



1255 Imperial Avenue, Suite 1000
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Agenda

TAXICAB ADVISORY COMMITTEE WORKSHOP ON REGULATORY MATTERS (WORM)

November 14, 2018

10:00 a.m.

Taxicab Administration Building
1501 National Avenue, San Diego, 92113

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 – August 16, 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 from the Clerk of the Committee
4. Discuss revisions to Ordinance No. 11 1.8(r) on taxicab fare receipt requirements Informational
5. Discuss revisions to Ordinance No. 11 1.11(b) 90 day surrender period extension Informational
6. Discuss revisions to MTS Administrative fee schedule Informational
7. Discuss ad-hoc committee recommendations on enhancements and revisions to MTS Driver Training Program, and protocol to enable service complaints received by authorized dispatch services to be forwarded to Taxicab Administration. Informational
8. Next Meeting: TBD
9. Adjournment



San Diego Metropolitan Transit System
Taxicab Advisory Committee Meeting
Workshop on Regulatory Matters

August 16, 2018

10:00 a.m.

MTS Taxicab Administration Building
1501 National Avenue, San Diego, CA 92113

1. Roll Call

Kenneth Nelson, Taxicab Administration Manager, called the WORM meeting to order at 10:05 a.m. A roll call sheet listing WORM member attendance is attached.

2. Approval of Meeting Minutes – September 12, 2017, November 12, 2017 and April 4, 2018

Mr. Majid moved for approval of the minutes of the 9/12/17, 11/12/17 and 4/04/18, WORM meetings, Mr. Hueso seconded the motion, and the vote was 6 to 0 in favor with Mr. Banks, Mr. Nichols, Mr. Seifu and Mr. Weldegorgis absent.

3. Non-Agenda Public Comment

There were no non-agenda public comments.

4. Proposed Revisions to MTS Ordinance 11

A summary of revisions to MTS Ordinance 11 needed for AB 1069 is attached to meeting packet.

Mr. Nelson reviewed the summary of proposed changes to Ordinance No. 11. In noting that in January 2019 drivers will be able to perform prearranged trips in Coronado. Mr. Tasem shared the difficulties that he has had in the past with working in Coronado, such as citations. Mr. Nelson explained that the change to the Ordinance would be communicated with other agencies to help avoid future problems. Mr. Nelson clarified that trip logs are required to be held by MTS Permit Holders for 18 months instead of 12 months to allow for investigative time if needed. Mr. Nelson also stated that taxicabs from other jurisdictions still need to meet MTS minimum safety requirements for taxi cabs while working prearranged trips in MTS regulated areas. Mr. Palmeri asked for clarification on insurance guidelines when working in non MTS regulated jurisdictions. Mr. Nelson again reviewed the language of "substantially located".

Action Taken

Ms. Tanguay moved to add specific language to the MTS Ordinance No. 11 regarding taxicabs not permitted by MTS being required to meet the current minimum safety requirements while working prearranged trips in MTS regulated areas, Mr. Palmeri seconded the motion-the vote was 7 to 0 with Mr. Nichols, Mr. Seifu and Mr. Weldegorgis absent. This will be presented at the next Taxicab Administration Committee Meeting.

5. Proposed Revisions to MTS Driver Training Program

Prior TAC feedback regarding the Safety Training was reviewed by Kenneth Nelson with Subcommittee members. Mr. Nelson clarified that the class is mandatory and would not be discontinued. The main points to be reviewed are course content, class size, cost to hold class, staff costs, and taxicab training objectives vs. nonemergency vehicle training objectives. Mr. Banks asked that the scheduling and availability of the class be reviewed again. Mr. Nelson explained that the majority of scheduling problems have been attendees waiting to the last minute to schedule.

Public Comments

Ms. Alexiz Martinez, representing African Alliance, introduced herself to the subcommittee and states as she is new to the Nonemergency Vehicle service that she and colleague Sarai Coghlan would like to become more educated about Driver Training requirements and both were invited to observe one of the MTS Driver Training Classes.

Mr. Peter Zschiesche, representing United Taxi Workers of San Diego (UTWSD) expressed that he agreed with a separate ad hoc committee being formed to review the current MTS Driver Training as well as addressing taxicab customer service matters. He also shared that he believes that the Transportation Network Company (TNC) has a procedure for customer complaints and that it seems Taxicab Administration and Dispatch Companies may not have a clear procedure in place. He agreed that a separate ad hoc would be the place to hash out details.

