipated due to AB1069 and implementing a new taxi ordinance and taxi regulations.

Recommendation:

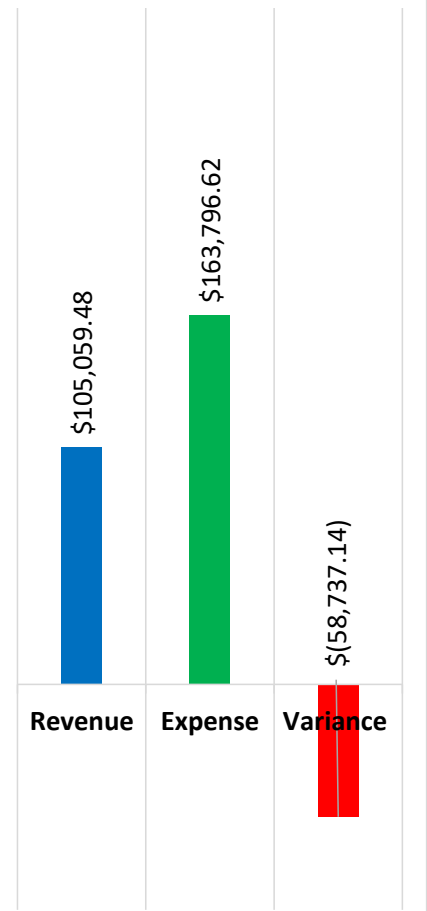
Receive and file.

### Revenue vs. Expense - January 2019

■ Rev FY18   
 ■ Exp FY18   
 ■ Rev FY19   
 ■ Exp FY19



### Variance FYTD - January 2019



The graph measures Revenues vs Expenses for FY18 and FY19

**SunLine Services Group**

**DATE:** March 27, 2019 **DISCUSSION**  
**TO:** Taxi Committee  
**FROM:** Michal Brock, Taxi Administrator  
**RE:** Taxicab Regulations

---

**Background**

AB1069 made significant changes to Government Code 53075.5 resulting in the new Taxi Ordinance No. 2018-01 which was approved at the December 5, 2018 SSG Board of Directors Meeting. The adoption of Taxi Ordinance No. 2018-01 required significant changes to the *"Taxicab Regulations of the Sunline Regulatory Administration"* in order to implement the provisions within the new ordinance. The proposed changes have been discussed with the existing taxi companies and has been approved by SunLine's General Counsel. The attached document is presented in red-line form to indicate all recommended changes.

This item is being submitted to the Taxi Committee for review and recommendations. The final version will be presented at the April 24, 2019 Board Meeting for approval by resolution.

**TAXICAB REGULATIONS OF  
THE  
SUNLINE REGULATORY  
ADMINISTRATION**

TAXICAB REGULATIONS OF SUNLINE REGULATORY ADMINISTRATION

TABLE OF CONTENTS

R.1 PURPOSE..... 1

R.2 DESIGNATION OF REGULATORY ADMINISTRATOR ..... 1

R.3 [FRANCHISE TAXICAB BUSINESS REQUIREMENTS`](#) ..... [1](#)

R.4 TAXIMETER INSPECTIONS..... [98](#)

R.5 DRIVER PERMITS..... [109](#)

R.6 DRIVER STANDARDS AND APPEARANCE..... [13-11](#)

R.7 ADMINISTRATIVE HEARINGS AND [APPEALS](#)..... [15-13](#)

    R.7.2 Administrative Hearings – In General..... [15-13](#)

    R.7.3 Administrative Hearings – Suspension or  
    Termination of [Franchise Taxicab Business](#)..... [18](#)

[16](#)

[R.7.4 Appeals to committee of Board of Directors](#)..... [19](#)

R.8 VEHICLE INSPECTIONS..... [21-17](#)

R.9 VEHICLE SAFETY INSPECTIONS STANDARDS..... [22-19](#)

R.10 OPERATIONS – TAXIMETER USE..... [27-24](#)

R.11 OPERATIONS [INFORMATION CARD](#) [VISIBLE IDENTIFICATION](#)..... [28](#)

[24](#)

R.12 OPERATIONS – RATE CARD..... [29-24](#)

R.13 OPERATIONS – ROUTES AND PASSENGERS ..... [30-25](#)

R.14 OPERATIONS – RATES..... [30-26](#)

R.15 SIGNAGE..... [31-26](#)

R.16		FEE <u>AND RATE</u>
REVIEW.....		<u>31-26</u>
<del>R.17</del>	<del>RATE REVIEW.....</del>	<del>31</del>
<del>R.18</del>	<del>REFUND POLICY.....</del>	<del>31</del>
<del>R.19-17</del>	TAXICAB VEHICLE PERMITS AND STICKERS .....	<del>31-26</del>
<del>R.20-18</del>	TAXIMETER ACCURACY .....	<del>34-28</del>
<del>R.21-19</del>	TRANSFER OF A TAXIMETER.....	<del>34-29</del>
<del>R.22-20</del>	CONTROLLED SUBSTANCE AND ALCOHOL TESTISNG PROGRAM.....	<del>35-29</del>
<del>R.21</del>	SAFETY EDUCATION AND TRAINING PROGRAM.....	<del>30</del>
<del>R.22</del>	DISABLED ACCESS EDUCATION AND TRAINING PROGRAM.....	<del>30</del>
R.23	PAYMENT OF FINES.....	<u>35-31</u>
R.24	SUMMARY SUSPENSION OF A <u>FRANCHISE</u> TAXICAB BUSINESS.....	<u>36</u>
		<u>31</u>
R.25	INTERFERENCE WITH DRIVER REPORTING .....	<u>37-32</u>

# TAXICAB REGULATIONS OF THE

## SUNLINE REGULATORY ADMINISTRATION

(A DIVISION OF SUNLINE SERVICES GROUP)

### R.1. PURPOSE

**R.1.1** These regulations are promulgated pursuant to section ~~1.0204.139~~ of the Ordinance of SunLine Services Group (SSG), as now enacted or as may be amended, and are intended to implement the provisions of that Ordinance regulating taxicab service within the jurisdiction of SSG, a Joint Powers Authority created by the nine cities of the Coachella Valley and the eastern portion of Riverside County. Each Taxicab ~~Business Franchise~~ and its management, agents, employees, drivers, independent contractors and permitted users are individually and jointly responsible for complying with these Taxicab Regulations, any Ordinance regulating taxicab services, any rule or regulation relating to the Palm Springs Airport, and any State of California or federal statute or administrative code relating to the operation of a taxicab.

### R.2. DESIGNATION OF REGULATORY ADMINISTRATOR

**R.2.1** The ~~CEO~~/General Manager of SunLine Services Group (SSG) hereby designates the SunLine Regulatory Administration (SRA) as the division of SSG charged with enforcement and implementation of the Ordinance of SSG, as now enacted or as may be amended, and all Regulations promulgated pursuant thereto.

### R.3. ~~FRANCHISE~~TAXICAB BUSINESS REQUIREMENTS

**R.3.1** No person, firm, association, corporation, partnership or other entity shall dispatch, cause to be dispatched, operate, or cause to be operated, a taxicab within the jurisdiction of SSG unless the responding vehicle has a valid Taxicab Vehicle Permit issued by SunLine Services Group or other recognized taxi regulatory agency within the County of Riverside, the driver of such vehicle has a valid Taxicab Driver's Permit, and the taxicab is operated pursuant to a Franchise Agreement entered into with Taxicab Business Permit issued by SSG, or valid taxicab business permit issued by a recognized taxi regulatory agency located within the County of Riverside.

**R.3.1.1** Each ~~Franchisee~~Taxicab Business shall have a registered fictitious business name with the County of ~~Riverside~~Riverside, when applicable.

~~**R.3.2** Each Franchise is required at all times to maintain in service a number of actively permitted vehicles no less than 75% nor more than 125% of the allocation under its Franchise Agreement. Each Franchise shall certify to SRA's satisfaction at least every six (6) months that no~~



~~less than an average of eight (8) dispatched and non-dispatched trips per day per vehicle are generated by each vehicle authorized under the Franchise Agreement.~~

~~R.3.32~~ Each ~~Franchise~~Taxicab Business shall ~~have a principal place of business~~provide an address of an office or terminal where documents supporting the factual matters specified in Government Code Section 53075.5 may be inspected by SSG.~~located within the jurisdiction of SSG from which it conducts its activities as a Franchise.~~ Each ~~Franchise~~Taxicab Business must provide and maintain a year-round, 24- hour computerized dispatch system (System). The System must satisfy the following requirements:

~~R.3.32.1~~ System must track caller location, response time from the time customer calls until taxi pick up, and duration of trip. Customer calls means the time customer first called, not time of any callback.

~~R.3.3.2~~ ~~System must track number of customer callbacks.~~

~~R.3.32.32~~ Pickup zones must separate the Coachella Valley into its respective communities so officials from each community can see the quality of taxi service they are receiving.

~~R.3.32.43~~ System must track calls by pickup zone by hour, day and zip code.

~~R.3.3.5~~ ~~System must track all requests for service including multiple requests; for instance, if a hotel/resort requests five (5) cabs, the system must reflect five (5) requests and show response times for each of the five (5) requests.~~

~~R.3.32.64~~ ~~System must track number of calls in which customer was advised of wait times of 20 minutes or more and declined to wait. System must track and report completed trips wait times that exceed 20 minutes or more.~~

~~R.3.32.75~~ System must be capable of recognizing incoming telephone numbers, ~~and be capable of using computerized voice response and dispatch when the number is a frequent caller such as a hotel, restaurant, or other frequent user of the Franchisee's taxi service.~~

~~R.3.32.86~~ System must be capable of providing credit card swiping, reading and verification of card, authorization of payment, and printing of customer receipt within 60 seconds of being swiped.

~~R.3.3.9~~ ~~System must be capable of tracking any lost articles by knowing only the date, time of day, and pickup and drop off locations.~~

**R.3.32.107** System must be capable of tracking service refusals by an individual taxi and driver. Customers waiting for service must be advised of current response times and given the option of calling another company.

**R.3.32.118** All data collected by the System shall be maintained or accessed at the office or terminal designated to SSG by the Taxicab Business principal place of business of the Franchise, which is located within the jurisdiction of SSG.

**R.3.32.129** Any changes made to the Dispatch System Vendor and/or Dispatch System Program Type must be presented to SRA for approval prior to implementation.

**R.3.43** ~~Franchisee~~ Each Taxicab sBusiness are- is required to have ~~telephone or radio~~ real time voice communication access to all their on-duty drivers.

R.3.4 Each Taxicab Business must be capable of tracking any lost articles by knowing only the date, time of day, and pick up and drop off locations.

R.3.5 Each Taxicab Business must be capable of investigating and reporting all trips that have not taken the shortest, most direct route.

**R.3.56** Each ~~Franchisee~~ Taxicab Business must provide and maintain a Global Positioning System (GPS) system. The system must satisfy the following requirements:

**R.3.56.1** GPS system must be capable of providing drivers turn by turn directions and monitoring shortest route taken.

