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Agenda

SAN DIEGO METROPOLITAN TRANSIT SYSTEM TAXICAB ADVISORY COMMITTEE MEETING

March 13, 2019

10:00 a.m.

James R. Mills Building
Board Meeting Room, 10th Floor
1255 Imperial Avenue, San Diego, 92101

To request an agenda in an alternative format or to request accommodations to facilitate meeting participation, please call the Clerk of the Board at least two working days prior to the meeting. Assistive Listening Devices (ALDs) are available from the Clerk of the Committee prior to the meeting and are to be returned at the end of the meeting.

ACTION RECOMMENDED

1. Roll Call

2. Approval of Minutes – June 21, 2018, September 13, 2018 and December 12, 2018

Approve

3. Non-Agenda Public Comment

The public may address the Committee regarding a matter not on the agenda. Each speaker has three minutes to speak. Give a completed *Request to Speak* form to the Clerk of the Committee.

4. Management and Committee Member Communications

Informational

Taxicab Administration Manager Kenneth Nelson (verbal report)

a) Taxicab / Nonemergency Medical Industry Status Quarterly Report

5. Taxicab Advisory Committee Permit Holder Member Nomination and Election Process

Approve

Action would review and approve the proposed permit holder election process and appoint a subcommittee to validate the election results.



6. **Taxicab Advisory Committee Lease Driver Representative Member
Nomination and Election Process**

Approve

Action would review and approve the proposed lease driver representative election process and appoint a subcommittee to validate the election results.

7. Next Meeting: June 12, 2019

8. Adjournment

San Diego Metropolitan Transit System
Taxicab Advisory Committee Meeting

June 21, 2018

10:00 a.m.

James R. Mills Building
Board Meeting Room, 10th Floor
1255 Imperial Avenue, San Diego, CA 92101

DRAFT MINUTES

1. Roll Call

Lori Zapf, Chair of the Committee, called the Taxicab Advisory Committee meeting to order at 10:04 a.m. A roll call sheet listing Taxicab Advisory Committee member attendance is attached.

2. Approval of Meeting Minutes – March 14, 2018

Tony Hueso moved for approval of the minutes of the March 14, 2018 Taxicab Advisory Committee meeting. Margo Tanguay seconded the motion, and the vote was 9 to 0 in favor with Mr. Nichols, Mr. Chasteen, Mr. Majid, Mr. Mayekawa, Ms. Mercer, Mr. Terzi and Mr. Weldegiorgis absent, 1 Taxicab Lease Driver seat vacant and no one abstaining.

3. Non-Agenda Public Comment

No non-agenda public comments were made.

4. Management and Committee Member Communications

a. Taxicab Permit Figures - Kenneth Nelson, Taxicab Administration Manager

Mr. Nelson presented preliminary year to date permit status figures for taxi, and other for hire vehicles. The memo containing current permit figures is included in the final meeting packet.

b. Approved Soft Meter Technology and Devices - Kenneth Nelson

Mr. Nelson presented information on approved soft meter technology/devices per California Department of Food and Agriculture, Division of Weights and Measures. The Certificate of Conformance, diagrams and descriptions of the standard features and options for each approved device is included in the final meeting packet. He stated that although there are other companies who are working to get their software approved, no other software is currently accepted.

c. Revisions to Radio Service Dispatch Instructions and Form 570.50 - Kenneth Nelson

Mr. Nelson presented, and reviewed, changes to the existing procedure for a Radio Service Organization change as well as to the Radio Dispatch Service Organization Form 570.50. The revised Radio Service Instructions and updated Form 570.50 are included in the final packet. Mr. Nelson explained that the procedure and form has been updated to address any perceived bias, or more favorable treatment, from MTS towards either Radio Service Organizations, or Permit Holders. This change was also implemented to help address the issue of dispatch equipment not being returned to the Radio Service Provider before a Permit Holder switches to another Radio Service. Additionally, the change was made to allow Permit Holders to change companies should the present Radio Service Provider refuse to provide sign off for such service change. The implementation of a 30-day wait period for Radio Service change, where the current provider has yet to “sign off” on the change, will allow both parties time to settle any outstanding equipment, or account issues. He clarified that if the permit holder obtains signature for change from the current Radio Service Organization, then the permit holder may switch radio service effective immediately upon completion of all other outlined Taxi Administration policy requirements noted on updated Form 570.50. Mr. Tasem requested further clarification using the example of a Permit Holder wanting to leave Company “A”, to switch to Company “B” while still owing \$10,000 to Company “A”. Mr. Tasem asked what will happen in the event of outstanding financial disputes at the end of the 30 days. Mr. Nelson explained that at the end of that 30 day period, the permit holder would still be allowed to switch Radio Service Organizations regardless of “sign off”. Mr. Tasem asked should there be a dispute, and the current Radio Service Company would not “sign off” on the transfer, would the permit holder still be able to work during the 30 day waiting period. Mr. Nelson explained that the permit holder would be allowed to work as long as they still have Radio Service. Mr. Nelson said that the 30 day wait period is only intended to allow time for both party’s to mediate if needed; should there still be outstanding issues between the parties at the end of this time period, then the same legal recourse that is afforded to any other business may be pursued. Ms. Tanguay shared that this has been a problem for many years in the past and wanted to know if the driver would still be able to use existing equipment and service during the 30 day wait period. Mr. Nelson reiterated that, per MTS Legal Department, the Taxicab Administration’s position is as a Regulatory Agency, not one of legal enforcement, to settle civil disputes, nor to provide mediation between the two parties. Ms. Tanguay stated she agrees with the procedures but believes if the radio service discontinues radio service before the 30 days the permit holders and drivers may be left without any radio service for that time period and not able to work. Mr. Banks asked if MTS could enforce the return of equipment to the Radio Service Organization; Mr. Nelson reiterated that, MTS will not be getting involved in civil disputes between the Radio Service and Permit Holder. For clarity, Mr. Palmeri summarized the new procedure and Mr. Nelson confirmed that his understanding is correct.

d. Taxicab Committee Advisory Board Driver Representative Vacancy - Kenneth Nelson

Mr. Nelson discussed the current TAC Advisory Board vacancy and presented possible options to fill the seat. He reviewed the previous recommendation to appoint a Lease Driver Representative at the April 4, 2018 Workshop on Regulatory Meetings (WORM). Due to lack of quorum at April 4, 2018 meeting, no appointment was made. As lack of quorum at WORM has occurred for the last three meetings, Mr. Nelson suggested that the committee either try again to make an appointment at the next WORM, or to leave

current seat vacant until 2019 elections. Chairperson Zapf asked the committee members for feedback; Mr. Tasem and Mr. Hueso suggested leaving the seat open until 2019 elections, and all committee members were in agreeance. As this item was only informational, no motion was required.

e. MTS Driver Safety Training - Kenneth Nelson

Mr. Nelson gave a verbal report on the MTS Driver Safety Training and reviewed Driver Representative recommendations. Committee member George Banks provided a handout detailing his recommendations, the handout is included in the final packet.