Action Taken

Subcommittee members voted to form a Driver Training ad hoc committee with members expressing their interest via email and meeting date to TBD. Mr. Majid moved for the creation of the ad hoc committee, Mr. Palmeri seconded the motion, and the vote was 7 to 0 in favor with Mr. Nichols, Mr. Seifu and Mr. Weldegorgis absent.

6. Review Ordinance No. 11 1.8 (r) taxicab fare receipt requirements

Mr. Nelson reviewed receipt requirements and customer complaints of missing information and/or no receipt provided at all. Mr. Hueso addressed the fact that all drivers/owner operators are not adhering to the correct protocols customer credit cards and would like it addressed further in the class problems. Mr. Banks said that some of handling have been caused with use of "Square" and the receipts printed but that this is typically due to information not being programed completely or accurately. Mr. Tasem brought up the matter that some drivers use computerized receipts and some are using handwritten receipts and the information is not on both. Ms. Tanguay shared the current receipt procedure she uses; in addition to the digital receipt she has cards that she completes with detailed trip information to make it easier for business travelers. Mr. Palmeri shared that in the past he would provide blank receipts for his drivers and, unfortunately, receipts have ended up in the hands of drivers that do not even use his dispatch service. All subcommittee members agreed upon the importance of providing detailed receipts, particularly for lost and found items.

Public Comment

Kamran Hamidi shared an example of a portable device he has purchased to print customer receipts as another possibility to ensure customers are receiving receipts.

7. Development of protocol to enable service complaints received by authorized dispatch services to be forwarded to Taxicab Administration

Mr. Nelson discussed the importance of customer service and data tracking for trend analysis. Currently complaints may come directly to the Taxicab Administration or they may go directly to the Dispatch Services. Mr. Hueso shared that he does feel that customer service matters are becoming more confrontational as drivers are becoming more upset with matters that do impact their ability to be paid, such as the Airport using vouchers for pilots. Subcommittee members suggested that an additional Customer Service communication meeting be set up to establish cross reporting methods.

Action Taken

Mr. Tasem moved combine the driver training and customer service ad hoc committees, Mr. Hueso seconded the motion, and the vote was 7 to 0 in favor with Mr. Nichols, Mr. Seifu and Mr. Weldegorgis absent.

8. Next Meeting: TBD

9. Adjournment: The meeting was adjourned at 11:33 a.m.

Accepted:

Filed by:

Kenneth Nelson, Taxicab Administration Manager
MTS Taxicab Administration

Jamila L Larkins, Clerk of the Committee
MTS Taxicab Administration

Attachment: Roll Call Sheet

SAN DIEGO METROPOLITAN TRANSIT SYSTEM
WORKSHOP ON REGULATORY MATTERS (WORM) MEETING
ROLL CALL

MEETING OF (DATE): August 16, 2018

CALL TO ORDER (TIME): 10:05 a.m. ADJOURN: 11:33 a.m.

COMMITTEE MEMBER	(Alternate)	ORGANIZATION	PRESENT (TIME ARRIVED)	ABSENT (TIME LEFT)
George Abraham	<input checked="" type="checkbox"/>	Taxicab Owner/Eritrean Cab Co.	10:00 a.m.	11:33 a.m.
Alfred Banks	<input checked="" type="checkbox"/>	Taxicab Lease Driver	10:52 a.m.	11:33 a.m.
Tony Hueso	<input checked="" type="checkbox"/> Alfredo Hueso <input type="checkbox"/>	Taxicab Owner/USA Cab, LTD	10:00 a.m.	11:33 a.m.
Akbar Majid	<input checked="" type="checkbox"/>	Taxicab Owner/SDYC Holdings, LLC	10:00 a.m.	11:33 a.m.
Marc Nichols	<input type="checkbox"/> Michael Anderson <input type="checkbox"/>	San Diego County Regional Airport Authority		
Tony Palmeri	<input checked="" type="checkbox"/> Michel Anderson <input type="checkbox"/>	San Diego Travelers Aid Society	10:00 a.m.	11:33 a.m.
Able Seifu	<input type="checkbox"/>	Taxicab Lease Driver		
David Tasem	<input checked="" type="checkbox"/>	Taxicab Lease Driver	10:11 a.m.	11:33 a.m.
Margo Tanguay	<input checked="" type="checkbox"/>	Taxicab Lease Driver	10:00 a.m.	11:33 a.m.
Medhanie Weldegiorgis	<input type="checkbox"/>	Taxicab Owner/"A" Transportation, LLC		
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 a.m.	11:33 a.m.
Leonardo Fewell	<input checked="" type="checkbox"/> non-voting	MTS Taxicab Administration Regulatory Enforcement Supervisor	10:00 a.m.	11:33 a.m.
Samantha Leslie	<input type="checkbox"/> non-voting	MTS Staff Attorney/Regulatory Compliance		