~~**R.3.5.2** — GPS system must be capable of reporting all trips that were greater than one percent (1%) out of route.~~

~~**R.3.5.3-6.2**~~ GPS system must be capable of capturing and reporting, for all vehicles in the fleet and individual drivers, all trips for which the taxi meter was utilized.

**R.3.67** The following are the minimum requirements to maintain a Franchise Taxicab Business:

**R.3.67.1** A Franchise Taxicab Business Permit Agreement awarded issued by SSG pursuant to Ordinance 1.030 ~~and 1.080~~;

**R.3.67.2** The Franchise Taxicab Business shall maintain on file with SRA evidence of its insurance coverage meeting all requirements of

Section 1.0540 of the Ordinance of SSG. The [FranchiseeTaxicab Business](#) shall provide SRA with verbal notice within 24 hours in the event of any change in insurance coverage and written notification of any insurance change within three (3) calendar days after the change;

**R.3.67.3** The [FranchiseeTaxicab Business](#) shall maintain a Vehicle Identification List as described in Section 1.030(~~AC~~)(6) of the Ordinance of SSG and shall provide the list to SRA upon request.

(a) All vehicles on the [FranchiseeTaxicab Business](#)'s list of authorized vehicles shall meet the minimum vehicle standards and have successfully completed all required vehicle safety inspections as set forth in these Regulations;

~~(b) — Each [FranchiseeTaxicab Business](#) must maintain in operation at least two (2) wheelchair accessible vehicles that meet the Federal Americans with Disabilities Act (ADA) standards as part of its fleet.~~

**R.3.67.4** ~~The [FranchiseeTaxicab Business](#) shall submit electronic taximeter reports for A~~all vehicles on the [FranchiseeTaxicab Business](#)'s Vehicle Identification List ~~in accordance with Section R.4 of these Regulations and~~ shall ~~have been submitted present~~ vehicles for reading of their Taximeter ~~as requested by SRA in accordance with Section R.4 of these Regulations;~~

**R.3.67.5** The [FranchiseeTaxicab Business](#) shall maintain proof of current Department of Motor Vehicle registration for each vehicle it is authorized to operate and shall produce such proof of registration upon vehicle inspection or request;

**R.3.67.6** The [FranchiseeTaxicab Business](#) shall maintain a business license applicable to its principal place of business.

**R.3.67.7** Submission and successful passage of a criminal background check as to each individual or entity holding any interest in the use of the [FranchiseeTaxicab Business](#)'s name as provided under section 1.00030.080(C)(2) of the ~~Ordinance~~[the Ordinance](#) of SSG;

**R.3.67.8** The [FranchiseeTaxicab Business](#) shall maintain proof of fictitious business name registration of the [FranchiseeTaxicab Business](#)'s name with the County of Riverside, when applicable.

- R.3.67.9** The [FranchiseeTaxicab Business](#) shall maintain a Driver's List, which carries the names of every Taxicab Driver who has a Driver's Permit and is authorized by the [FranchiseTaxicab Business](#) to operate the vehicles authorized by SSG to be operated under the terms of the [FranchiseTaxicab Business](#). Each Driver on the Driver's List must meet the minimum standards of SSG for issuance of a Driver's Permit, must have completed the required screening, training and testing, and must have a current California driver's license and Taxicab Driver Permit issued by SRA;
- R.3.67.10** The [FranchiseeTaxicab Business](#) must maintain and adhere to a written complaint procedure that includes a log of all complaints received, date and time of complaint, response, date and time of response, results of investigation, action taken, and any written communication. All complaints received in writing must be responded to in writing within five (5) business days with, at a minimum, an acknowledgment of the complaint, the complaint status and expected time for resolution. All complaints received by telephone must be logged. All telephone complaints of conduct which could result in a citation under these Regulations or are of a serious nature must be responded to in writing. A summary of complaints lodged and action taken shall be submitted to the SRA ~~on a quarterly basis~~ [when requested](#).
- R.3.67.11** The [FranchiseeTaxicab Business](#) must maintain a year-round, 24-hour computerized dispatch system in accordance with section R.3.32 of these regulations.
- R.3.67.12** The [FranchiseeTaxicab Business](#) must maintain a GPS system in place in accordance with section R.3.54 of these regulations.
- R.3.67.13** The [FranchiseeTaxicab Business](#) must maintain an electronic data based recordkeeping and reporting system which captures and is capable of generating reports on the following subjects:
- (a) All revenues, including fares paid, for four (4) years;
  - (b) All trips, including each call, times of dispatch/response total trips made by vehicle and driver, for one (1) year;
  - (c) All drivers' names and records, for four (4) years;
  - (d) All vehicle registration and maintenance for four (4) years;
  - (e) All customer complaints for four (4) years;

(f) All data necessary for monthly dispatch reports; and,

~~(g) Telephone customers' names and telephone numbers for customer satisfaction survey purposes.~~

**R.3.67.14** The FranchiseeTaxicab Business shall make the following periodic reports to SRA:

(a) A report of dispatch data on a monthly basis by the end of the business day on the first business day of the following month which includes reporting of customer wait time distribution, trips by zone served, trips per day per vehicle, and trip call completion;

(b) A customer complaint report summarizing complaints lodged and action taken by the FranchiseeTaxicab Business on a quarterly basis or upon request by SRA;

~~(c) A list of telephone customer's names and telephone numbers shall be submitted within 30 days of request by SRA for customer satisfaction survey purposes;~~

~~(d)~~(c) A current Drivers List that includes fist name, last name, driver license number, and company driver id number within the first week of every month;

~~(e) Monthly reports of the random drug and alcohol testing shall be filed with the SRA by the program administrator no later than the 20<sup>th</sup> day following the end of the previous monthly reporting period; and,~~

~~(f)~~(d) A current Vehicle Identification List that includes cab number, license plate number, vehicle identification number, SRA permit number within the first week of every month.

**R.3.67.15** The FranchiseeTaxicab Business must maintain the SRA approved, distinctive color and numbering system in place at the time the FranchiseTaxicab Business Agreement was is awarded a Business Permit, which easily identifies the FranchiseTaxicab Business and the specific cab in the case of complaints or violations.

**R.3.67.16** The FranchiseeTaxicab Business must maintain a ~~written~~ vehicle safety program as required by California Government Code Section 53075.5

**R.3.7.17** The Taxicab Business must maintain a disabled access education program as required by California Government Code Section 53075.5

**R.3.67.178** The ~~Franchisee~~Taxicab Business must maintain a mandatory controlled substance ~~drug~~ and alcohol testing certification program conforming to all requirements as set forth in California Government Code Section 53075.5 and Part 40 (commencing with Section 40.1) of Title 49 of the Code of Federal Regulations.~~in place in accordance with section R.22 of these Taxicab Regulations.~~

**R.3.67.189** The ~~Franchisee~~Taxicab Business must maintain a written disciplinary policy and training programs for new and existing drivers with emphasis on dealing with diverse clientele and driving skills. The new driver training program must satisfy the following requirements:

- (a) State, SRA, Palm Springs Airport and communities within the Coachella Valley's rules and regulations;
- (b) Geography, including map reading, major points of interest in Coachella Valley and familiarity with the Coachella Valley and surrounding area;
- (c) Driver safety and defensive driving;
- (d) Vehicle safety, maintenance and inspection checks;
- (e) Customer service and relations;
- (f) Sensitivity guidelines for disabled, frail and elderly passengers;
- (g) Behind the wheel driver training;
- (h) Accessible vehicle operation training for drivers of accessible vehicles; and,
- (i) Appearance and dress standards.

**R.3.67.1920** The ~~Franchisee~~Taxicab Business must have and enforce a policy prohibiting smoking in taxicabs by passengers or drivers.

**R.3.67.2021-** The [FranchiseeTaxicab Business](#) must maintain agreements with credit card agencies for accepting credit card payments for fares and gratuities.

**R.3.67.2122** [FranchiseesTaxicab Businesses](#) shall be responsible for reimbursing overcharges to its customers immediately if the Driver is made aware of the overcharge at the time of rendering service and within twenty-four (24) hours if the [FranchiseeTaxicab Business](#) is informed of an overcharge after the service was rendered.

**R.3.78** Upon the [FranchiseeTaxicab Business](#)'s successful satisfaction of the conditions for approval listed above, SRA will issue a numbered Vehicle [Inspection-Permit](#) Sticker for each of the vehicles so [inspected and](#) approved. The Vehicle [Inspection-Permit](#) Sticker will be issued according to vehicle identification number. The Vehicle [Inspection-Permit](#) Sticker must be affixed to the lower left rear windshield of the vehicle for which the sticker is issued.

**R.3.89** A [FranchiseeTaxicab Business](#) may replace any of the vehicles for which a Vehicle [Inspection-Permit](#) Sticker has been issued with another vehicle upon satisfaction of the following conditions:

**R.3.89.1** Surrender of the vehicle to SRA for removal of the Vehicle [Inspection-Permit](#) Sticker issued to the vehicle that is to be replaced;

**R.3.89.2** Verification by the [FranchiseeTaxicab Business](#) that the vehicle to be replaced has been read permanently out of service and taken out of operation as a Taxicab by SRA;

**R.3.89.3** Submission of proof that the replacement vehicle has successfully completed a vehicle safety inspection, ~~and,~~

~~**R.3.8.4** Submission of the replacement vehicle to SRA for initial reading of the taximeter for the purpose of accounting for surcharges in accordance with section R.4 of these Regulations.~~

**R.3.910** Upon the [FranchiseeTaxicab Business](#)'s satisfaction of the conditions stated above, SRA will strike the vehicle identification number of the vehicle to be replaced from the [FranchiseeTaxicab Business](#) Vehicle Identification List and add the vehicle identification number of the replacement vehicle to the Vehicle Identification List. SRA will issue a new Vehicle [Inspection-Permit](#) Sticker for the replacement vehicle which shall be valid for the term applicable to the Vehicle Permit of the replaced vehicle.

**R.3.1011** Each [FranchiseeTaxicab Business](#) must maintain a list of Drivers authorized by the [FranchiseeTaxicab Business](#) to operate the vehicles on the [FranchiseeTaxicab Business](#)'s Vehicle Identification List. The [FranchiseeTaxicab Business](#) shall update the Driver List on a



monthly basis and shall supply to SRA, within the first week of each month or upon request of SRA, a current Driver List. The [FranchiseTaxicab Business](#) shall provide SSG with ~~verbal~~ written notice within ~~twenty-four~~ thirty (24 30) ~~hours~~ days after the [FranchiseTaxicab Business](#) is aware that any Driver listed on the Driver List for a [FranchiseTaxicab Business](#) ceases to drive a Taxicab for the [FranchiseTaxicab Business](#); ~~and provide written notice to SRA within five (5) days.~~

**R.3.4112** A [FranchiseTaxicab Business](#) may add additional Drivers to its Driver List provided that:

- R.3.4112.1** The [FranchiseTaxicab Business](#) has submitted an intent to hire form ~~within~~ to SRA which identifies the Driver to be added as being employed or given a written offer of employment within the meaning of *Government Code* section 53075.5; and
- R.3.4112.2** The Driver to be added has been issued a Driver Permit by SRA which states that the Driver is affiliated with the [FranchiseTaxicab Business](#); and,
- R.3.4112.3** The [FranchiseTaxicab Business](#) provides a certificate(s) of insurance reflecting that the Driver will be covered by the insurance maintained for any vehicle to be driven by the Driver under the [FranchiseTaxicab Business](#) as required by section 1.0450 of the Ordinance of SSG.