Mr. Palmeri said he disagreed with some of the speakers comments. He noted that with the help of TAC Board members there have been many beneficial changes, such as the insurance mandatory coverage limits being reduced. He said that he thinks training every two years is needed for a few reasons. He shared that for companies that may bid for contracts, being able to say that your drivers complete the MTS Safety Training every two years is a benefit. He said that due to employment regulations they, as Owners or Contractors, are not able to require drivers to come in for training but MTS is able to perform the training. Mr. Palmeri suggested that content, or curricula, could be reviewed and discussed at WORM but feels that to do away with the training all together would not be good for the industry.

Mr. Seifu spoke of a driver petition to remove the MTS Safety Training as it is not helping the drivers, or the industry. He said that TMC's have been taking over a lot of business and they only require a video to be watched. He said most drivers have been driving for five, ten or more years and that he thinks it is a waste of time for experienced drivers to review items such as how to read a map, blue code lights and how to use a meter. He said most drivers are fed up with this issue and do not like that they have to sign up, go to a class and pay money. Mr. Seifu said he spoke to a driver who just attended the training and asked what he learned, the driver told him he didn't even remember, and he just took the training because that is what is required to renew his Sherriff's License. Mr. Seifu would like some thought to be given as to why the training is really required, not just because of MTS politics. Mr. Seifu said that this also may be an opportunity to further empower the Radio Service Organizations by allowing them to provide the training to drivers.

Mr. Banks said that he has talked to new drivers at the Airport who have inquired as to where MTS office is as they want to know about Ordinance 11. He stated that he tells drivers this is not something they can learn in just a few minutes and for this reason he thinks the class is very important. He said that he also thinks the class is not only very important for new drivers, but for experienced drivers to attend every two years as well. He said that the biggest complaint he has heard from drivers is about the expense and he suggests that the fee be lowered to 10.00. He said that it is very important that the drivers know the rules to help avoid penalties, possible ticketing and just to learn about the industry in general. Mr. Banks talked about his attendance at the training the day prior to the TAC Meeting and thinks that many people do not understand the information that can be obtained by attending the training. He said new drivers would have no way of knowing many things, such as what to do in the event of a safety matter or danger, without going to the training. He would also like to see some additional information

regarding airport issues, such as fare refusal and GPS navigation. He said that he found the class to be very helpful and feels it should remain.

Mr. Tasem shared that approximately a year ago Mr. Fewell, Interim Taxicab Administration Manager, asked for help with the drivers training program. Mr. Tasem said he provided an outline, training program, classroom layout and volunteered to run the class. He said that the training that is given now is the same training that was given at Foundation College, with the exception of there being 40 questions instead of 10 or 20. Mr. Tasem states that the training being given has been the same for 20 years and he was under the impression that the MTS training would be different from the prior training. He states that the training he prepared had information regarding three aspects of taxi driving service: customer service, locations, and dispatch communications. The prior training was 5.00, and now costs 30.00. He said that he does understand that there are expenses involved but he thinks the training needs to change from the existing format. Mr. Tasem said that he thinks the current training needs to include more on customer service and things that happen in the field. He said that the drivers do need to learn how to provide much better customer service and this can only come through additional training.

Ms. Tanguay spoke of experience as a Continuing Education Committee Chair and about the many different of industries that require routine continuing education. She shared that the original trainings were started to inform drivers, and that the safety trainings were started due to drivers being killed. Ms. Tanguay feels that one problem is that new drivers are not coming in, and as professionals, owners and drivers need to educate themselves on basic laws, new amendments, regulation updates and vehicle changes. She agreed with prior speakers that \$30.00 may be high, but realizes there are costs; she noted that Sherriff's renewals did go down this year. She noted the importance of communication and continued education for the professional taxi industry. She said she does feel that some aspects of the class could be modified but it is very important to keep. Ms. Tanguay asked if the training could include more information regarding the some of the airport issues so drivers can be more informed of Airport Regulations. Ms. Tanguay said that she thinks there has been an increase in reckless driving, possibly due to increased marijuana usage. This is one reason she believes that the training continues to be very important and asked that all members bring their ideas together at the next WORM.

Mr. Hueso made the point that guiding principles are important in every industry. He said that one programs value is the engagement with drivers. He said in prior times there has not been open lines of communication between regulators and drivers, and he feels this has changed and is very important. He also noted that the prior training was a video and didn't allow for any kind of continued dialogue. He thinks that the current training requirement, with consideration to cost and time, is very little in comparison to what is being gained. He said the current training allows the drivers more information and better industry engagement, which then allows for better public service. Mr. Hueso noted that he did attend the training and was able to directly observe the engagement aspect of the training between the drivers and trainers. He also acknowledged that both Mr. Nelson and Mr. Fewell have supported making changes and updates to the training as needed.

Mr. Abraham shared that he has been talking to many drivers over the past week and doesn't feel the current class adds anything. Previously it was easy to attend the class

and now drivers have to sign up and if their Sheriff's ID's is already expired they are losing the opportunity to make money. He said that he has taken the class every two years and doesn't feel that it has helped him at all. Mr. Abraham said that Permit Owners and Radio Services are engaged with the drivers and providing training to them in customer service and other areas, on a daily basis. He would like to see the training made easier to attend in both time and money.