JAMILA LARKINS, CLERK OF THE WORM:

KENNETH NELSON, TAXICAB ADMINISTRATION MANAGER:



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TAXI 585.3 (PC 50761)

Agenda Item No. 4

Meeting of the San Diego Metropolitan Transit System Taxicab Administration, Workshop on Regulatory Matters

November 14, 2018
10:00 a.m.

SUBJECT:

DISCUSS REVISIONS TO ORDINANCE NO.11, 1.8(r) TAXICAB FARE RECEIPT
REQUIREMENTS

INFORMATIONAL ONLY:

Budget Impact:

None

DISCUSSION:

MTS Ordinance No. 11, Section 1.8(r) requires taxicab driver to offer a printed receipt upon payment of fare. The receipt shall accurately show the date, the amount of the fare, the driver's name and ID number, the taxicab number, the company (DBA) and the dispatch service name with phone number. This information allows law enforcement to investigate possible crimes, dispatch services on lost and found items questions, and taxicab administration to investigate service complaints. Ordinance No. 11 allows drivers to utilize alternative credit card payment methods that produce an electronic receipt sent via e-mail. Taxicab Administration has received complaints from passengers who do not receive a fare receipt, or receive a receipt that lacks one or more of the informational requirements.

MTS Taxicab Administration is considering a revision to Ordinance No. 11, Section 1.8(r) requiring each taxicab to be equipped with an approved electronic printing device for the purpose of providing each passenger with a printed receipt, in addition to the electronic (e-mail) option. If revised, MTS taxicab Administration staff estimates a reduction on receipt associated complaints as well as allowing MTS Inspectors to instantly ascertain adherence to receipt's information requirements.


Kenneth Nelson

Taxicab Administration Manager

Key Staff Contact: Kenneth Nelson, 619.595-7034, Kenneth.Nelson@sdmts.com





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TAXI 585.3 (PC 50761)

Agenda Item No. 5

Meeting of the San Diego Metropolitan Transit System
Taxicab Administration, Workshop on Regulatory Matters

November 14, 2018
10:00 a.m.

SUBJECT: DISCUSS REVISIONS TO ORDINANCE No. 11 1.11(b) 90 DAY
REPLACEMENT/SURRENDER PERIOD EXTENSIONS

INFORMATIONAL ONLY:

Budget Impact:
None

DISCUSSION:

MTS Ordinance No. 11 1.11(b) A replacement vehicle must be placed in service within ninety (90) days of the date the original vehicle is removed from service unless prior written permission has been obtained from the Chief Executive Officer. It is the intent of this section that the Chief Executive Officer, in granting such permission, gives due consideration to the operating situation of the permit holder on a case by-case basis.

Section 11. 1.11(b) (3) allows for an additional period of time, not to exceed sixty (60) calendar days, may be granted to a permit holder in case of severe personal illness or other similar hardship, and (4), An additional period of time, not to exceed thirty (30) calendar days, may be granted to a permit holder in case of extensive vehicle repairs or other similar reasons.

The same guidelines apply to Ordinance 1.11(d) which states: When a permit holder retires any for-hire vehicle or vehicles from service and does not replace them within ninety (90) days, the permit for each such retired for-hire vehicle shall be considered abandoned and will be void. The permit holder shall immediately surrender each related medallion to the Chief Executive Officer. Such abandoned permits may not be restored by any means other than through application for new permits in the manner provided in this Ordinance.