**R.3.4213** No [FranchiseTaxicab Business](#) shall allow any Driver to drive a Taxicab using the [FranchiseTaxicab Business](#)'s name unless that person has a valid Driver Permit issued by SRA which states that the Driver is affiliated with the [FranchiseTaxicab Business](#).

**R.3.4314** The [FranchiseTaxicab Business Agreement- Permit](#) is valid for a period of ~~five~~ one years from the date of its award or until suspended or revoked and may be renewed ~~for up to one (1) time for a period of up to five (5) years period five one year periods as~~ annually as set forth in the [FranchiseTaxicab Business Agreement Permit](#).

**R.3.4415** Providing false or inaccurate information in the [FranchiseTaxicab Business proposal- Application](#) will result in denial or revocation of a [FranchiseTaxicab Business Application and/or Taxicab Business Permit](#).

## **R.4. TAXIMETER INSPECTIONS**

**R.4.1** No [FranchiseTaxicab Business](#) shall operate a taxicab within the jurisdiction of SSG without having first submitted the vehicle to SRA with a fully operational taximeter with current and intact seals, or any type of device or technology approved by the Division of Measurement Standards to calculate fares, including the use of Global Positioning System metering, provided that



the device or technology complies with Section 12500.5 of the Business and Professions Code and with all regulations established pursuant to Section 12107 of the Business and Professions Code. The customer shall not be charged a fare that exceeds the authorized fare.

for an initial reading and sealing of the taximeter in the vehicle for the purposes of enforcement of the Ordinance of SSG as now enacted or as may be amended. — As used in these Regulations, “Taximeter” means a device or technology, including but not limited to a Global Positioning System (GPS) based smartphone application approved by the California Department of Food and Agriculture, Division of Weights and Measures, that automatically calculates, at a predetermined rate or rates, and indicates the charge for hire of a vehicle, for distance traveled and waiting time and has the capability of printing a customer receipt.

**R.4.2** A State certified taximeter technician will affix a seal to the taximeter of vehicles to be authorized for operation under the Ordinance of SSG provided that:

**R.4.2.1** The vehicle is presented to SRA for the purpose of inspection of the taximeter to record the number appearing on the trip counter of the meter indicating the number of passenger ~~boardings~~boarding’s as of the date of initial reading; and

**R.4.2.2** The taximeter seal required of Riverside County Division of Weights and Measures, or an interim seal by a State certified taximeter technician is intact at the time of the initial reading.

**R.4.3** ~~All vehicles listed on the Vehicle Identification List authorized for operation under the Ordinance of SSG shall be presented to SRA not less than once a month for the purpose of reading the number of passenger boardings recorded by the trip counter since the time of the previous SRA meter reading. Franchisees~~Taxicab Businesses are responsible to ensure that ~~both the SRA taximeter seal and~~ the seal required of Riverside County Division of Weights and Measures ~~(or the interim seal by a State certified taximeter technician) are~~ is intact each time that a vehicle is presented to SRA for periodic meter readings and at all times that the vehicle is operating within the jurisdiction of SSG. In the event that ~~either an SRA or a~~ Riverside County Division of Weights and Measures taximeter seal is not intact upon presentation of the vehicle for meter readings or during the vehicles operation as a taxicab, a penalty shall be imposed pursuant to section 1.~~085255~~ of the Ordinance of SSG, and the Vehicle Permit issued for the vehicle under which the vehicle is registered will be summarily suspended.

**R.4.4** In instances in which a taxicab is ~~in need of repair or is~~ taken out of service or in need of repair that will cause the taxicab to be out of service in excess of 30 days, the following meter reading procedure shall be followed:

**R.4.4.1** The vehicle shall be ~~presented~~ made available to SRA for a reading of the trip counter ~~before~~ at the time the vehicle is taken out of service. ~~The Franchise~~Taxicab Business will be billed for any surcharge amount due as of the date of this reading.

**R.4.4.2** Before the vehicle is placed back into service, it must be presented to SRA for a reading of the trip counter on the taximeter. A penalty of \$1,000.00 shall be imposed on the [FranchiseTaxicab Business](#) in accordance with section 1.085255 of the Ordinance of SSG in the event that the vehicle is placed back into service without first being presented to SRA for a reading of the trip counter on the taximeter or if the reading on the trip counter is more than the reading taken at the time that the vehicle was taken out of service. If the [FranchiseTaxicab Business](#) continues to place the vehicle in service after having been issued a citation, the Vehicle Permit for the vehicle shall be suspended until the [FranchiseTaxicab Business](#) complies with this requirement. At the time the vehicle is presented for reading of the trip counter prior to return to service the taximeter must bear an intact seal from the Riverside County Weights and Measures Division ~~or an interim seal by a State certified taximeter technician.~~

## **R.5. DRIVER PERMITS**

**R.5.1** No person shall drive a taxicab within the jurisdiction of SSG without having first obtained ~~either a temporary or a~~ regular Driver Permit.

~~**R.5.2** A temporary driver permit may be obtained from SRA provided that the prospective Driver has satisfied the following conditions:~~

~~**R.5.2.1** Submitted a completed Driver Application Form along with the driver application fee;~~

~~**R.5.2.2** Passed a pre-permit exam issued by SRA to test the applicant's familiarity with SSG ordinances and regulations relating to taxicabs and the applicant's familiarity with the Coachella Valley region and destinations therein;~~

~~**R.5.2.3** Provided SRA with two current color 2" x 2" passport-sized photographs of the applicant;~~

~~**R.5.2.34** Provided SRA with an H6 printout from the Department of Motor Vehicles covering the preceding ten (10) years, which was issued not more than thirty (30) days before it is presented to SSG;~~

~~**R.5.2.45** Provided SRA with an intent to hire form signed by the applicant and the [FranchiseTaxicab Business](#) for whom the applicant intends to drive a Taxicab;~~

~~R.5.2.56~~ — Provided SRA with proof of a negative test result in compliance with the controlled substance and alcohol testing requirements of Section 2 of the Ordinance of SSG;

~~R.5.2.67~~ — Submitted to fingerprinting by SRA; and,

~~R.5.2.8~~ — Successfully cleared a local background check.

~~R.5.3~~ The Temporary Driver Permit shall be valid for a period not to exceed one hundred twenty (120) days and must be replaced by a regular Driver Permit within such one hundred twenty (120) days. In the event that the Department of Justice criminal background check is not completed within one hundred twenty (120) days of the grant of the temporary driver permit, the temporary driver permit may be extended for an additional sixty (60) days to allow for clearance upon request for an extension by the Driver to SRA, provided that, the Driver has successfully completed the Driver Certification and Training Program. If the Temporary Driver Permit is extended, the Driver shall bring the Temporary Driver Permit to SRA so that an extension sticker may be affixed to the Temporary Driver Permit.

~~R.5.42~~ All Driver Permits issued by ~~SRASSG, including Temporary Driver Permits,~~ shall be valid only for the Driver's operation of a taxicab for the Franchise Taxicab Business indicated on the Driver Permit. No Driver may operate a Taxicab for a Franchise Taxicab Business other than the Franchise Taxicab Business listed on the Driver's Driver Permit.

~~R.5.53~~ A ~~regular~~ Driver Permit is valid for a period of one (1) year from the date of issuance, unless suspended, revoked or otherwise earlier terminated, and may be renewed for an additional one (1) year upon the Driver's satisfaction of the following:

~~R.5.53.1~~ Payment of the Driver Permit renewal fee;

~~R.5.53.2~~ Successful completion of SSG approved substance and alcohol testing procedures as outlined in Section ~~Two 1.050(A)~~ of the Ordinance of SSG and the Regulations promulgated pursuant thereto, at the time of application for Driver Permit renewal; and,

~~R.5.3.3~~ Provide SRA with proof of a negative test result in compliance with the controlled substance and alcohol testing requirements of Section 1.060 of the Ordinance of SSG.

~~R.5.53.34~~ Satisfaction of all other requirements relating to a Driver Permit as set forth in the Ordinance of SSG.

~~R.5.64~~ The Driver Permit of any Driver shall immediately become null and void upon termination of employment within the meaning of *Government Code* section 53075.5 or upon termination of permission by the Franchise Taxicab Business to drive a Taxicab using the

[Franchisee Taxicab Business](#)'s name. Upon termination, the Driver shall immediately surrender the Driver Permit to SRA. If the Driver receives a written offer of employment within the meaning of *Government Code* section 53075.5 from another [Franchisee Taxicab Business](#) within five (5) business days from the date of termination from the prior [Franchisee Taxicab Business](#), the Driver may re-apply for a Driver Permit and a new Driver Permit indicating the new [Franchisee Taxicab Business](#)'s name will be issued to the Driver upon satisfaction of the following:

**R.5.64.1** Payment of the Driver Permit transfer fee;

**R.5.64.2** Successful completion of controlled substance and alcohol testing procedures [pursuant to Government Code Section 53075.5 and](#) as outlined in ~~Ordinance No. 96(2)~~ [Section 1.045\(C\)2 of the Ordinance of SSG](#) and the regulations promulgated pursuant thereto, ~~Successful completion of SSG approved substance and alcohol testing procedures as outlined in Section Two of the Ordinance of SSG and the Regulations promulgated pursuant thereto~~ at the time of application for Driver Permit transfer;

**R.5.64.3** Provided SRA with ~~an H6 printout from the Department of Motor Vehicles covering the preceding ten (10) years, which was issued not more than thirty (30) days before it is presented to SSG~~ [a certificate\(s\) of insurance reflecting that the Driver will be covered by the insurance maintained for any vehicle to be driven by the Driver under the Taxicab Business as required by Section 1.040 of the Ordinance of SSG](#) ; and,

**R.5.64.4** Satisfaction of all other requirements relating to a Driver Permit as set forth in the Ordinance of SSG.

**R.5.75** If a Driver Permit has expired or terminated pursuant to the provisions of Section 5.64 above and not renewed or transferred within ~~five (5)~~ [thirty \(30\)](#) business days of the expiration or termination, the Driver shall be treated as a new applicant for purposes of issuance of a Driver Permit and shall pay all fees and charges associated therewith.

**R.5.86** A Driver Permit applicant may request an ~~administrative~~ [Appeal](#) ~~hearing~~ [pursuant to](#) Section ~~1.256~~ [1.070](#) of the Ordinance of SSG in the event of any permit denial.