Mr. Nelson talked about some purposes of the class, including Board Regulation requirements, as well as possible expense impact with items such as insurance costs. He shared his personal experience of his two cab rides the week before. There were no issues with the ride, or driver, on the first trip; however, there were several issues with the second ride. Although Mr. Nelson stated the driver was very courteous, he said he did have the expectation that the driver would have noted his destination of the Taxicab Administration Office and would be on his best behavior. He said in the short ride this very experienced driver conducted an appalling number of vehicle code violations. Mr. Nelson said this shows that the training is still needed as there are continued complaints on very basic issues, such as driving and customer service. Mr. Nelson also shared that he recently witnessed a taxi driver, with passengers in the cab, make a dangerous, illegal U turn in front of the vehicle that he and Mr. Fewell were riding in. This driver was reported to the company. He noted that these are the types of issues continuing to happen with "experienced" drivers. Mr. Nelson said that if the Driver Training can be improved he is open to suggestions, including reviewing the information Mr. Tasem provided to Mr. Fewell. He explained that the prior training was provided by a third party contractor at the cost of \$65,000 per year, and when MTS provides training, it is on a full cost recovery basis. The training fee charged covers such items as classroom and technology fees, MTS staff salary and other expenses. Any overages that are collected from the training go into the MTS reserve fund; these funds may be used to try and help offset other potential increases, such as regulatory fees. A large portion of the reserve funds were used to offset regulatory fees for one year, and this directly impacted the ability to offset other industry costs. Mr. Nelson noted that the current class is approximately fifty minutes of lecture in addition to the time needed to complete the test; he doesn't feel this is an exorbitant amount of time spent for training every other year. Mr. Nelson related that he often hears comparison to what Lyft and Uber are required to do; he explained that the goal of Taxi is to make themselves better than Lyft or Uber. He stated that this can be attained by better customer service, safer driving and continued training. Mr. Nelson reminded committee members that the WORM is the place to review such issues as improving the existing training class and encouraged all to attend.

Chairperson Zapf acknowledged the frustration of ongoing training as she frequently is required to complete continued trainings. She said her experience is that occasionally she may get answers incorrect and related this to the necessity, and importance, of continued training in order to keep abreast of different changes in laws, rules and regulations.

Public Comment

Abebe Antallo – Mr. Antallo, a representative of United Taxi Workers of San Diego, first expressed his appreciation Mr. Nelson's work on behalf of taxi drivers. He stated that MTS is now a friendly institution to drivers. Mr. Antallo would like to see more equal representation of Lease Drivers on the TAC. He shared that he has talked to a lot of

drivers who are complaining about the MTS Drivers Training. The majority of drivers who are attending this training are veterans of the taxi business who have been driving for an average of 10 to 15 years and they are not gaining any additional knowledge. Mr. Antallo said that most drivers are already struggling due to Uber and less business and they do not have the time or money to spend at training. He would like to see the training for established drivers disregarded. He does agree that the training is acceptable for new drivers who do not yet have the field experience.

Barkzai Najibullah – Mr. Najibullah said that he has been a taxi driver throughout San Diego and at the San Diego Airport since 1977. He stated that in the past they would take the safety training but he has not seen anything new, or any changes, in the past 12 years. He has worked for many different corporations and locations and learned about one regulatory change in the first five years only. Mr. Najibullah stated that he does not understand why time is being wasted on safety classes when nothing changes from each year they have training. He stated that drivers are really struggling and have lost so much business to Uber and they have very little regulation, or training, in comparison to taxi drivers. He shared that as a Taxi driver there is already a lot of burden and business expense and he would like to see change in the Safety Training requirements for this reason. He said he does agree that first, and second, year drivers should continue take it more frequently.

5. Adoption of Taxicab Rates of Fare-Airport/Cities - Kenneth Nelson

Mr. Nelson said a study was conducted on rates of fare to determine both the maximum and minimum rates of fare. The maximum rate remained the same but there was a change in the minimum rate. Ms. Tanguay said that are a lot of drivers who want to lower the rates. She has seen both very low rates for Uber/Lyft and high rates for the same fare from taxis-as well as low rates for taxi and higher for Uber/Lyft. She said there big problems with the rates. Due to the competitive nature of the rates, she has tried to cut her rates down from the meter when possible and would like to see Airport Drivers and other drivers to do the same.

Action Taken

Mr. Tasem moved to keep the current rates until January 1, 2019 when AB 1069 goes into effect. Mr. Palmeri seconded the motion, and the vote was 9 to 0 in favor with Mr. Nichols, Mr. Chasteen, Mr. Majid, Mr. Mayekawa, Ms. Mercer, Mr. Terzi and Mr. Weldegiorgis absent, 1 Taxicab Lease Driver seat vacant and no one abstaining. Action would forward a recommendation to the MTS Board of Directors to maintain the current 2017 rates of fare for both Airport Originated Trips and Non-Airport Originated Trips for the remainder of 2018.

6. Next Meeting – September 13, 2018 at 10:00 a.m.

7. Adjournment

Chairperson Zapf wished everyone a lucrative summer during Pride Week, ComicCon and other large San Diego Events and the meeting was adjourned at 11:04 a.m.

Accepted:

Filed by:

Lorie Zapf
Chair of Taxicab Advisory Committee

Jamila L. Larkins, Clerk of the Committee
MTS Taxicab Administration

Attachment: Roll Call Sheet

DRAFT

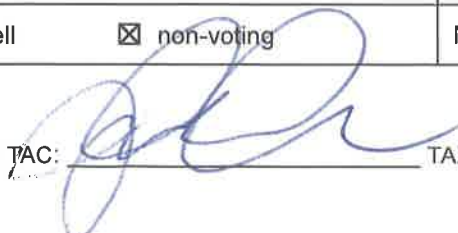
SAN DIEGO METROPOLITAN TRANSIT SYSTEM
TAXICAB ADVISORY COMMITTEE (TAC) MEETING
ROLL CALL

MEETING OF: June 21, 2018

CALL TO ORDER (TIME): 10:05 a.m.

ADJOURN: 11:04 a.m.