Metropolitan Transit System (MTS) is a California public agency and is comprised of San Diego Transit Corporation and San Diego Trolley, Inc. nonprofit public benefit corporations, in cooperation with Chula Vista Transit and National City Transit. MTS is the taxicab administrator for eight cities and the owner of the San Diego and Arizona Eastern Railway Company. MTS member agencies include: City of Chula Vista, City of Coronado, City of El Cajon, City of Imperial Beach, City of La Mesa, City of Lemon Grove, City of National City, City of Poway, City of San Diego, City of Santee, and the County of San Diego.

MTS vehicle permit holders have expressed interest in removing time period restrictions associated with replacing, or placing a vehicle back in service. By removing the time periods stipulated in sections 1.11(b), (b)(3), (b)(4) and (d), the MTS operating permit associated with the vehicle to be replaced, would remain valid throughout the time period covered by the payment of the MTS regulatory fee. These revisions would allow permit holders to, at their discretion, either replace, or place back into service any vehicle within a twelve month period, provided the regulatory fee is paid in full.

These revisions would not apply to new permit issuances under Ordinance No. 11 1.13(a)(8) which states: "The permit holder fails to begin operating the for-hire vehicle for which the permit is first approved within ninety (90) days after the approval date".

MTS staff will record the sub-committee's feedback on this matter for further review with MTS Legal staff.



Kenneth Nelson
Taxicab Administration Manager

Key Staff Contact: Kenneth Nelson, 619.595-7034, Kenneth.Nelson@sdmts.com

Agenda Item No. 6

Meeting of the San Diego Metropolitan Transit System Taxicab Administration, Workshop on Regulatory Matters

November 14, 2018
10:00 a.m.

SUBJECT:

REVISIONS TO SAN DIEGO METROPOLITAN TRANSIT SYSTEM (MTS) TAXICAB
ADMINISTRATION FEE SCHEDULE FOR FY 2019

INFORMATIONAL ONLY:

Budget Impact:
To be Determined

DISCUSSION:

MTS Taxicab Administrative Fees are calculated to recover MTS's expenses for the administration and enforcement of taxicab and for hire vehicle permit requirements and the processing of permit applications. The following revisions are recommended by the MTS Taxicab Administration Staff. The revisions will be presented to MTS Chief Executive Officer for approval consideration.

Item 5. Vehicle Inspection

5.4 Supplemental scheduled inspection (Out of Service):
Current fee \$100. Proposed fee \$ 50.

5.5 Re-Inspection pursuant to a 72-hour notice:
Current fee \$ 50. Proposed fee \$ 25.

Item 7. Medallion and Permit Reassignment (same permit holder)

7.1 Reassigning a permit from one existing vehicle to a different existing vehicle in the same company (doing business as, DBA), or to a different existing company of the same



permit holder, or permit type reassignment between existing or new vehicles in the same company.(includes vehicle inspection)
Current fee \$ 50. Proposed fee \$ 250.

Proposed changes to 7.1 will cover administrative fees associated to permit type re-assignment requests.

A handwritten signature in black ink, appearing to read 'KEN', is written over a horizontal line.

Kenneth Nelson
Taxicab Administration Manager

Key Staff Contact: Kenneth Nelson, 619.595-7034, Kenneth.Nelson@sdmts.com

Attachments: A. MTS Taxicab Administration proposed 2019 Fee Schedule
B. MTS Policy 34. Section 6

MTS TAXICAB ADMINISTRATION

TAXI 510.7

***PROPOSED* 20182019 FEE SCHEDULE**

TAXICAB AND OTHER FOR-HIRE VEHICLES AND DRIVERS

FEE AMOUNTS

1. **Annual Regulatory Fee per Vehicle** \$ 600
If not paid by 12:00 noon, ~~Thursday~~Friday, May 10, 20182019, the permit(s) is not renewed.