**R.5.97** All applicants will be finger-printed by ~~the SRA~~ [a certified Live Scan provider](#). A copy of the fingerprints will be forwarded to the California State Department of Justice [for a state and federal background check](#). If it is determined that the applicant has been convicted of any of the following crimes, [the application will be rejected and](#) any previously issued Driver Permit will be revoked. The crimes justifying denial or revocation of a permit include but are not limited to [Section 1.065\(B\) of the SSG Ordinance](#):

~~**R.5.9.1** Reckless driving; wet reckless driving; murder; rape; vehicular manslaughter: a violation of California *Vehicle Code* sections 20001, 20002, or 20003 or any corresponding substitute sections (hit and run); robbery; a violation of California *Penal Code* section 314 or any corresponding substitute section (indecent exposure and lewd or obscene conduct); pandering; crimes related to the use, sale, possession, or transportation of narcotics or intoxicating liquors; assault; battery; or conviction of three (3) or more moving violations within the State of California within three years previous to submission of the application.~~

~~**R.5.10** Applicants with Failures to Appear on their DMV record will not be issued a Driver Permit until they have corrected the Failure to Appear and provided SRA with satisfactory proof of payment in accordance with DMV requirements. Drivers with Driver Permits will be given thirty (30) days to provide proof of payment concerning the Failure to Appear to SRA.~~

~~**R.5.118** Providing false or inaccurate information in the Driver Permit Application will result in revocation of any previously issued permit. The Driver may request an Administrative Appeal Hearing regarding the revocation in accordance with Section ~~4.256~~ 1.070 of the Ordinance of SSG.~~

~~**R.5.12** A Driver may apply to SRA for a leave of absence not to exceed three (3) months. A leave of absence application may be obtained from SRA. A Driver shall be entitled to only one leave of absence during any twelve (12) month period. During the time that the Driver is on leave of absence, the Driver may not operate a taxicab within the jurisdiction of SSG. This section does not excuse a Driver from renewing his/her Driver Permit if the Driver Permit is scheduled to expire during the period of leave of absence.~~

## **R.6. DRIVER STANDARDS AND APPEARANCE**

**R.6.1** All Drivers shall have in his or her immediate possession a valid California Driver's License and a Taxicab Driver Permit issued by SRA while in charge of or driving a taxicab and shall present either upon request. A Driver shall only drive for the Franchisee Taxicab Business shown on his or her Driver Permit.

**R.6.2** All Drivers shall be at least 18 years of age.

**R.6.3** All Drivers shall have the ability to read signs, labels, work schedules, rate cards, information cards, maps and simple instructions in English; to understand and follow oral directions in English; to write simple instructions in English; and to speak English sufficiently to communicate clearly with the public. ~~All Drivers are subject to passing an English proficiency test administered by SRA.~~

**R.6.4** No Driver shall be afflicted with either a physical or mental incapacity or ailment that would preclude him or her from safely operating a taxicab and performing the duties normal to such profession.

**R.6.5** All Drivers shall be well groomed and dressed in a neat and clean fashion at all times while on duty. A Driver shall wear an SRA approved company uniform or common standard of dress. At a minimum, attire shall include a collared shirt or blouse covering the shoulders, knee length shorts or skirt or long pants and closed toe shoes. T-shirts, spaghetti or strapless shirts, [sweatpants](#), open toe shoes, flip flops and sandals are prohibited. A Driver shall wear an identification badge at all times while on duty. At a minimum, the shirt, blouse or identification badge worn by the Driver must bear the Driver's name and company logo identifying the [Franchise Taxicab Business](#) under which the Driver is authorized.

**R.6.6** All Drivers shall provide prompt, efficient service and be courteous at all times to the general public, the business community, all other taxicab drivers and to SRA or local government administrators/officers. Smoking and the use of profanity is prohibited. Disputes with the general public, the business community, other taxicab drivers and those in charge of taxicab stands on private property shall be resolved in a professional manner with a goal of maintaining a favorable public image for the Taxicab industry.

**R.6.7** No Driver shall refuse to transport wheelchairs, packages, luggage and animals as follows:

**R.6.7.1** A Driver shall not refuse to transport in the Taxicab any passenger's wheelchair, which can be folded and placed in either the passenger, driver or trunk compartment of a taxicab; groceries or packages when accompanied by a passenger; personal luggage, possessions, or small pets in carriers. The driver shall not be required to transport any article which would cause the taxicab to become damaged, stained or foul smelling.

**R.6.7.2** A driver shall not refuse to transport in the taxicab any passenger's service animal ~~without justification~~ or intentionally interfere with the use of a service animal by harassing or obstructing the user or his or her service animal. The American with Disabilities Act (ADA) defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability.

**R.6.8** A driver shall assist a passenger in and out of a Taxicab when requested, provided the driver is not required to lift the passenger.

**R.6.9** A driver shall assist a passenger by placing luggage, packages and wheelchairs in and out of the taxicab when requested.





[FranchiseeTaxicab Business](#) involved shall be issued a written notice of an administrative hearing to be conducted by the Taxicab Administrator (or designee).

**R.7.2.2** A [FranchiseeTaxicab Business](#) shall provide SRA with the name of the driver or other permittee involved in an alleged violation in cases in which a violation is observed but the identity of the driver or other permittee has not been identified by SRA. SRA may obtain such information by telephone from the [FranchiseeTaxicab Business](#) by providing the [FranchiseeTaxicab Business](#) with the date, approximate time, place and vehicle number involved in the alleged violation. If a [FranchiseeTaxicab Business](#) refuses to supply the name of the driver or other permittee involved, administrative enforcement may still proceed solely against the [FranchiseeTaxicab Business](#). The failure to supply the name of the driver or other permittee involved shall constitute separate grounds for ~~suspension or revocation of any permit or to~~ impose administrative monetary penalties.

**R.7.2.3** An Applicant, Permittee or [FranchiseeTaxicab Business](#) may request an administrative hearing within ten (10) days following delivery of a notice of decision which it intends to challenge by delivering a request for hearing at the administrative offices of SRA together with:

- (a) An advance deposit of any fine or notice of request for an Advance Hardship Waiver; and,
- (b) Payment of an Appeal Fee as established by resolution of the Board of Directors.

**R.7.2.4** The hearing notice shall indicate the date, time and location of the administrative hearing and a description of the alleged violation(s). The hearing date shall be ~~at least fifteen (15)~~ [within thirty \(30\)](#) days after the date the hearing notice is delivered to the party(s) subject to administrative enforcement, [or as soon thereafter as reasonable practical](#).

**R.7.2.5** Hearings requested by an Applicant, Permittee or [FranchiseeTaxicab Business](#) shall be set within thirty (30) days of delivery of the request for hearing.

**R.7.2.6** **Discovery.** The Taxicab Administrator (or designee) may request the Applicant, Permittee or [FranchiseeTaxicab Business](#) produce any taxicab logs, dispatch logs, or other documents belonging or under



the control of the Applicant, Permittee or [FranchiseeTaxicab Business](#) which are relevant to the alleged violations at the administrative hearing. Such request may be contained in the hearing notice or in a separate letter. The Applicant, Permittee or [FranchiseeTaxicab Business](#) shall be obligated to produce the requested items within ten (10) days of delivery of the request. The Applicant, Permittee or [FranchiseeTaxicab Business](#) shall be entitled to review and inspect any writing upon which SRA intends to rely or introduce at the hearing.

**R.7.2.7**

**Hearing Before Hearing Officer.** The hearing officer shall be selected in accordance with the Ordinance of SSG. The Applicant, Permittee or [FranchiseeTaxicab Business](#) may be represented by an attorney at the administrative hearing. The administrative hearing shall be informal and technical rules of evidence shall not apply. Oral testimony received at the hearing shall be taken only on oath, affirmation, or under penalty of perjury. The right to cross-examine witnesses shall not preclude the introduction and consideration of written statements whether made under oath or not. The administrative hearing shall be recorded or otherwise preserved. The manner of recording shall be selected by the hearing officer, by whatever means the hearing officer deems the most effective and efficient taking into consideration the nature of the evidence to be offered and available technology. Any party may request that a court reporter transcribe the proceedings by depositing, in full, the cost of such reporter. If a reporter is present at the hearing at the request of any party, any party shall be entitled to purchase a copy of the transcript from the reporter at the reporter's normal charge. The hearing shall be conducted by the hearing officer as follows:

- (a) SRA shall first present evidence to support the allegations of those violations included in the hearing notice. The Applicant, Permittee or [FranchiseeTaxicab Business](#) may ask questions of SRA's witnesses pertaining to the testimony given;
- (b) The Applicant, Permittee or [FranchiseeTaxicab Business](#) subject to administrative enforcement shall have an opportunity to present evidence pertaining to the alleged violations. SRA may ask questions of the Applicant, Permittee, or [FranchiseeTaxicab Business](#)'s witnesses pertaining to the testimony given; and,
- (c) SRA shall have an opportunity to rebut any evidence

presented by the Applicant, Permittee or [FranchiseeTaxicab Business](#).

- R.7.2.8 Failure to Appear.** If the Applicant, Permittee or [FranchiseeTaxicab Business](#) fails to appear at the hearing and, in the judgment of the hearing officer, the failure to appear is not reasonable, the hearing officer may conduct the hearing in the party's absence and/or may render a decision to dismiss the matter.
- R.7.2.9 Stipulation to Extend Deadlines.** The deadlines set forth in these Regulations may only be extended by mutual consent evidenced by a written stipulation between the Taxicab Administrator and the Applicant, Permittee or [FranchiseeTaxicab Business](#).
- R.7.2.10 Decision of the Hearing Officer.** After consideration of the evidence presented by all parties, the hearing officer will render a written decision which sets forth a statement of the case, any relevant findings of fact to support the decision and administrative enforcement order. If the Taxicab Administrator hearing officer finds one or more violations of the Ordinance of SSG or the regulations adopted to implement it, he or she may suspend or revoke any permit and impose administrative monetary penalties in accordance with the limits set forth in the Ordinance of SSG. In determining whether to suspend or revoke any permit or to impose administrative monetary penalties, the hearing officer will take into consideration the gravity of the violation, the entire record of the Applicant, Permittee or [FranchiseeTaxicab Business](#) involved and the harm threatened to the public by the violation.
- R.7.2.11** The decision of the hearing officer shall be final and the Applicant, Permittee or [FranchiseeTaxicab Business](#), as applicable, shall be notified in writing of the decision. Such decision shall be delivered within fifteen (15) days from the date the hearing is concluded.
- R.7.2.12** Any review of a decision by the hearing officer brought pursuant to an administrative citation shall be governed by the provisions of *Government Code* section 53069.4. Review of any other final decision under the Ordinance of SSG shall be governed by *Code of Civil Procedure* section 1094.5, *et seq.*
- R.7.2.13** The respondent Applicant, Permittee or [FranchiseeTaxicab Business](#) shall have ten (10) days from the date of the notification of the hearing officer's decision to either accept the suspension or revocation of any permit and pay any administrative monetary penalty.

**R.7.3 Administrative Hearings-Suspension or Termination of [FranchiseTaxicab Business](#) Agreements.** Administrative hearings concerning a decision to suspend or terminate a [FranchiseTaxicab Business Agreement](#), or to take any of the administrative actions enumerated by section ~~1.257~~ [1.070](#) of the Ordinance of SSG shall, in addition to the provisions of section R.7.2 of these Regulations, be subject to the following:

**R.7.3.1** A notice of hearing regarding the suspension or termination of a [FranchiseTaxicab Business Agreement Permit](#) shall be issued in accordance with Section ~~1.257~~ [1.070](#) of the Ordinance of SSG.