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Lorie Zapf (Chair) <input checked="" type="checkbox"/>	MTS Board of Directors/SD City Council	10:00 am	11:04 am
George Abraham <input checked="" type="checkbox"/>	Taxicab Owner/Eritrean Cab Co.	10:00 am	11:04 am
Alfred Banks <input checked="" type="checkbox"/>	Taxicab Lease Driver	10:00 am	11:04 am
Marc Nichols <input type="checkbox"/> Michael Anderson <input type="checkbox"/>	San Diego County Regional Airport Authority		
Ryan Chasteen <input type="checkbox"/>	Hotel Industry		
Tony Hueso <input checked="" type="checkbox"/> Alfredo Hueso <input type="checkbox"/>	Taxicab Owner/USA Cab, LTD	10:00 am	11:04 am
Akbar Majid <input type="checkbox"/>	Taxicab Owner/SDYC Holdings, LLC		
Daryl Mayekawa <input type="checkbox"/> Josh Layne <input type="checkbox"/>	San Diego Convention Center		
Namara Mercer <input type="checkbox"/>	Hotel Industry		
Tony Palmeri <input checked="" type="checkbox"/> Michel Anderson <input type="checkbox"/>	San Diego Travelers Aid Society	10:00 am	11:04 am
Able Seifu <input checked="" type="checkbox"/>	Taxicab Lease Driver	10:00 am	11:04 am
Margo Tanguay <input checked="" type="checkbox"/>	Taxicab Lease Driver	10:00 am	11:04 am
David Tasem <input checked="" type="checkbox"/>	Taxicab Lease Driver	10:00 am	11:04 am
VACANT <input type="checkbox"/>	Taxicab Lease Driver		
Nasser Tehrani <input checked="" type="checkbox"/> Houshang Nahavandian <input type="checkbox"/>	Taxicab Owner/N.A.T. Cab Co.	10:00 am	11:04 am
Joe Terzi <input type="checkbox"/> Brian Hilemon <input type="checkbox"/>	San Diego Tourism Authority		
Medhanie Weldegiorgis <input type="checkbox"/>	Taxicab Owner/"A" Transportation, LLC		
Marco Mares <input type="checkbox"/> non-voting Cynthia Davis <input checked="" type="checkbox"/>	San Diego County Department of Agriculture, Weights and Measures	10:00 am	11:04 am
Edna Rains <input checked="" type="checkbox"/> non-voting	San Diego County Sheriff's Department Licensing Division	10:00 am	11:04 am
Paul Jablonski <input type="checkbox"/> non-voting	MTS Chief Executive Officer		
Sharon Cooney <input type="checkbox"/> non-voting	MTS Chief of Staff		
Kenneth Nelson <input checked="" type="checkbox"/> non-voting	MTS Taxicab Administration Manager	10:00 am	11:04 am
Samantha Leslie <input checked="" type="checkbox"/> non-voting	MTS Staff Attorney/Regulatory Compliance	10:00 am	11:04 am
Leonardo Fewell <input checked="" type="checkbox"/> non-voting	MTS Taxicab Regulatory Specialist	10:00 am	11:04 am

CLERK OF THE TAC: 

TAXICAB ADMINISTRATION MANAGER: 

DRAFT MINUTES

San Diego Metropolitan Transit System Taxicab Advisory Committee Meeting

September 13, 2018

10:00 a.m.

James R. Mills Building
Board Meeting Room, 10th Floor
1255 Imperial Avenue, San Diego, CA 92101

1. Roll Call

Lori Zapf, Chair of the Committee, called the Taxicab Advisory Committee meeting to order at 10:10 a.m. A roll call sheet listing Taxicab Advisory Committee member attendance is attached.

2. Approval of Meeting Minutes – June 21, 2018

Due to lack of quorum June 21, 2018 were not approved and will be moved to next scheduled TAC for approval.

3. Non-Agenda Public Comment

No non-agenda public comments were made.

4. Management and Committee Member Communications

- a. MTS Ordinance No. 11 revisions to comply with AB 1069 requirements - Kenneth Nelson, Taxicab Administration Manager

Mr. Nelson stated that some changes need to be made to the current MTS Ordinance No. 11 in order to comply with AB 1069 and will forward those needed changes to the MTS Board and Legal Department for review and/or revision.

- b. Ad-hoc committees recommendations/enhancements to MTS Driver Training and Customer Service/Feedback Protocols - Kenneth Nelson

Mr. Nelson stated that two Ad-hoc committees would be developed; one to review the existing MTS Safety Training and a second committee to discuss devising a more formal policy and procedure for customer feedback.

5. Next Meeting – December 12, 2018 at 10:00 a.m.

6. Adjournment

The meeting was adjourned at 10:13 a.m.

Accepted:

Filed by:

Lorie Zapf
Chair of Taxicab Advisory Committee

Jamila L. Larkins, Clerk of the Committee
MTS Taxicab Administration

Attachment: Roll Call Sheet

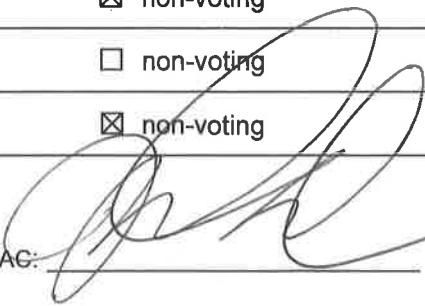
SAN DIEGO METROPOLITAN TRANSIT SYSTEM
TAXICAB ADVISORY COMMITTEE (TAC) MEETING
ROLL CALL

MEETING OF: September 13, 2018

CALL TO ORDER (TIME): 10:10 a.m.

ADJOURN: 10:13 a.m.

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Lorie Zapf (Chair) <input checked="" type="checkbox"/>	MTS Board of Directors/SD City Council	10:00 am	10:13 am
George Abraham <input type="checkbox"/>	Taxicab Owner/Eritrean Cab Co.		
Alfred Banks <input type="checkbox"/>	Taxicab Lease Driver		
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Paul Jablonski <input type="checkbox"/> non-voting	MTS Chief Executive Officer		
Sharon Cooney <input type="checkbox"/> non-voting	MTS Chief of Staff		
Kenneth Nelson <input checked="" type="checkbox"/> non-voting	MTS Taxicab Administration Manager	10:00 am	10:13 am
Samantha Leslie <input type="checkbox"/> non-voting	MTS Staff Attorney/Regulatory Compliance		
Leonardo Fewell <input checked="" type="checkbox"/> non-voting	MTS Taxicab Regulatory Specialist	10:00 am	10:13 am

CLERK OF THE TAG: 

L. Fewell for:
TAXICAB ADMINISTRATION MANAGER: 

DRAFT MINUTES

San Diego Metropolitan Transit System Taxicab Advisory Committee Meeting

December 21, 2018

10:00 a.m.

James R. Mills Building
Board Meeting Room, 10th Floor
1255 Imperial Avenue, San Diego, CA 92101

1. Roll Call

Mr. Nelson, MTS Taxicab Administration Manager, called the Taxicab Advisory Committee meeting to order at 10:10 a.m. A roll call sheet listing Taxicab Advisory Committee member attendance is attached.

2. Approval of Meeting Minutes – June 21, 2018 and September 13, 2018

Due to lack of quorum neither June 21, 2018 nor September 13, 2018 minutes were approved and will be moved to next scheduled TAC Meeting for approval.

3. Non-Agenda Public Comment

No non-agenda public comments were made.