2. **Permit Application**
 - 2.1 Permit application, all except one-year transferable taxicab \$ 1,500
 - 2.1.1 Plus each permit in excess of one \$ 200
 - 2.1.2 Plus additional charge if applicant is a corporation \$ 300
 - 2.1.3 Initial permit issuance per vehicle regulatory fee
(in lieu of Item No. 1)
 - 2.1.4 If proprietor or executive officer has less than two
years as MTS/city permit holder 100% of Item No. 1 prorated
 - 2.1.5 If more than two years' experience 100% of Item No. 1 prorated
 - 2.2 Permit application, one-year transferable taxicab \$ 875
 - 2.2.1 Plus each permit in excess of one \$ 200
 - 2.2.2 Plus additional charge if applicant is a corporation \$ 200
 - 2.2.3 Initial permit issuance per vehicle regulatory fee
(in lieu of Item No. 1): See below
 - 2.2.4 If proprietor or executive officer has less than two
years as MTS/city permit holder 100% of Item No. 1 prorated
 - 2.2.5 If more than two years' experience 100% of Item No. 1 prorated

3. **Driver Training Class** Class/Test Fee \$30

***PROPOSED* 2018-2019 FEE SCHEDULE**
Taxicab and Other For-Hire Vehicles and Drivers

4. Operational Requests

4.1	Transfer clearance	
4.1.1	Transfer clearance (one-year transferable taxicab permit)	\$ 200
4.1.2	Transfer clearance (five-year transferable taxicab permit)	\$ 250
4.2	Jitney route change or additional route request	\$ 250
4.3	Taxicab stand request or jitney zone, if installed	\$ 250
4.4	Fictitious name change	\$ 100
	Plus per-vehicle fee	\$ 10
4.5	Color scheme and radio service change	\$ 100
	Plus per-vehicle fee	\$ 10
4.6	Rate of fare filing per company	\$ 100
	Plus per-vehicle fee	\$ 10
4.7	Replacement vehicle (more than one per permit per year)	\$ 50
4.8	Add corporation officer (each)	\$ 100
4.9	Addition, deletion, or change of stockholder (each)	\$ 250

5. Vehicle Inspection

5.1	As a result of failing scheduled inspection	\$ 100
5.2	Reschedule inspection appointment with less than 24-hour notice	\$ 50
5.3	No-show for inspection appointment	\$ 100
5.4	Supplemental scheduled inspection (Out of Service)	\$ 100 <u>50</u>
5.5	Re-inspection pursuant to a 72-hour notice	\$ 50 <u>25</u>
5.6	MTS Regulated Vehicle Reflective Decals	\$ 10

6. Radio Services

6.1	Initial review of new radio service organization	\$ 150
6.2	Name change	\$ 50

PROPOSED ~~2018-2019~~ FEE SCHEDULE
Taxicab and Other For-Hire Vehicles and Drivers

7. **Medallion and Permit Reassignment (same permit holder)**

- 7.1 Reassigning a permit from one existing vehicle to a different existing vehicle in the same company (doing business as {DBA}), or to a different \$ 250 existing company of the same permit holder, or permit type reassignment between existing or new vehicles in the same company (includes vehicle inspection). \$ -50

This does not apply to the replacement of an existing vehicle; i.e. when all permits are reassigned from an existing vehicle to a new vehicle. Replacement vehicle fees remain as stated in Item No. 4.7.

- 7.2 Permit transfer request from one person to a different person: same as fee schedule Item No. 4.1. \$ 200

In addition, transferee pays fee schedule Item No. 2 (application fee) and Item No. 1 (initial regulatory fee) based on number of vehicles.

PAYMENT

- The ~~2018-2019~~ annual vehicle fee is due for each permit held as of January 1, ~~2018~~2019, irrespective of whether the permit is later transferred, abandoned, or revoked. The permit is considered not renewed if the fee is not paid by 12:00 noon on May 10, ~~2018~~2019.
- For permits issued after January 1, ~~2018~~2019, the initial regulatory fee is payable in full when the permit is issued.
- Other fees are due when the request is made.

BASIS FOR FEES

- These fees have been calculated to recover MTS's expenses for the administration and enforcement of taxicab and for-hire vehicle permit requirements and the processing of permit applications.

REFERENCES

- California Public Utilities Commission Section 120266
- MTS Ordinance No. 11, Sections 1.3(b), 1.4(b), 1.5(d), and 1.12(k)
- MTS Policy No. 34, Section 6

Paul C. Jablonski

Date

F-*PROPOSED* ~~2018-2019~~ FEE SCHED



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Policies and Procedures

No. 34

SUBJECT:

Board Approval: 04/19/12

FOR-HIRE VEHICLE SERVICES

PURPOSE:

To establish a policy with guidelines and procedures for the implementation of MTS Ordinance No. 11.