**R.7.3.2 Public Hearing.** Administrative hearings concerning a decision to suspend or terminate a [FranchiseTaxicab Business Agreement Permit](#) shall be open to the public and notice of the hearing shall be posted in accordance with the Regulations in place for notice of public meetings of SSG.

**R.7.3.3 Conduct of Hearing Before Hearing Officer.**

- (a) SSG shall first present evidence to support the allegations of those violations included in the hearing notice. The [FranchiseTaxicab Business](#) may ask questions of SRA's witnesses pertaining to the testimony given.
- (b) The party subject to administrative enforcement shall have an opportunity to present evidence pertaining to the alleged violations. SSG may ask questions of the charged party's witnesses pertaining to the testimony given.
- (c) SSG shall have an opportunity to rebut any evidence presented by the party subject to administrative enforcement.

**R.7.3.4 Decision of Hearing Officer.** After consideration of the evidence presented by all parties, the hearing officer will render a written decision which sets forth a statement of the case and any relevant findings of fact to support the decision. In determining whether to suspend or terminate the [FranchiseTaxicab Business](#), the hearing officer shall take into consideration the gravity of the violation, the entire record of the [FranchiseTaxicab Business](#) involved and any harm threatened to the public by the violation. If the hearing officer finds one or more violations of the Ordinance of SSG, the Regulations adopted to implement it, or the [FranchiseTaxicab Business Agreement Business Permit](#), he or she may suspend or

revoke any permit and impose administrative monetary penalties in accordance with the limits set forth in the Ordinance of SSG.

**R.7.3.85** The decision of the hearing officer shall be in writing and shall be delivered to the [FranchiseeTaxicab Business](#) or to legal counsel representing the [FranchiseeTaxicab Business](#) within fifteen (15) days from the conclusion of the hearing.

**R.7.3.96** If the decision of the hearing officer is to suspend or terminate the [FranchiseTaxicab Business](#), the hearing officer shall further determine whether the suspension or termination will continue to be in effect during any appeal by the [FranchiseeTaxicab Business](#). If the hearing officer decides that continued suspension or termination is necessary for the protection of the public health, safety, or welfare, the suspension or termination will be effective immediately upon delivery of the decision. ~~and shall remain in effect pending any appeal process.~~

~~**R.7.3.107** — A [FranchiseeTaxicab Business](#) may appeal the decision of the hearing officer held under section 1.257 ~~1.070~~ of the Ordinance of SSG in accordance with the provisions of section 1.258 of the Ordinance of SSG and section R.7.4 of these Regulations. If no request for appeal hearing is delivered to SSG, the decision of the hearing officer shall become effective on the tenth (10<sup>th</sup>) day and shall be final.~~

~~**R.7.4 Appeals to Committee of the Board of Directors.** — Appeals to a committee of the Board of Directors shall be conducted pursuant to section 1.258 ~~1.70~~ of the Ordinance of SSG.~~

~~**R.7.4.1** — An appeal of the decision of the hearing officer may only be initiated by delivering a written request for appeal hearing within ten (10) days of the date of delivery of the notification of the decision of the hearing officer along with an Appeal Fee as established by resolution of the Board of Directors. The written request shall set forth the specific decision appealed from, the grounds for the appeal and the relief sought.~~

~~**R.7.4.2** — A hearing before the Appeal Committee shall be set within thirty (30) days of delivery of the request for hearing and shall be no less than fifteen (15) days after the date the notice of hearing is delivered to the [FranchiseeTaxicab Business](#).~~

~~**R.7.4.3** — **Failure to Appear.** If the [FranchiseeTaxicab Business](#) unreasonably fails to appear at the appeal hearing in the judgment of the Appeal~~

Committee, the Appeal Committee may conduct the hearing in the Franchisee Taxicab Business's absence.

**R.7.4.4** — ~~Stipulation to Extend Deadlines.~~ The deadlines set forth in these Regulations with respect to appeal hearings may only be extended by mutual consent evidenced by written stipulation between the Taxicab Administrator and the Applicant, Permittee or Franchisee Taxicab Business, or by order of the Appeal Committee.

**R.7.4.5** — ~~The Appeal Committee shall conduct a hearing which allows SRA and the Franchisee Taxicab Business to present arguments. The evidence considered at the appeal hearing shall be limited to the administrative record created in the underlying administrative hearing. However, the Appeal Committee, in its sole discretion, may request that any participant provide the Committee with additional evidence. The Appeal Committee may suspend an appeal hearing in progress for the purpose of obtaining additional evidence so requested.~~

**R.7.4.6** — ~~The Franchisee Taxicab Business shall have the burden of establishing good cause why the decision appealed from should be altered, reversed or modified.~~

**R.7.4.7** — ~~Conduct of Hearing Before Appeal Committee.~~ The Appeal Committee shall select a chairperson to conduct the hearing. The Franchisee Taxicab Business may be represented by an attorney at the appeal hearing. The appeal hearing shall be informal and technical rules of evidence shall not apply. The appeal hearing shall be recorded or otherwise preserved, in the manner selected by the Appeal Committee. Any party may request that a court reporter transcribe the proceedings by depositing, in full, the cost of such reporter. If a reporter is present at the hearing at the request of any party, any party shall be entitled to purchase a copy of the transcript from the reporter at the reporter's normal charge. The hearing shall be conducted by the chairperson as follows:

(a) — ~~The Franchisee Taxicab Business shall first present its arguments in support of its appeal, including the specific action appealed from, the grounds for the appeal and the relief sought.~~

(b) — ~~SRA shall have an opportunity to present its response to the Franchisee Taxicab Business's arguments.~~

- (c) ~~The Franchisee Taxicab Business shall have an opportunity to rebut the response by SRA.~~
- (d) ~~The chairperson may limit the time allotted for each side to present its arguments.~~

~~**R.7.4.8** SSG shall notify the Franchisee Taxicab Business in writing of the decision of the Appeal Committee within fifteen (15) days of the date of the conclusion of the appeal hearing. The decision of the Appeal Committee shall be final. Any review of a decision of the Appeal Committee shall be by way of administrative mandate pursuant to *Code of Civil Procedure* section 1094.5.~~

## **R.8. VEHICLE INSPECTIONS**

**R.8.1** All Taxicabs operated by a Franchise Taxicab Business and Driver must have a valid, SRA issued Vehicle ~~Inspection- Permit~~ Sticker affixed at the lower left rear windshield of the vehicle.

**R.8.2** No vehicle shall be registered under a Franchise Taxicab Business Agreement- Permit until that vehicle has successfully completed ~~an SRA-conducted~~ safety and cosmetic inspection conducted by an SRA-approved Automotive Service Excellence (ASE) certified vehicle mechanic in accordance with the vehicle safety standards set forth in these regulations.

~~**R.8.3** Payment of the vehicle inspection fee shall be made at the time the vehicle is presented for inspection by SRA.~~

~~**R.8.4**~~ **R.8.4.3** The ~~SRA inspector~~ SRA-approved mechanic shall complete a Vehicle Inspection Report for each vehicle presented for inspection which shall reflect the vehicle's compliance or non-compliance with the vehicle safety standards set forth in these regulations.

~~**R.8.5**~~ **R.8.5.4** Upon successful completion of the safety inspection, vehicle must be presented to SRA ~~will to~~ affix a Vehicle ~~Inspection- Permit~~ Sticker to the qualified vehicle.

~~**R.8.6**~~ **R.8.6.5** In addition to any other required inspections, all Taxicabs operated within the jurisdiction of SSG must submit to on the road inspections upon request by the Taxicab Administrator or by any member of the staff of SRA authorized by the Taxicab Administrator to conduct road inspections. Failure to submit to an inspection will result in revocation of the Vehicle ~~Inspection- Permit~~ Sticker. The Taxicab Administrator or other authorized member of the staff of SRA will complete a road inspection field report at the time of inspection which will indicate, in their opinion what repairs, if any, need to be made to the vehicle. ~~A copy of the field report will be given to the driver.~~

**R.8.7-6** If the road inspection field report indicates the need for repairs to a vehicle, the ~~Franchisee~~Taxicab Business is required to submit proof to SRA that the required repairs have been made to the vehicle within the time frame provided for in the field report.

**R.8.8-7** In the event that repairs have not been made to a vehicle within the time frame provided for in the field report, the Vehicle ~~Inspection~~ Permit Sticker will be voided until corrections have been made to the satisfaction of the SRA.

**R.8.9-8** Any vehicle that fails to pass an initial vehicle safety inspection, upon payment of a re-inspection fee, may be presented for re-inspection for the purpose of determining if the defects have been corrected and if the vehicle otherwise complies with the vehicle safety inspection standards. Any vehicle that has been cited for a violation of the vehicle safety inspection standards may be presented for re-inspection upon payment of the re-inspection fee. ~~Vehicles shall be permitted one (1) re-inspection upon the failure of any initial, post-accident, requested or periodic inspection. Any vehicle that fails a re-inspection shall be presumed to be unfit to operate as a taxicab, shall be issued an administrative citation to that effect and shall be read permanently out of service.~~

**R.8.10-9** Any vehicle taken out of service by SRA for any reason which continues to bear a toplight and taxicab signage must display the “out of service” sign provided by SRA on the dashboard of the vehicle until such time as the toplight and taxicab signage are removed from the vehicle or the vehicle is returned to service by SRA.

## **R.9. VEHICLE SAFETY INSPECTION STANDARDS**

Vehicles must be in good operating order, free from known mechanical defects. ~~No standard vehicles in service shall be more than six (6) model years Plus plus six (6) months (6months) of age, except that. No wheelchair accessible vehicles or and alternative fueled vehicles (electric vehicles and vehicles that accept non petroleum fuels such as CNG, biodiesel, hydrogen and ethanol) in service shall~~ may be more than up to eight (8) model years plus six (6) months (6 months) of age. The Taxicab vehicle standards incorporate herein by reference those of the California *Vehicle Code* (CVC), as now enacted or as may be amended. In addition, all Taxicabs must meet the following standards in order to pass the vehicle safety inspection for operation as a Taxicab within the jurisdiction of SSG:

**R.9.1 Battery.** Vehicle must be equipped with proper size battery. Battery cables, etc., shall be corrosion free, and mounted correctly, with no frayed cables.

**R.9.2 Belts.** Belts shall be maintained in good operating condition, free of noticeable cracks and/or wear, and free of foreign matter such as oil, etc. All belts must be properly adjusted according to manufacturer’s specifications.

### **R.9.3 Body Condition.**



**R.9.3.1** No unrepaired body damage is permitted. Tears or rust holes in the vehicle body and/or loose pieces hanging from the vehicle body are not permitted. Front and rear fenders, bumpers and light trim must ~~be~~ be securely fixed to the vehicle. Broken or damaged glass is not permitted.

**R.9.3.2** The exterior of the vehicle must be maintained in a clean, neat and attractive condition.

(a) Exterior advertising may be permitted based on review and approval of advertising by SRA consistent with the standards applicable to SunLine Bus Operations in order to maintain a professional appearance and reduce “sign blight”.

**R.9.3.3** Trunk lid must remain open and closed independently (without props) and only factory-compatible latches are permitted.