4. Management and Committee Member Communications

- a. Taxicab Administration Manager Kenneth Nelson, (verbal report) MTS Taxicab Administration 2018 Vehicle Inspection Round Results. The detailed information was provided with the original packet.
- b. MTS Taxicab Administration 2019 Administrative Fee schedule. The revised fee schedule was provided with the original packet. TAC Committee Members in attendance agreed that the proposed changes should be forward to the MTS Board for recommended approval.
- c. City of San Diego bicycle lane proposal for Sixth Avenue and relocation of taxicab stands.

Mr. Nelson presented information on the City of San Diego bicycle lane on Sixth Avenue and the impact to existing taxi stands.

Mr. Banks inquired as to if anything could be done to prevent relocation due to the continued reduction in existing taxi stands and the negative impact on business. Mr. Nelson explained that the information was presented to MTS Taxicab Administration, the City of San Diego may ask for input or feedback but MTS is not the final decision maker on the changes. Mr. Nelson has asked to be kept informed of all changes that may impact taxicab stands. Ms. Tanguay stated that there was a written agreement with the City that if a taxi stand had to be removed it would be replaced with an additional stand as close to the original position as possible. She doesn't not remember the specifics, but believes it was during the time of John Scott's oversight. Mr. Nelson stated that he has made sure to make the City of aware of the current importance of taxi stands to the industry. Ms. Tanguay would like to see better enforcement of civilian cars using taxi stands. Mr. Nelson informed all that MTS Investigatory Regulators do, and will continue, to enforce all taxi stand use regulation and cite those when necessary. Mr. Hueso wanted to know if it would be helpful for industry members to provide their feedback and input regarding stands; Mr. Nelson encouraged this type of self advocating. It was suggested by and agreed to, by Steve Celinker, Sr. Traffic Engineer, City of San Diego/SANDAG; that any TAC members, or drivers, who are aware of issues at existing stands, or lack thereof, will send the detailed information to Mr. Nelson. Mr. Nelson will compile all concerns/complaints details and forward to Mr. Celniker for review with the Traffic Engineering team.

d. Time Periods and Extensions relating to Permanent Replacement and Retirement of For Hire Vehicles

Mr. Nelson reviewed the current guidelines for vehicle/permit "surrender" and the proposed changes. The guidelines for both were provided with the original packet. Ms. Tanguay stated that many permits were surrendered due to lack of funds for annual fees and asked if there was any possibility of extending the time period to allow for more time to put back in service. Mr. Nelson clarified that all paperwork for surrendered vehicles should be completed by March 15, 2019; regulatory fees will be due by the established due date for all permit holders, currently May 10th, 2019 by 12:00 pm. Mr. Nelson clarified that permit holders with voided permits for the year 2018 will only be responsible for paying the 2019 fees to "hold" the permits for 2019. If a permit holder chooses to keep their vehicle/permit in indefinite abeyance they will be required to follow all the stipulated guidelines. Mr. Nelson stated that although the meeting did not have a quorum, this item was reviewed and agreed upon at the WORM meeting and will move forward to the Board with recommendation for approval. Mr. Nelson reiterated that these vehicles will not be operable as taxi's while in abeyance with being in violation, subject to citation and permanent voided of permit. Mr. Hueso stated that he felt this was a fair solution to help with the industry stay viable as this will still help the overall permit holders with fees. Mr. Nelson shared that the Taxi Administration is also motivated to help keep costs down and is employing cost saving measures, such as close monitoring of staffing and not refilling vacant positions. Ms. Tanguay stated that solutions such as extended "surrender" times, is one of the most humane efforts she has seen in her time in the taxi industry.

5. Next Meeting – TBD upon appointment of new Taxicab Advisory Committee Chair

6. Adjournment

The meeting was adjourned at 10:26 a.m.

Accepted:

Filed by:

Kenneth Nelson
MTS Taxicab Administration Manager

Jamila L. Larkins, Clerk of the Committee
MTS Taxicab Administration

Attachment: Roll Call Sheet

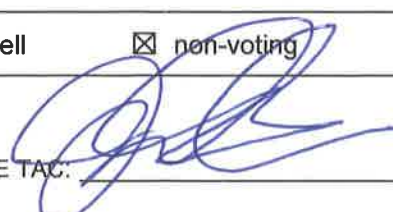
SAN DIEGO METROPOLITAN TRANSIT SYSTEM
TAXICAB ADVISORY COMMITTEE (TAC) MEETING
ROLL CALL

MEETING OF: December 12, 2018

CALL TO ORDER (TIME): 10:00 a.m.

ADJOURN: 10:26 a.m.

COMMITTEE MEMBER (Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
Lorie Zapf (Chair) <input type="checkbox"/>	MTS Board of Directors/SD City Council		
George Abraham <input checked="" type="checkbox"/>	Taxicab Owner/Eritrean Cab Co.	10:00 am	10:26 am
Alfred Banks <input checked="" type="checkbox"/>	Taxicab Lease Driver	10:00 am	10:26 am
Marc Nichols <input type="checkbox"/> Michael Anderson <input type="checkbox"/>	San Diego County Regional Airport Authority		
Ryan Chasteen <input type="checkbox"/>	Hotel Industry		
Tony Hueso <input checked="" type="checkbox"/> Alfredo Hueso <input type="checkbox"/>	Taxicab Owner/USA Cab, LTD	10:00 am	10:26 am
Akbar Majid <input type="checkbox"/>	Taxicab Owner/SDYC Holdings, LLC		
Daryl Mayekawa <input checked="" type="checkbox"/> Josh Layne <input type="checkbox"/>	San Diego Convention Center	10:00 am	10:26 am
Namara Mercer <input type="checkbox"/>	Hotel Industry		
Tony Palmeri <input type="checkbox"/> Michel Anderson <input type="checkbox"/>	San Diego Travelers Aid Society		
able Seifu <input checked="" type="checkbox"/>	Taxicab Lease Driver	10:00 am	10:26 am
Margo Tanguay <input checked="" type="checkbox"/>	Taxicab Lease Driver	10:09 am	10:26 am
David Tasem <input type="checkbox"/>	Taxicab Lease Driver		
VACANT <input type="checkbox"/>	Taxicab Lease Driver		
Nasser Tehrani <input checked="" type="checkbox"/> Houshang Nahavandian <input type="checkbox"/>	Taxicab Owner/N.A.T. Cab Co.	10:00 am	10:26 am
Joe Terzi <input type="checkbox"/> Brian Hilemon <input type="checkbox"/>	San Diego Tourism Authority		
Medhanie Weldegiorgis <input type="checkbox"/>	Taxicab Owner/"A" Transportation, LLC		
Marco Mares <input type="checkbox"/> non-voting Cynthia Davis <input type="checkbox"/>	San Diego County Department of Agriculture, Weights and Measures		
Edna Rains <input type="checkbox"/> non-voting	San Diego County Sheriff's Department Licensing Division		
Paul Jablonski <input type="checkbox"/> non-voting	MTS Chief Executive Officer		
Sharon Cooney <input type="checkbox"/> non-voting	MTS Chief of Staff		
Kenneth Nelson <input checked="" type="checkbox"/> non-voting	MTS Taxicab Administration Manager	10:00 am	10:26 am
Samantha Leslie <input type="checkbox"/> non-voting	MTS Staff Attorney/Regulatory Compliance		
Leonardo Fewell <input checked="" type="checkbox"/> non-voting	MTS Taxicab Regulatory Specialist	10:00 am	10:26 am