BACKGROUND:

Regulation of for-hire vehicle service is in the interest of providing the citizens and visitors to the MTS region and particularly the Cities of El Cajon, Imperial Beach, La Mesa, Lemon Grove, Poway, San Diego, and Santee, with a good quality local transportation service. Toward this end, MTS finds it desirable to regulate the issuance of taxicab permits, to establish maximum rates of fare, and to provide for annual review of cost-recovery regulatory fees.

POLICY:

34.1 City of San Diego Entry Policy

34.1.1 MTS will periodically establish the maximum number of taxicab permits to be issued for the City of San Diego.

34.1.2 New City of San Diego permits will be issued in accordance with amended City Council Policy No. 500-2, "Taxicab Permits," adopted on August 6, 2001.

34.2 City of San Diego Entry Policy Implementation

The following guidelines should be observed with respect to the issuance of taxicab permits when the formula yields an increase of at least 40 permits.



34.2.1 The percentage of growth in population divided by 2 plus the percentage of growth in hotel room nights occupied times the current number of permits. All changes are to be calculated on a two-year rolling average.

34.2.2 The process through which permits are issued will limit the concentration of permits. No permit will be issued or transferred to any person, partnership, corporation, association, or other entity if such issuance or transfer would result in any permit holder having an interest in more than 40 percent of the existing permits. New permits shall not be transferred for a period of five years after issuance.

34.2.3 No single permit will be issued or transferred to any person, company, business, corporation, or other entity if such issuance or transfer would result in single permit holders in aggregate having interest in more than 40 percent of the existing permits.

34.3 City of San Diego Entry Policy Exclusions

This policy is not intended to govern the issuance of limited permits as authorized by Section 1.7 of MTS Ordinance No. 11.

34.4 Maximum Fare Policy

Pursuant to MTS Ordinance No. 11, Section 2.2(a) and after a duly noticed and open public hearing, MTS determined that the maximum rate of fare for exclusive ride and group ride hire of taxicabs shall be that fare that does not exceed twenty percent (20%) more than the weighted average of fares as established in accordance with this policy.

34.4.1 Maximum Fare Determination

The weighted average of fares shall be computed by the Chief Executive Officer and duly promulgated in writing upon the passage of this policy and thereafter each year by averaging each segment of the fare structure of all MTS taxicab permit holders. The fare structure shall consist of the dollar amounts charged by said permit holders for the flag drop, the per-mile charge, waiting-time charge, first zone, and each additional zone charge. The weighted average of these charges shall be arrived at by adding each segment of each respective charge and dividing it by the total number of taxicabs holding effective permits.

34.4.2 The Chief Executive Officer will use his discretion when the maximum rates of fare and the uniform rates of fare for trips from Lindbergh Field airport are incompatible. The Chief Executive Officer may adjust the maximum rates of fare so that the uniform rates of fare, based on the change in the Annual All Urban Western Transportation Consumer Price Index, do not exceed the maximum rates allowed in accordance with Section 34.4.1.

34.5 Airport Taxicab Fare Policy

Rates of fare for trips from Lindbergh Field Airport shall be uniform.

In the event an owner chooses a different rate for nonairport trips for taxicabs authorized to service the airport, two meters or a multirate meter shall be installed and identified. The meter(s) shall be activated according to the proper rate for the trip's origin, and it shall be clearly visible to the passenger which rate is being charged.

34.5.1 The uniform rates of fare for taxicab trips from Lindbergh Field Airport are initially established at \$1.40 flag drop, \$1.50 per mile, and \$12.00 per hour, effective June 1, 1990.

The airport rates shall be reviewed annually, beginning in January 2009, by the Chief Executive Officer. Airport rates shall be adjusted based on the 1990 amounts, in accordance with the change in the Annual All Urban Western Transportation Consumer Price Index/ San Diego. Adjustments shall be rounded up or down, as appropriate, to the nearest even \$0.10 increment.

In addition to the airport uniform rate of fare, a taxicab operator may charge an "extra" equal to the Airport Trip Fee assessed against the individual taxicab operator by the San Diego County Regional Airport Authority. The extra may not be charged on any trip that does not originate at the airport or on any trip where the taxicab operator does not pay the fee to the San Diego County Regional Airport Authority. The extra charge may only be charged to the customer by utilizing the extra button on the taxicab meter. A driver may not verbally request payment.