**R.9.3.4** Hubcaps are to be in place and consistent in appearance on each side.

**R.9.4 Brake System.** The brake system must operate sufficiently. Fluid leaks, locking of the wheels, need to pump brake pedal, or excessive noise are not acceptable. Brake pads and or shoes shall not exceed less than 1/16” inch wear thickness at any low point, and shall be properly adjusted, clean of foreign matter and shall have no cracks. Brake pedal must have proper pad on it and in good condition. Vehicles with Antilock Braking System (ABS) systems shall not have the A Check ABS@ light displayed on.

**R.9.4.1** Rotors and brake drums that are resurfaced or worn beyond the manufacturers acceptable discard distance are unacceptable. Rotors and drums shall be free of noticeable wear, cracks, scars and/or grooves. They shall be clean of any foreign matter such as brake fluid or oil and shall have no heat cracks and no rivet wear.

**R.9.4.2** Wheel cylinder and calipers, and dust covers shall be in good condition, with no noticeable wear, leaks or visible cracks, and may not be soaked with oil.

**R.9.5 Doors and Trunk.** Trunk or luggage area must be kept empty to allow maximum space for passenger luggage and belongings, except for car seats, a spare tire, emergency equipment, and a personal container belonging to the Driver that does not exceed one cubic foot in volume. All doors must have weather stripping in good condition with no pieces missing.

**R.9.6 Engine/Transmission.** The vehicle’s mechanical power/drive system must operate sufficiently.



**R.9.6.1** Engine must be in proper working order and should not miss, die or backfire during normal operation. Engine must not emit excessive smoke from either the engine or crankcase. If engine light comes on, problem must be repaired promptly. Engine must have proper air cleaner, smog equipment and vacuum hoses in place. Engine may not have any loose brackets, etc., or bad engine mounts.

**R.9.6.2** Engine, transmission, drive train or accessories must not emit loud noises. Transmission, radiator and engine shall have no noticeable leaks and shall have manufacturer's recommended fluid levels.

**R.9.6.3** All mechanical equipment must be clean and must be free and clear of grease and oil buildup.

**R.9.7 Exhaust System.** Exhaust system must be intact, with no holes or leaks, and must be mounted properly with proper catalytic converter.

**R.9.8 Fuel System.** All fuel tanks and lines must be routed to factory specifications and free of cracks, wear, kinks or leaks, and must be free from all foreign matter. All vehicles must have a fuel cap.

**R.9.9 Heating and Air Conditioning System.** Defroster, heater and air conditioner must operate and function properly all year round.

**R.9.10 Horn.** California *Vehicle Code* section 27000a, states: All vehicles must be equipped with a horn which must be audible during normal working conditions at a distance of not less than 200 feet.

**R.9.11 Interior Condition.** The interior of the vehicle must be maintained in a clean, neat and attractive condition.

**R.9.11.1** Passenger compartment, driver compartment, and trunk or luggage area must be clean and free of foreign matter, stains, offensive odors and litter.

**R.9.11.2** Seat upholstery must be clean and without worn areas. Interior walls and ceiling must be kept reasonably clean. No rips or tears are permitted. All repairs shall be done so as to reasonably match the existing interior.

**R.9.11.3** Door handles and doors must be intact and clean. Door handles and window knobs, both manual and electric, shall be in proper working condition. All door panels must be mounted correctly.

**R.9.12 Lights.** All lighting equipment must meet manufacturer's specifications. Lights that are noticeably frosted from sand or weather elements are unacceptable. Cracks in lenses are

unacceptable. Headlights must be operable on both high and low beams. Tail lights, parking lights, signal lights, brake lights, license plate lights and interior lights must all be operable.

**R.9.13 Mirrors.** Vehicle must be equipped with both side and rear view mirrors. Defective or damaged mirrors must be replaced.

**R.9.14 Odometer.** Odometer must operate in the manner intended.

**R.9.15 Paint and Markings.** Each [FranchiseTaxicab Business](#) must have an SRA approved, distinctive color and numbering system in place which easily identifies the [FranchiseTaxicab Business](#) and the specific cab.

**R.9.15.1** Paint may not be faded or deteriorated.

**R.9.15.2** Markings (company name, ~~radio service~~ phone number, vehicle number, ~~rates of fare~~, and any approved logo) must be properly and professionally placed, and easy to read. Markings must be free of peeling or lifting and may not be faded or deteriorated.

**R.9.16 Seats.** Seats must be in proper working condition. Seats must be securely fastened. Protruding springs are not acceptable.

~~**R.9.16.1** [FranchiseTaxicab Businesses](#), when requested by calling customers, shall have the necessary required child car seats properly secured in their vehicles to accommodate passengers that are 6 eight (8) (or less) years old or younger and/or less than 60 pounds, or as specified by California Vehicle Code, as now enacted or as may be amended.~~

**R.9.17 Seat Belts.** Seat belts, must be installed, and readily available, and in good working condition.

**R.9.18 Child Restraint System and Safety Seats.** Vehicle must be equipped with ability to properly install a child passenger restraint system. All necessary child restraint and safety systems shall be provided by the passenger.

**R.9.18-19 Suspension System.** Any mechanical component of the steering system shall not show excessive wear. All upper and lower control arms, ball joints, tie rods, bushings, idle rods shall be free of cracks and excessive wear. Steering pumps, rack and pinions shall be clean and free of leaks and have no excessive play. Universal joints shall not have excessive play in the driveshaft and shall be free of oil and grime. Struts and shock absorbers shall be in good working condition. All springs and coils shall conform to manufacturers' specifications. All suspension parts shall be maintained in good working order. All seals, bushings, and dust covers shall be free of dirt, grime, oil and excessive wear and free of cracks and tears. Steering gear, springs, shackles, universal joints, and shock absorbers must function adequately and be free of obvious defects

and/or excessive wear. Steering wheels shall have no excessive play. If equipped with tilt wheel, it shall be free of wear.

### **R.9.1920 Taximeter and Meter Seals.**

~~R.9.19.1~~ ~~Style and design of all taximeters shall have the prior approval of the SRA.~~

~~R.9.19.2~~ ~~All taximeters shall have an intact SRA lead wire meter seal.~~

**R.9.1920.31** Taximeters shall also be certified by County Weights and Measures or by a ~~County~~State-authorized device repairman. The date on the seal shall not be more than thirteen (13) months old. Any other type of device or technology approved by the Division of Measurement Standards to calculate fares, including the use of Global Positioning System metering, provided that the device or technology complies with Section 12500.5 of the Business and Professions Code and with all regulations established pursuant to Section 12107 of the Business and Professions Code must bear current and intact seals.

**R.9.1920.42** The taximeter shall be so placed in the Taxicab that the reading dial showing the amount of fare to be charged shall be well lighted and easily read by the passenger riding in Taxicab.

### **R.9.20-21 Tires.**

**R.9.2021.1** Tires with 1/32 or less of an inch tire tread are unacceptable and shall be replaced immediately. Tires that have obviously been run flat and have sidewall damage are not acceptable. Tires must be the same size on any one axle. Mixing bias and radial ply tires on the vehicle is unacceptable.

**R.9.2021.2** Wear below the “tread wear indicator” limit is not acceptable.

**R.9.2021.3** Cut(s) in sidewall are not acceptable.

**R.9.2021.4** Separation of tread is not acceptable.

**R.9.2021.5** Bumps or bubbles anywhere on tires are not acceptable.

**R.9.2021.6** Metal or nails protruding from tires are not acceptable.

**R.9.2021.7** Tires must be of equal appearance and size, i.e., all black wall or all white wall.

**R.9.2021.8** Every vehicle must be equipped with a jack, tire tool, and spare tire (donut tires are acceptable as spare tires only).

**R.9.2021.9** All lug nuts must be in place and secure.

**R.9.21.10** Vehicles equipped with electronic tire pressure sensors shall not have the tire pressure warning light illuminated.

#### **R.9.221 Windows**

**R.9.221.1** Cracks on any window which weakens the structural integrity of the window are not permitted and replacement is required.

**R.9.221.2** If a crack weakens the windshield in a manner that permits flex when pressure is applied, replacement is required.

**R.9.221.3** If cracks or chips interfere with the driver's vision, replacement is required. Frosting or separation of any window that causes impaired vision under any lighting conditions is unacceptable.

**R.9.221.4** Missing windshields and missing or inoperative windows must be replaced with equivalent to original.

**R.9.223 Windshield Wipers.** Vehicle must be equipped with adequate windshield wipers, maintained in good operating condition all year round.

**R.9.2324 Top Lights.** Vehicle must be equipped with a top light that properly functions and operates in accordance with the provisions of the Ordinance of SSG and the Taxicab Regulations, Section 10.1 ~~through 10.1.3.~~

**R.9.2425 Other.** ~~In addition to compliance with the safety standards, each vehicle presented for inspection must contain SSG Comment Cards.~~ Any other condition as observed by or known to the Vehicle Inspector that may reasonably and rationally affect the operating safety of the vehicle, the safety of passengers and/or pedestrians, or the vehicle's suitability to transport the public, is unacceptable.

### **R.10. OPERATIONS-TAXIMETER USE**

**R.10.1** All Taxicab vehicles operating within the jurisdiction of SSG must be equipped with a top light that contains the following three components:

**R.10.1.1** A dome light component which is that portion of the top light which is affixed to the roof of the vehicle. The dome light shall be wired to the taximeter so that it is lighted when the taxicab is vacant and

extinguished when the meter is engaged.

**R.10.2** The taximeter must be engaged whenever the taxi is in service with fare-paying passengers on board.

**R.10.3** The taximeter display must be clearly visible to passengers in the Taxicab.

**R.10.4** The rates set in the taximeter ~~must be the same as the rates displayed on the exterior of the vehicle and~~ may not exceed the maximum rate set by the SSG or the rate registered by the FranchiseTaxicab Business with SRA.

**R.10.4.1** SRA will review Per Mile Rates once each year, upon written request from Permitted Taxicab Businesses, to determine if rate changes are appropriate. This review may include an analysis of increased costs incurred by all Taxicab Businesses as indicated in R.16.3-applicable, based on changes in fuel costs—herein. Requests for Reviews will occur- must be submitted on or near June -March 15. If rate changes are authorized, scheduled taximeter recalibrations will start on or after July April-1.

## **R.11. OPERATIONS-INFORMATION VISIBLE IDENTIFICATION CARD**

~~**R.11.1** Each FranchiseeTaxicab Business shall be issued an Information Card for each vehicle authorized by SRA to be included on the FranchiseeTaxicab Business's Vehicle Identification List.~~

~~**R.11.2** The Information Card must be displayed in clear view of the passenger at all times that a Taxicab is in operation.~~

~~**R.11.3** The Information Card will contain the following information:~~

~~**R.11.3.1** — FranchiseeTaxicab Business name;~~

~~**R.11.3.2** — Vehicle owner name if other than the FranchiseeTaxicab Business;~~

~~**R.11.3.3** — FranchiseeTaxicab Business's business address;~~

~~**R.11.3.4** — FranchiseeTaxicab Business's business telephone number;~~

~~**R.11.3.5** — Rate Schedule charged by the FranchiseTaxicab Business, including any surcharges.~~

**R.11.41** The valid, SRA Driver Permit issued to the operating Driver must be in plain view of all passengers at all times that the Taxicab is in operation.