CLERK OF THE TAC: 

TAXICAB ADMINISTRATION MANAGER: 



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Agenda Item No. 4

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM TAXICAB ADVISORY COMMITTEE

MARCH 13, 2019

SUBJECT:

MANAGEMENT AND COMMITTEE MEMBER COMMUNICATIONS

INFORMATIONAL ONLY:

Budget Impact

None.

DISCUSSION:

Management and Committee member communications will include:

Taxicab Administration Manager Kenneth Nelson, (verbal report).

a) Taxicab / Nonemergency Medical Industry Status Quaterly Report, (attached).

/s/Kenneth Nelson

Kenneth Nelson

Taxicab Administration Manager

Key Staff Contact: Kenneth E. Nelson, 619.595.7034, Kenneth.Nelson@sdmts.com

Attachment: A. [Taxicab / Nonemergency Medical Industry Status Quaterly Report](#)



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MTS Taxicab Administration 2018 Reporting

Permit Figures (as of December 31, 2018)

<u>PERMIT HOLDERS BY PERMIT TYPE</u>		<u>PERMITS BY PERMIT TYPE</u>	
TAXI SAN DIEGO	340	TAXI SAN DIEGO	733
TAXI SAN DIEGO NON- TRANSFERABLE	154	TAXI SAN DIEGO NON- TRANSFERABLE	155
TAXI SUBURBAN	10	TAXI SUBURBAN	14
TOTAL TAXI PERMIT HOLDERS	504	TOTAL TAXI PERMITS	902
LOW SPEED	1	LOW SPEED	6
CHARTER	17	CHARTER	140
NON-EMERGENCY	45	NON-EMERGENCY	340
JITNEY	6	JITNEY	8
TOTAL PERMIT HOLDERS	573	TOTAL PERMITS	1,396

2018 Void/Revoked Permits by Permit Type

TAXI PERMITS ABANDONED/VOID (90 DAY-PLUS EXTENSION)	92	10%
TAXI PERMITS REVOKED-ANNUAL REGULATORY FEE NOT PAID	81	9%
NEM PERMITS REVOKED-ANNUAL REGULATORY FEE NOT PAID	11	3%
CHARTER PERMITS REVOKED-ANNUAL REGULATORY FEE NOT PAID	2	%
LSV PERMITS REVOKED-ANNUAL REGULATORY FEE NOT PAID	3	33%
TOTAL PERMITS VOIDED, ALL PERMIT TYPES	189	11.9%

Permits "Out of Service" (as of January 31, 2019)

CURRENTLY OUT OF SERVICE	84
*OUT OF SERVICE UNDER "INDEFINITE SURRENDER"	21

2018 Vehicle Inspection Round Results**TAXICAB INSPECTIONS**

Pass	805
Fail	9
Total Taxicabs Inspected	814
TAXICAB PASS RATE	99%
Permit Issuance	24
Vehicle Replacement	55
Return to Service	123
Field Report	4

NONEMERGENCY VEHICLE INSPECTIONS

Pass	224
Fail	0
Total NEM's Inspected	224
NEM PASS RATE	100%
Permit Issuance	83
Vehicle Replacement	20
Return to Service	5
Field Reports	0

CHARTER INSPECTIONS

Pass	18
Fail	1
Total Charter's Inspected	19
CHARTER PASS RATE	95%
Permit Issuance	111
Vehicle Replacement	3
Return to Service	0

LOW SPEED VEHICLE INSPECTIONS

Pass	6
Fail	0
Total LSV's Inspected	6
LOW SPEED VEHICLE PASS RATE	100%
Permit Issuance	0
Vehicle Replacement	0
Return to Service	0
Field Report	0

JITNEY INSPECTIONS

Pass	7
Fail	0
Total Jitney's Inspected	7
JITNEY PASS RATE	100%
Permit Issuance	1
Vehicle Replacement	0
Return to Service	0
Field Report	0

*2018 Total Inspections	1,586
<i>*excludes Rates of Fare or Dispatch Service Change</i>	

2018 Field Inspections Conducted by Regulatory Inspectors

MONTH	INSPECTIONS
January	1,032
February	956
March	837
April	691
May	1,759
June	1,130
July	881

August	1,543
September	1,207
October	1,786
November	1,626
December	1,061
TOTAL FIELD INSPECTIONS	14,509

2018 Inspector Citations

*Pending/Unknown-based on current court (subpoena) disposition information	47
Guilty	3
Not Guilty	2
Total Citations Issued	52

2018 Customer Feedback Cases

TOTAL NUMBER OF CRM CASES:	140
DUPLICATES/NOT TAXI RELATED:	24
TOTAL TAXI RELATED CRM CASES:	116
TOTAL TAXI COMPLAINT BY CATEGORY:	221

<u>DRIVER COMPLAINT CATEGORIES:</u>		
ADA	1	79%
Credit Card refusal	18	
Fare Refusal	7	
Hygiene/Dress code	0	
Language barrier	3	
Long Hauling	15	
Lost/No GPS	6	
Meter issues	5	
No receipt	22	
On cell phone	7	
Other	0	
Overcharge	11	
Rude/Behavior/Attitude	35	
Smoking	0	
Threatening/Intimidating	14	

<i>Unsafe driver</i>	30	
TOTAL DRIVER RELATED:	180	

<u>PERMIT HOLDER COMPLAINT CATEGORIES:</u>		
<i>Negative vehicle conditions</i>	7	4%
<i>No Credit Card machine</i>	0	
<i>No appropriate documents</i>	1	
<i>No approved advertising number</i>	0	
<i>Other</i>	0	
TOTAL PERMIT HOLDER RELATED:	8	