34.6 Regulatory Fee Review

The following procedures will be utilized for the establishment of for-hire vehicle regulatory fees.

34.6.1 In accordance with State of California Public Utilities Code Section 120266, MTS shall fully recover the cost of regulating the taxicab and other for-hire vehicle industry. Pursuant to MTS Ordinance No. 11, Sections 1.3(b), 1.4(b), and (d), and 1.5(d), the Chief Executive Officer establishes a fee schedule to effect full-cost recovery and notify affected permit holders of changes in the fee schedule.

34.6.2 The procedure for establishing a regulatory fee schedule will include an annual review of the audited expenses and revenue of the previous fiscal year associated with MTS for-hire vehicle activities. The revised fee schedule will be available for review by interested parties in November each year and is subject to appeal as provided for in Ordinance No. 11, Section 1.5(d).

34.6.3 A fee schedule based on previous year expenses and revenue amounts will be put into effect each January.

POLICY.34.FOR-HIRE VEHICLE SERVICES

This policy was originally adopted on 12/8/88.

This policy was amended on 7/26/90.

This policy was amended on 5/9/91.

This policy was amended on 6/13/91.

This policy was amended on 1/28/93.

This policy was amended on 5/11/95.

This policy was amended on 10/31/02.

This policy was amended on 4/24/03.

This policy revised on 3/25/04.

This policy was amended on 4/26/07.

This policy was amended on 7/17/08.

This policy was amended on 4/19/12.



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TAXI 585.3 (PC 50761)

Agenda Item No. 7

Meeting of the San Diego Metropolitan Transit System
Taxicab Administration, Workshop on Regulatory Matters

November 14, 2018
10:00 a.m.

SUBJECT:

IMPLEMENTATION OF SUB-COMMITTEE RECOMMENDATIONS ON
ENHANCEMENTS AND REVISIONS TO MTS DRIVER TRAINING PROGRAM, AND
THE DEVELOPMENT OF PROTOCOL TO ENABLE SERVICE COMPLAINTS
RECEIVED BY AUTHORIZED DISPATCH SERVICES TO BE FORWARDED TO
TAXICAB ADMINISTRATION.

INFORMATIONAL ONLY:

Budget Impact:

None.

DISCUSSION:

On August 16, 2018, the Workshop on Regulatory Matters (WORM) sub-committee voted unanimously to create an ad-hoc committee to discuss recommendations on enhancements and revisions to the MTS Driver training program, and the development of protocol to enable service complaints received by authorized dispatch services to be forwarded to Taxicab Administration. The ad-hoc committee met on October 10, 2018, and was comprised by permit holders, dispatch service and driver representatives, as well as interested parties.

After reviewing the MTS Driver Training content, the ad-hoc committee made the following recommendations:

- Reorganize parts of slide content
- Change title from "Safety" course to "Driver" Course
- Additional language emphasizing relationship between customer service and industry growth/tips
- Additional language / information emphasizing "Best Practices"



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- Additional Airport information, including reference to Ground Transportation policies and staging practices
- Additional language regarding "taxi stands for business use only"
- Additional references to Ordinance 11 guidelines, violations and penalties
- Additional information and clarification regarding ADA and Federal Law
- Additional information on Rates of Fare and required postings

Taxicab Administration staff further agreed to consider granting training certificates for drivers who wish to exclusively drive non-emergency medical and charter vehicles, by allowing them to take a shorter test version free of taxicab related questions.

On October 24, 2018, a revised powerpoint version was distributed to the ad-hoc committee members for their review.

The ad-hoc committee agreed to set a separate meeting to discuss the development of protocol to enable service complaints received by authorized dispatch services to be forwarded to Taxicab Administration. The meeting took place on November 7, 2018.

On November 7, 2018, representatives from Yellow, Orange, Airport, USA, American, Silver and Chase dispatch services agreed to the use of an MTS generated complaint/comment form to be used when reporting passenger service comments or complaints to MTS. Serious complaints that require expedite attention would be forwarded via e-mail to MTS Taxicab Administration within 48 hours of being received. MTS Taxicab Administration requested the dispatch service representatives to provide feedback by providing their current customer complaint / comment forms. This will allow Taxicab Administration staff to develop a single form to be used for reporting purposes.



Kenneth Nelson
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