~~R.11.5 Violation of Information Card regulations may result in a fine and/or suspension of the Vehicle Permit.~~

~~R.11.62~~ In addition to the ~~Information Card and~~ Driver Permit, the ~~FranchiseTaxicab Business~~ name and vehicle number shall be posted in raised characters and Grade 2 Braille on a permanent sign mounted inside the rear seating area of the Taxicab, forward of the right side door handle.

## **R.12. OPERATIONS-RATE CARD**

~~R.12.1 SRA will issue a rate card for each vehicle duly authorized to be included in the FranchiseTaxicab Business Vehicle Identification List. —The taxicab company shall disclose fares, fees, or rates to the customer. A permitted taxicab company may satisfy this requirement by disclosing fares, fees, or rates on its Internet Web site, mobile telephone application, posted on the inside or outside of taxicab, or telephone orders upon request by the customer.~~

~~R.12.2 The rate card must be displayed in clear view of the passenger at all times that the Taxicab is in operation.~~

~~R.12.3 The rate card shall contain the following information:~~

~~R.12.3.1 — The maximum base, per mile, hourly, and other rate set by SSG; and~~

~~R.12.3.2 — The base, per mile, hourly or other applicable rate charged by the FranchiseTaxicab Business.~~

~~R.12.42~~ A ~~FranchiseTaxicab Business~~ may change the rates charged by the ~~FranchiseTaxicab Business~~ provided that the new rates are within the maximum rates set by SSG and provided that the ~~FranchiseTaxicab Business~~ has:

~~R.12.42.1~~ Submitted to SRA a new schedule of rates; and

~~R.12.42.2~~ Had the meters on each vehicle recalibrated to reflect the new rates to be charged by the ~~FranchiseTaxicab Business~~ in accordance with section 4 hereof.

~~R.12.5 Upon the FranchiseTaxicab Business's satisfaction of the conditions listed above, SRA will issue new rate cards for each of the vehicles listed on the FranchiseTaxicab Business's Vehicle Identification List. The FranchiseTaxicab Business shall not charge any changed rate until a new rate card has been displayed in all of the vehicles registered on the FranchiseTaxicab Business's Vehicle Identification List.~~

~~R.12.6 Violation of the Rate Card regulations may result in a fine and/or suspension of the Vehicle Permit for any taxicab in violation.~~

## **R.13. OPERATIONS - ROUTES AND PASSENGERS**

**R.13.1** All Drivers must, if able to do so, accept and carry passengers requesting Taxicab services at any time that the Taxicab is parked and available for service at the airport, at any Taxicab stand within the Coachella Valley jurisdiction of SSG or when the Taxicab is otherwise holding itself out as available for hire. All Drivers will take the most direct route possible to passenger requested destinations.

**R.13.2** When a vehicle is hired by one person, the Driver may not pick up additional passengers without the express consent of the person originally hiring the vehicle.

**R.13.3** The Driver may transport two or more passengers who voluntarily agree to share the vehicle from the same pick-up point to one destination.

**R.13.4** The number of passengers that can be carried must not exceed the seating capacity specified by the vehicle's manufacturer.

**R.13.5** The Driver and all passengers will comply with seat belt and child passenger seat ~~constraint~~restraint requirements as specified by California *Vehicle Code*.

**R.13.6** All Taxicabs shall display SRA Customer Service number ~~carry SRA Comment Cards~~ for passengers to register comments concerning Taxicab service with SRA and must be in plain view of the passenger when seated in the back seat of the vehicle.

**R.13.7** The Driver must accept vouchers issued by major hotels or airlines as a form of payment, provided that the vouchers either guarantee payment in full or the passenger pays any difference between the voucher amount and the fare due.

**R.13.8** Violation of the Operations, Routes and Passenger Regulations may result in a fine and/or suspension of the Vehicle Permit.

## **R.14. OPERATIONS-RATES**

**R.14.1** ~~No~~ Franchisee Taxicab Business may charge a rate in excess of the maximum allowable rate set by SSG.

~~**R.14.2** All rates shall be posted on the exterior of the vehicle.~~

~~**R.14.23** All rates will be posted on the Rate Card.~~

## **R.15. SIGNAGE**

**R.15.1** All Taxicab vehicles operating within the jurisdiction of SSG shall bear the following signage:

**R.15.1.1** Both sides of the Taxicab vehicle shall indicate in letters not less than 3 inches in height the company name of the [FranchiseTaxicab Business](#) and the number for the vehicle which corresponds to the number assigned that vehicle duly authorized under the [FranchiseTaxicab Business Agreement Permit](#). ~~Both sides of the Taxicab vehicle shall also indicate in letters not less than 1-1/2 inches in height the rates charged for the vehicle and the FranchiseTaxicab Business's predominant telephone number. Additional FranchiseTaxicab Business telephone numbers may also be listed. It is preferred that the vehicle identification number also be displayed on the rear of the vehicle.~~

## **R.16. FEE AND RATE REVIEW**

**R.16.1** SRA will annually review regulatory fees for the purpose of recommendation to the SSG Board of Directors. This review will consist of an audit of expenses and revenues of the previous year associated with SRA's activities. The review may also include expenditure projections and other factors that may influence costs.

**R.16.2** The fee schedule shall be adopted by the Board of Directors. The payment schedule shall be adopted by the Taxicab Administrator.

## **R.17. RATE REVIEW**

~~**R.17.116.3**~~ ~~The~~ SRA will annually review, upon written request from Permitted Taxicab Businesses, the maximum allowable rates charged by a FranchiseTaxicab Business for the purpose of recommendation to the SSG Board of Directors. This review may include an analysis of increased costs incurred by all FranchiseTaxicab Businesses. Requests for Reviews must be submitted on or near June 15. If rate changes are authorized, scheduled taximeter recalibrations will start on or after July 1.

~~**R.17.216.4**~~ The maximum allowable rates shall be established by the Board of Directors.

## **R.18. REFUND POLICY**

~~**R.18.116.5**~~ There shall be no refunds of any portion of the fees described in these regulations.

## **R.1917. TAXICAB VEHICLE PERMITS AND STICKERS**



**R.1917.1** In accordance with the provisions of the Ordinance of SSG, no Taxicab vehicle may operate within the jurisdiction of SSG without a Vehicle ~~Inspection-Permit~~ Sticker affixed at the lower left rear windshield of the vehicle.

**R.197.2** A Vehicle ~~Inspection-Permit~~ Sticker may be obtained from SRA provided the following conditions have been satisfied:

**R.1917.2.1** The vehicle is duly authorized under a ~~FranchiseTaxicab Business Agreement Permit~~;

**R.1917.2.2** The ~~FranchiseTaxicab Business~~ pays the Vehicle Permit Fee, ~~or down payment of the Vehicle Permit Fee where applicable~~;

**R.1917.2.3** ~~The vehicle has successfully completed a safety and cosmetic inspection conducted by an SRA-approved Automotive Service Excellence (ASE) certified vehicle mechanic in accordance with the vehicle safety standards set forth in these regulations.~~

**R.1917.2.34** The vehicle otherwise meets the standards and qualifications for licensing as established by the Ordinance of SSG and the Regulations adopted to implement it.

**R.1917.2.5** ~~Vehicle Permits and Vehicle Permit Stickers are non-refundable and non- transferrable.~~

**R.1917.2.6** ~~Upon successfully meeting the above conditions, the vehicle must be presented to SRA to affix a Vehicle Permit Sticker to the qualified vehicle.~~

**R.1917.3** A ~~FranchiseTaxicab Business~~ may only add vehicles if authorized by the ~~FranchiseTaxicab Business Agreement Permit~~, subject to any adjustments that have been made by SRA. If a new vehicle is presented for a Vehicle ~~Inspection-Permit~~ Sticker during the permit year, the ~~FranchiseTaxicab Business~~ shall pay the Vehicle Permit Fee in full at the time each vehicle is issued a Vehicle ~~Inspection-Permit~~ Sticker.

**R.1917.4** The Vehicle Permit Fee is due in full at the time each new vehicle is issued a Vehicle ~~Inspection-Permit~~ Sticker.

**R.19.5 Transfer of Vehicle Permits.** ~~Vehicle Permits may only be transferred between FranchiseTaxicab Businesses provided that the following conditions are satisfied:~~

- ~~R.19.5.1~~ — A joint request for a transfer of a Vehicle Permit is made by the Franchisee Taxicab Business to which the vehicle is currently listed and the Franchisee Business to whom the vehicle is to be transferred;
- ~~R.19.5.2~~ — The transfer will not cause either Franchise Taxicab Business to exceed or fall below the allocation limits allowed for each Franchise Taxicab Business;
- ~~R.19.5.3~~ — The vehicle has been presented to SRA for a taximeter reading;
- ~~R.19.5.4~~ — A Transfer Fee has been paid; and,
- ~~R.19.5.5~~ — All fines due from the Franchisee Taxicab Business from whom the vehicle is to be transferred have been paid in full.
- ~~R.19.5.6~~ — After initial approval of a request to transfer a Vehicle Permit is given; the permit will be issued when the following is completed:
- ~~(a)~~ — The vehicle has been repainted and all markings have been replaced so as to be consistent with the requirements applicable to the Franchise Taxicab Business to which the vehicle will be transferred;
  - ~~(b)~~ — The vehicle passes all required inspections; and,
  - ~~(c)~~ — The vehicle has been removed from the Vehicle Identification List of the transferring Franchise Taxicab Business and added to the Vehicle Identification List of Franchise Taxicab Business to which the vehicle will be transferred.
- ~~R.19.5.7~~ — All Vehicle Permit Fees previously paid on the vehicle will follow the vehicle, are not refundable by SRA to the transferring Franchise Taxicab Business, and any claim for a credit shall be negotiated between the transferring parties.
- ~~R.19.5.8~~ — Any surcharges or other fees incurred as of the date of the taximeter reading for transfer of the vehicle shall be billed to the transferring Franchisee Taxicab Business.

**R.1917.65 Vehicle Permits on Vehicles Taken Out of Service.** Any balance due on the Vehicle Permit Fee of a vehicle that is permanently taken out of service shall become due and payable in full at the time the vehicle is taken out of service.

**R.1917.76 Suspended or Revoked Vehicle Permits.** A Vehicle Permit for a vehicle registered under a [FranchiseTaxicab Business](#) which is subsequently suspended or revoked shall also be suspended.

**R.1917.87** Immediately upon suspension or revocation of a Vehicle Permit, the affected vehicle shall be presented to SRA for an out of service Taximeter reading [and removal of the Vehicle Permit Sticker](#).

~~**R.19.9** Within the first 30 days after suspension or revocation of a Vehicle Permit as the result of a suspended or revoked [FranchiseTaxicab Business](#), the [FranchiseTaxicab Business](#) may register the vehicle with any other duly authorized [FranchiseTaxicab Business](#) subject to the conditions related to transfer of a Vehicle Permit.~~

~~**R.19.10** If the [FranchiseTaxicab Business](#) has not properly transferred the affected vehicle to another duly authorized [FranchiseTaxicab Business](#) within the first 30 days after suspension or revocation of a Vehicle Permit, the vehicle shall be presented to SRA for removal of the Vehicle Inspection Sticker.~~

**R.1917.118** The [FranchiseTaxicab Business](#) shall be responsible for the payment of any remaining balance due on the Vehicle Permit Fee at the [end of the thirty day period following the time of](#) suspension or revocation of the Vehicle Permit ~~[if a transfer to another duly authorized FranchiseTaxicab Business has not been made during that time](#)~~.