<u>RADIO SERVICE COMPLAINT CATEGORIES:</u>		
<i>Dispatcher with no authority</i>	0	9%
<i>Lost & Found</i>	16	
<i>No show</i>	1	
<i>Other</i>	0	
<i>Response time</i>	1	
<i>Rules not posted</i>	1	
TOTAL RADIO SERVICE RELATED:	13	

<u>VEHICLE:</u>		
<i>Accident</i>	2	4%
<i>Dash lights</i>	0	
<i>Dirty</i>	2	
<i>Door Locks</i>	0	
<i>Loose seat/Seatbelts inoperable</i>	2	
<i>No AC/Heater</i>	2	
TOTAL VEHICLE RELATED:	8	

<u>COMPLIMENTS:</u>	12	5%
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Agenda Item No. 5

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM TAXICAB ADVISORY COMMITTEE

MARCH 13, 2019

SUBJECT:

TAXICAB ADVISORY COMMITTEE MEMBER PERMIT HOLDER NOMINATION AND
ELECTION PROCESS

RECOMMENDATION:

That the Taxicab Advisory Committee review and approve the proposed permit holder election process and appoint a subcommittee to validate the election results.

Budget Impact

The complete election process costs associated with staff time, mailing and reproduction costs are to be determined.

DISCUSSION:

In September 1994, MTS established the Taxicab Advisory Committee to review policies and procedures relative to taxicab regulations, and to provide recommendations to the MTS Board of Directors. The MTS Taxicab Committee Guidelines (Attachment A), designate one MTS Board representative, one member each of representatives not in the taxicab industry appointed by the San Diego Tourism Authority, San Diego Convention Center, San Diego Travelers Aid Society, San Diego County Regional Airport Authority (SDCRAA), two members of the Hotel-Motel Association. Non-voting members from the San Diego County Sheriff's and Weights and Measures department are appointed to the committee.

In addition, the Guidelines designate five (5) seats for representation of taxicab permit holders; three seats are for representation of with four or more taxicabs and two of those seats are for representation of permit holders with one to three taxicabs. There are also five (5) seats for taxicab driver representatives elected by licensed drivers operating in MTS areas of jurisdiction. Each member is elected for a three-year term.



The MTS Board of Directors representative is appointed on an annual basis to be designated by the MTS Board of Directors to serve as Chairman of the Taxicab Advisory Committee, historically, a representative from the City of San Diego.

The currently industry members were elected in the spring of 2016, and their terms should have expired December 31, 2018. Due to delays caused by development of state legislative actions affecting the taxicab industry, as well as the lack of attendance and required quorum on preceding Taxicab Advisory Committee meetings, the process was postponed. The entire Taxicab Advisory Committee elections process will tentatively take place between April 8 and May 17, 2019. Five (5) new taxicab permit holder members and five lease driver representatives will be elected to serve for the next three years, beginning June 1, 2019 through June 1, 2022.

The non-taxicab organizations will be contacted after the Taxicab Advisory Committee meeting, requesting that these entities appoint members for the three-year term. The permit holder election process will begin on April 8, 2019, with the mailing of instructions and nominations forms to all permit holders of record. All nominations must be received by 4:00 pm April 22, 2019.

Ballots listing the nominees will be mailed on May 6, 2019. Each permit holder will receive one ballot that will list the number of votes that may be cast. The number of votes will equal the number of permits our records show for each permit holder as of April 22, 2019.

Votes may be cast in any combination for anyone on the ballot, up to the total number of votes shown for the permit holder. Completed ballots must be returned to the Taxicab Administration office located at 1501 National Av, San Diego, California 92113, no later than 4:00 pm on May 20, 2019. Ballots returned after the deadline will not be considered in the vote count.

Votes will be counted on May 21, 2019 in the Taxicab Administration conference room. Candidates will be rank-ordered by the number of votes received within two categories:

- Category One: Eligible participants are permit holders of four or more taxicabs for which three (3) spots are available.
- Category Two: Eligible participants are permit holders of three or fewer taxicabs for which two (2) spots are available.

Staff will request that the Committee select a subcommittee of no less than three (3) members whose task will be to validate the vote count. The subcommittee will meet at the Taxicab Administration offices at 10:00 am on May 22, 2019. The subcommittee will confirm its validation of staff's vote count by affixing their signatures to a Memo Validation.

The staff vote count, and the Taxicab Advisory Committee's validation Subcommittee Memo of Validation forms, will be attached to a recommendation to the MTS Board to appoint to the Taxicab Advisory Committee as new members those five candidates determined to have received the greatest number of votes within their respective categories.

The new members will be notified by mail following their appointment by the MTS Board and be introduced at the first meeting of the Taxicab Advisory Committee following the election confirmation.

Kenneth Nelson
Taxicab Administration Manage.

Key Staff Contact: Kenneth E. Nelson, 619.595.7034, Kenneth.Nelson@sdmts.com

Attachment: A. [MTS Taxicab Advisory Committee Guidelines](#)

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METROPOLITAN TRANSIT SYSTEM TAXICAB ADVISORY COMMITTEE GUIDELINES

1 PURPOSE

The Taxicab Advisory Committee's purpose is to:

- 1.1 Provide feedback on taxicab matters destined for Board action;
- 1.2 Review summaries of administrative hearing officer decisions concerning taxicab owner and driver penalties;
- 1.3 Discuss taxicab owners'/drivers' written grievances;
- 1.4 Review summaries of complaints concerning taxicab service;
- 1.5 Review vehicle inspection criteria, process, results, and rankings;
- 1.6 Review the Chief Executive Officer's Annual Fee Schedule; and
- 1.7 Comment on MTS's work program concerning taxicab matters.

2 MEMBERSHIP

Seventeen voting members are appointed as follows:

- 2.1 One representative of the MTS Board of Directors appointed on an annual basis, who will be designated by the MTS Board of Directors to serve as Chairman of the Taxicab Advisory Committee.
- 2.2 One member appointed by the San Diego Tourism Authority, the San Diego County Regional Airport Authority, San Diego Convention Center, San Diego Travelers Aid Society, and two members from the Hotel Industry, each serving a three-year term.
- 2.3 Five taxicab owners with at least three years' experience and in good standing, each serving a three-year term, elected by taxicab owners, divided as follows:
 - a. Two seats are designated for representation of owners of one to three taxicabs; and,
 - b. Three seats are designated for representation of owners of four or more taxicabs.

