

Taxicab Task Force Recommendations

August 2014

A. Driver's Hours On-Duty:

- a. (Existing) §13-2-55 Rest Period for Drivers – A driver who operates a ground transportation service vehicle for 12 consecutive hours must take an eight-hour rest period before resuming operation of a ground transportation service vehicle.
- b. (Recommended Amendment) – A driver who operates a ground transportation service vehicle may only operate the ground transportation service vehicle for a total of 12 cumulative hours within a 24-hour period.

B. Dispatch Acceptance:

- a. (Existing) §13-2-345 Response To Dispatched Service Requests – While operating a taxicab, a driver shall respond to service requests from the driver's dispatch terminal when the location for pick-up is within a reasonable distance from the location of the taxicab.
- b. (Recommended Amendment) – While in service, a taxicab driver shall affirmatively respond to service requests from the driver's dispatch terminal when the taxicab has been determined to be closest to the location of pick-up by GPS.

C. Accessible Service Performance Measures:

- a. (Existing) §13-2-404(B) – For a franchise holder to qualify for special franchise permits during the second and succeeding years after this ordinance takes effect, each modified ground transportation service vehicle for which a special permit was issued during the preceding year must have been in operation for at least 12 hours a day for 274 days of the preceding 12-month period.
- b. (Recommended Amendment) – For a franchise holder to qualify for special franchise permits, each modified ground transportation service vehicle for which a special permit was issued shall:
 - i. maintain an average response time to requests for accessible service within seven minutes of the franchise's average response time for non-accessible service requests; and

- ii. provide service to a minimum of three percent of the total dispatched accessible trips completed by the franchise each month.
- iii. all future allocated special franchise permits be utilized on company-owned wheelchair accessible vehicles operated by employee drivers.

*Failure to satisfy performance measures should result in the assessment of administrative fees, up to permit revocation for continued underperformance.

Approaching the franchise renewals, all franchises will be required to submit a comprehensive plan detailing how the modified accessible service performance measures will be addressed.

D. Credit Card Acceptance:

- a. Although credit card payments are widely used by all three taxi franchises, this method of accepted payment should be mandatory (with supporting ordinance).

E. Standard for Taxi Service Delivery:

- a. As per Council Resolution 20140515-025, franchise ordinances should contain a provision requiring ninety percent of requests for service result in pickups within fifteen minutes. This information should be provided to ATD monthly.

F. Universal Dispatch:

- a. ATD recognizes the benefits of a dispatch system that provides taxi customers with access to the nearest available taxicab regardless of franchise affiliation. However, there are a number of issues to be addressed before a recommendation can be made.
 - i. Representatives from all three franchises shared concerns about access to GPS data.
 - ii. Funding for a universal dispatch system would need to be determined.

G. Transition Toward Employee Drivers:

- a. Members of the task force (including driver representatives and franchise representatives) indicate there is currently no desire to further pursue a transition from independent contractor drivers to employee drivers. Although discussions will continue regarding utilizing employee drivers with wheelchair accessible taxis.

H. Insurance:

- a. From the driver's perspective, there was concern as to whether drivers are covered under the franchise's self-insurance in the event of a collision. Per City Code §13-2-74(2) Hiring Drivers As Independent Contractors, when executing a contract with an independent contractor, the holder (franchise) is to ensure the driver is covered under the holder's insurance policy and the holder shall obtain proof of coverage before allowing the driver to operate a ground transportation service vehicle. Per City Code, independent contractor taxi drivers are required to be covered by franchise insurance policies.

I. "Legacy Permits":

- a. ATD recommends that due to the number of potential changes to the local ground transportation landscape, a Legacy permit program not be implemented at this time.

J. Green Vehicle Incentives:

- a. To incentivize the use of alternative fuel vehicles, it is recommended the 8 year service life of vehicles utilized as taxis be increased to 10 years, with the potential of a longer term should the vehicle continue to successfully pass the required vehicle safety inspections.

K. Need for Specialized or Additional Taxi Permits:

- a. When analyzing the current levels of taxicab service locally, the current capacity (756 taxicab permits) can be partially attributed. Considering the creation of "space" for Transportation Network Companies (TNCs), there needs to be consideration placed on modifying the current system used to determine necessary taxicab permits.

L. Calculation of Necessary Franchise Permits ("The Formula")

- a. ATD recommends considering alternative options to "the Formula" to determine the necessary amount of franchise permits annually.
- b. The department shall determine the annual increase or decrease in the number of necessary franchise permits that results in achievement of performance measures set for the overall franchise program. The performance measures should be approved by City Council in review and approval of the overall performance measures established for the department.