**R.1917.129** SRA may pursue collection of any unpaid portion of the Vehicle Permit Fee from the [FranchiseTaxicab Business](#).

**R.1917.1310** A Vehicle ~~Inspection- Permit~~ Sticker shall not be issued for a vehicle which is the subject of a suspended or revoked Vehicle Permit where the Vehicle Permit Fee has not been paid in full, regardless of the ownership of the vehicle.

**R.1917.1411** A [FranchiseTaxicab Business](#) may apply to the Taxicab Administrator for relief from payment of the balance of a Vehicle Permit Fee due, on a subsequently suspended or revoked Vehicle Permit.

## **R.2018. TAXIMETER ACCURACY**

**R.2018.1** At all times every [FranchiseTaxicab Business](#) shall keep every Taximeter registered with SRA accurate.

**R.2018.2** A certificate verifying that the Taximeter is certified by the County of Riverside in accordance with County requirements [or a certified fully operational taximeter with current and intact seals, or any type of device or technology approved by the Division of Measurement Standards to calculate fares, including the use of Global Positioning System metering, provided that](#)

[the device or technology complies with Section 12500.5 of the Business and Professions Code and with all regulations established pursuant to Section 12107 of the Business and Professions Code](#) shall be kept available for inspection in the Taxicab at all times.

**R.2018.3** A true and correct copy of the certificate shall be filed with the Taxicab Administrator.

**R.2018.4** The Taximeter shall be subject to inspection from time to time by the Taxicab Administrator or any peace officer.

**R.2018.5** The Taxicab Administrator is authorized at his or her discretion or upon information received from any peace officer or upon the complaint of any person to investigate the Taximeter and to remove or cause to be removed from the streets within the jurisdiction of SSG any Taxicab upon discovery of a faulty or inaccurate Taximeter until the Taximeter has been correctly adjusted and evidence of its accuracy has been presented to the Taxicab Administrator.

### **R.2119. TRANSFER OF A TAXIMETER**

A Taximeter shall not be installed into a vehicle other than the vehicle to which it is registered with SSG until the following conditions are met:

**R.2119.1** The Taximeter must be presented to SRA for a final out of service reading concurrent with its removal from the previous vehicle;

**R.2119.2** The Taximeter must be calibrated and certified for use in the vehicle to which it is to be transferred; and,

**R.2119.3** The Taximeter must be properly registered with SRA to indicate the corresponding vehicle to which it is to be transferred.

**R.2119.4** Prior to operation of the vehicle into which a Taximeter has been transferred, it must be presented to SRA for an initial Taximeter reading.

**R.2119.5** Any failure to comply with the provisions of this section shall be grounds for the imposition of a penalty as described in Section ~~1.255(B)~~ [1.085](#) of the Ordinance of SSG.

### **R.2220. CONTROLLED SUBSTANCE AND ALCOHOL TESTING PROGRAM**

**R.2220.1** Each [FranchiseTaxicab Business](#) shall maintain a mandatory controlled substance and alcohol testing certification program conforming to Part 40 of Title 49 of the *Code of Federal Regulations* and the California *Government Code* section 53075.5, and as required by Section ~~Two~~ [1.060](#) of the Ordinance of SSG. To verify compliance with these regulations, the [FranchiseTaxicab Business](#) shall, upon request, provide to the Taxicab Administration all of the following:

- R.2220.1.1** A copy of the [FranchiseeTaxicab Business](#)'s written drug and alcohol policy meeting all of the requirements of the Ordinance of SSG;
- R.2220.1.2** Proof that the [FranchiseTaxicab Business](#) has implemented a drug and alcohol certification program covering all of its Drivers which meets all of the requirements of the Ordinance of SSG;
- R.2220.1.3** A copy of the contract between the [FranchiseTaxicab Business](#) and a program administrator and authorized lab certified by the U.S. Department of Transportation; and,
- R.2220.1.4** The [FranchiseTaxicab Business](#) and the program administrator records shall be made available to Taxicab Administrator upon request.

**R.2220.2** Each [FranchiseeTaxicab Business](#) shall present to SRA monthly reports of the random testing component of the required controlled substance and alcohol testing program. The monthly reports shall be delivered by the program administrator to the Taxicab Administrator no later than the 20th day following the end of the previous monthly reporting period.

## **R.21. SAFETY EDUCATION AND TRAINING PROGRAM**

**R.21.1** Each Taxicab Business shall maintain a mandatory safety education and training program in compliance with the California Government Code section 53075.5, and as required by Section 1.060 of the Ordinance of SSG. To verify compliance with these regulations, the Taxicab Business shall, upon request, provide to the Taxicab Administration all of the following:

- R.21.1.1** A copy of the Taxicab Business' written safety education and training policy meeting all of the requirements of the Ordinance of SSG;
- R.21.1.2** Proof that the Taxicab Business has implemented a safety education and training program for all of its Drivers which meets all of the requirements of the Ordinance of SSG;
- R.21.1.3** A Certificate of Completion of the Taxi Business' Safety Education and Training Program issued to each permitted driver.
- R.21.1.4** The Taxicab Business records shall be made available to Taxicab Administrator upon request.

R.21.2 Each Taxicab Business shall present to SRA a monthly report of safety incidents that occurred throughout the month, including any re-education and re-training in accordance with the Taxi Business' Safety Education and Training Program. The monthly report shall be delivered to the Taxicab Administrator no later than the 20th day following the end of the previous monthly reporting period.

## **R.22. DISABLED ACCESS EDUCATION AND TRAINING PROGRAM**

R.22.1 Each Taxicab Business shall maintain a disabled access education and training program to instruct its taxicab drivers on compliance with the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12101 et seq.) and amendments thereto, and state disability rights laws, including making clear that it is illegal to decline to serve a person with a disability or who has a service animal, in compliance with the California *Government Code* section 53075.5, and as required by Section 1.060 of the Ordinance of SSG. To verify compliance with these regulations, the Taxicab Business shall, upon request, provide to the Taxicab Administration all of the following:

R.22.1.1 A copy of the Taxicab Business' written disabled access education and training policy meeting all of the requirements of the Ordinance of SSG;

R.22.1.2 Proof that the Taxicab Business has implemented a disabled access education and training program for all of its Drivers which meets all of the requirements of the Ordinance of SSG;

R.22.1.3 A Certificate of Completion of the Taxi Business' Disabled Access Education and Training Program issued to each permitted driver.

R.22.1.4 The Taxicab Business records shall be made available to Taxicab Administrator upon request.

R.22.2 Each Taxicab Business shall present to SRA a monthly report of disabled access incidents that occurred throughout the month, including any re-education and re-training in accordance with the Taxi Business' Disabled Access Education and Training Program. The monthly report shall be delivered to the Taxicab Administrator no later than the 20th day following the end of the previous monthly reporting period.

## **R.23 PAYMENT OF FINES**

**R.23.1** The FranchiseeTaxicab Business is responsible for paying all fines accruing as the result of citations issued under the Ordinance of SSG or these Regulations, whether issued to a FranchiseeTaxicab Business, a Driver working for the FranchiseeTaxicab Business, or both.

**R.23.2** In the event that a citation is issued to a Driver, the FranchiseeTaxicab Business will be notified by receiving a copy of the Citation Form.

**R.23.3** If a fine remains unpaid after it is due and after expiration or exhaustion of any right to challenge the citation, the [FranchiseTaxicab Business](#) is subject to summary suspension of the [FranchiseTaxicab Business](#) until such time as the fine is paid.

## **R.24 SUMMARY SUSPENSION OF A [FRANCHISETAXICAB BUSINESS](#)**

**R.24.1** A [FranchiseTaxicab Business](#) is subject to summary suspension of all operations and of every permit issued to the [FranchiseTaxicab Business](#) under the following circumstances:

- R.24.1.1** An attempted sale, lease, transfer, assignment or other attempted disposition of a [FranchiseTaxicab Business](#) without the prior written consent of SSG.
- R.24.1.2** Failure to comply with the insurance requirements of Section ~~1.050~~ [1.040](#) of the Ordinance of SSG affecting the [FranchiseTaxicab Business](#) as a whole.
- R.24.1.3** Failure to report a positive controlled substance or alcohol test result to SRA as required by Section ~~2.070(D)~~ [1.060](#) of the Ordinance of SSG.
- R.24.1.4** During the pendency of an appeal to the Appeal Committee after issuance of a decision to suspend or terminate a [FranchiseTaxicab Business](#) where the hearing officer has determined that continued suspension or termination is necessary for the protection of the public health, safety, or welfare.
- R.24.1.5** Failure to pay a fine issued against the [FranchiseTaxicab Business](#) or any Driver for the [FranchiseTaxicab Business](#) when due and after expiration or exhaustion of any right to challenge or appeal the fine.
- R.24.1.6** When a [FranchiseTaxicab Business](#) engages in conduct which causes an immediate danger to public health, safety, or welfare.
- R.24.1.7** As otherwise provided for by the Ordinance of SSG.

**R.24.2** In the event that a [FranchiseTaxicab Business](#) is subject to summary suspension, upon receipt of notice from SRA, the [FranchiseTaxicab Business](#) shall immediately cease all operations as a Taxicab [FranchiseTaxicab Business](#) and shall not engage in any activities connected with the provision of taxicab service to the public until such time as the suspension is lifted. Operations may not resume until the [FranchiseTaxicab Business](#) receives written notice from SRA that the suspension is lifted.

## **R. 25 INTERFERENCE WITH DRIVER REPORTING**

**R.25.1** It shall be a violation of these Regulations for any employee, officer, manager, or owner of a [FranchiseTaxicab Business](#) to take any action to prohibit, discourage, retaliate against, or otherwise interfere with any Driver's attendance and right to freely speak at a Board Meeting of SSG or any Committee thereof.

**R.25.2** It shall be a violation of these Regulations for any employee, officer, manager, or owner of a [FranchiseTaxicab Business](#) to take any action to prohibit, discourage, retaliate against, or otherwise interfere with any Driver's attempt to report a safety concern to SRA or any of its agents or employees, the SSG Board, the Taxicab Administrator or any other governmental agency.

**R.25.3** Conduct constituting a violation of R.25.1 or R.25.2 shall be counted as a separate violation for each individual Driver affected.

**R.25.4** The penalty for violating the Regulations in Section 25 shall be as set forth in the Ordinance of SSG ~~1.255- 1.085~~ and the penalties shall accumulate as set forth therein. Violation of the Regulations in Section R.25 may result in termination of the [franchiseTaxicab Business](#) pursuant to Ordinance of SSG ~~1.110 1.065~~

**R.25.5.** It shall be a separate violation of these Regulations for any [FranchiseTaxicab Business](#) to attempt to pass through to the Driver any fine issued under Section R.25.