- 2.4 Five taxicab lease drivers in possession of a San Diego Sheriff's Department-issued Taxicab Driver Identification Card valid in the MTS areas of jurisdiction, being in good standing with the Sheriff's Licensing Division, and currently serving as a driver for at least three years leading up to the election. The election shall comply with the following guidelines:
 - a. Lease driver representatives shall be elected by licensed drivers operating in MTS areas of jurisdiction.
 - b. Lease driver representative elections shall take place every three years at the same time as the owner representative elections.
 - c. Both owners and lease driver representatives shall meet the eligibility requirements at all times while serving on the Taxicab Advisory Committee.
- 2.5 A taxicab owner member unable to attend a meeting may appoint an alternate from the same or similarly sized company to attend in his or her absence.
- 2.6 A taxicab driver unable to attend a meeting may appoint a driver with a similar experience level (within 2 years), not less than three years, to attend in his, or her, absence.
- 2.7 The Taxicab Advisory Committee shall make an interim appointment if a member's seat becomes vacant within the three-year term.
- 2.8 The Vice Chairman will be the representative for the San Diego Convention & Visitors Bureau.
- 2.9 One non-voting member will be appointed by the County of San Diego's Department Agriculture, Weights and Measures.
- 2.10 One non-voting member will be appointed by the County of San Diego Sheriff's Department.

3 MEETINGS

- 3.1 Taxicab Advisory Committee meetings are subject to the provisions of the Ralph M. Brown Act, California Government Code, Section 54950, et. seq.
- 3.2 Taxicab Advisory Committee meetings will be held quarterly at the offices of MTS.
- 3.3 The agenda for each meeting will be posted in the MTS lobby.
- 3.4 The agenda, backup materials, and minutes of the previous meeting will be sent to each member ten calendar days in advance of the meetings.
- 3.5 The Chairman may call special meetings, as necessary.

- 3.6 Fifty-one percent attendance is a quorum to hold a meeting.

4 VOTING

- 4.1 Each member of the Taxicab Advisory Committee has an equal vote.
- 4.2 Fifty-one percent of the votes of those in attendance will approve an item.
- 4.3 A roster of the Taxicab Advisory Committee members who voted will be provided to the MTS Board of Directors, along with the item, for MTS Board action on an agenda item.

5 APPROVAL

- 5.1 These Guidelines were revised by the MTS Board of Directors on January 14, 2016.
- 5.2 The MTS CEO shall have the authority to implement additional procedures to carry out elections and maintain regular and orderly meetings of the Taxicab Advisory Committee.



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Agenda Item No. 6

MEETING OF THE SAN DIEGO METROPOLITAN TRANSIT SYSTEM TAXICAB ADVISORY COMMITTEE

MARCH 13, 2019

SUBJECT:

TAXICAB ADVISORY COMMITTEE LEASE DRIVER REPRESENTATIVE MEMBER
NOMINATION AND ELECTION PROCESS

RECOMMENDATION:

That the Taxicab Advisory Committee review and approve the proposed lease driver representative election process and appoint a subcommittee to validate the election results.

Budget Impact

The complete election process costs associated with staff time, mailing and reproduction costs are to be determined.

DISCUSSION:

In September 1994, MTS established the Taxicab Advisory Committee to review policies and procedures relative to taxicab regulations, and to provide recommendations to the MTS Board of Directors. The MTS Taxicab Committee Guidelines (Attachment A), designate five (5) seats for taxicab driver representatives elected by licensed drivers operating in MTS areas of jurisdiction. Each member is elected for a three-year term.

The currently lease driver representative members were elected in the spring of 2016, and their terms should have expired December 31, 2018. Due to delays caused by development of state legislative actions affecting the taxicab industry, as well as the lack of attendance and required quorum on preceding Taxicab Advisory Committee meetings, the process was postponed. The entire Taxicab Advisory Committee elections process will tentatively take place between April 8 and May 17, 2019. Five (5) new taxicab permit holder members and five lease driver representatives will be elected to serve for the next three years, beginning June 1, 2019 through June 1, 2022.



On April 1, 2019, memorandums will be mailed to all MTS permit holders, dispatch service organizations, the San Diego Sheriff's Licensing Division, San Diego Regional Airport Authority (SDCRAA) advising the election process and nomination requirements. Permit Holders are required to forward this memorandum to lease drivers.

From 9:00 a.m. to 4:00 p.m., April 15 through April 19, 2019, MTS will be seeking and accepting self-nominations, in person, from taxicab drivers willing to attend a minimum of four TAC meetings per year, and who meet the nomination requirements. Driver self-nomination forms will be available at the MTS Taxicab Administration business office. Driver nominee eligibility will be verified at the Sheriff's Licensing Division.

On May 6, a list of all drivers on the ballot will be mailed to all permit holders, dispatch service organizations, SDCRAA and Sheriff's Licensing Division. Beginning at 9:00 a.m., May 14, 2019 to 4:00 p.m. May 16, 2019, driver voting will be held at the Taxicab Administration office.

Votes will be counted on May 17, and May 20, 2019 by MTS staff. Candidates will be rank-ordered by the number of votes received.

MTS staff requests that the TAC select a subcommittee of no less than three (3) members whose task will be to validate the vote count. The subcommittee will meet at the offices of Taxicab Administration at 10:00 a.m. on May 20, 2019. The subcommittee will confirm its validation of the vote count by affixing their signatures to a Memo of Validation.

Staff will request that the Committee select a subcommittee of no less than three (3) members whose task will be to validate the vote count. The subcommittee will meet at the Taxicab Administration offices at 10:00 am on May 22, 2019. The subcommittee will confirm its validation of staff's vote count by affixing their signatures to a Memo Validation.

The staff vote count, and the Taxicab Advisory Committee's validation Subcommittee Memo of Validation forms, will be attached to a recommendation to the MTS Board to appoint to the Taxicab Advisory Committee as new members those five candidates determined to have received the greatest number of votes. The new members will be notified by mail following their appointment by the MTS Board and be introduced at the first meeting of the Taxicab Advisory Committee following the election confirmation.

/s/Kenneth Nelson

Kenneth Nelson

Taxicab Administration Manager

Key Staff Contact: Kenneth E. Nelson, 619.595.7034, Kenneth.Nelson@sdmts.com

Attachment: A. MTS Taxicab Advisory Committee Guidelines