

**TAXICAB REGULATIONS OF
THE
SUNLINE REGULATORY
ADMINISTRATION**

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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 1.020 of the Ordinance of SunLine Services Group (SSG), as now enacted or as may be amended from time to time, and are intended to implement the provisions of that Ordinance regulating taxicab service within the Jurisdictional Boundaries of SSG, a Joint Powers Authority created by the nine cities of the Coachella Valley and Riverside County. Each Taxicab Business and its management, agents, employees, drivers and permitted users are individually and jointly responsible for complying with these Taxicab Regulations, any Ordinance regulating Taxicab services, 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. TAXICAB BUSINESS REGULATIONS

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 Jurisdictional Boundaries of SSG unless the responding vehicle has a valid Taxicab Vehicle Permit issued by SSG or other recognized taxi regulatory agency within the County of Riverside. The driver of such vehicle must have a valid Taxicab Driver's permit and the Taxicab is operated pursuant to a 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.3.2 Each Taxicab Business must provide and maintain a year-round, 24- hour computerized dispatch system (System). The System must satisfy the following requirements:

R.3.2.1 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.3.2.2** Pickup zones must separate the Coachella Valley into its respective communities so officials from each community can see the quality of Taxicab service they are receiving.
- R.3.2.3** System must track calls by pickup zone by hour, day and zip code.
- R.3.2.4** System must track and report completed trips wait times that exceed 20 minutes.
- R.3.2.5** System must be capable of recognizing incoming telephone numbers.
- R.3.2.6** 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.3.2.7** System must be capable of tracking service refusals by an individual Taxicab and Driver. Customers waiting for service must be advised of current response times and given the option of calling another company.
- R.3.2.8** All data collected by the System shall be maintained or accessed at the office or terminal designated to SSG by the Taxicab Business
- R.3.2.9** 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.3.3 Each Taxicab Business is required to have 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 possible route based on mileage calculation from pick up to drop off.

R.3.6 Each Taxicab Business must provide and maintain a Global Positioning System (GPS) system. The system must satisfy the following requirements:

R.3.6.1 GPS system must be capable of providing Drivers turn by turn directions and monitoring shortest route taken.

R.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.3.7 Taxicab Businesses shall submit electronic taximeter reports for all vehicles on the Taxicab Business' Vehicle Identification List and shall present vehicles for reading of their Taximeter as requested by SRA.

R.3.8 The Taxicab 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.3.9 The Taxicab 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 when requested.

R.3.10 The Taxicab Business must maintain a GPS system in place in accordance with section R.3.6 of these regulations.

R.3.11 The Taxicab 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) year;
- (e) All customer complaints for four (4) years;
- (f) All data necessary for monthly dispatch reports; and,

R.3.12 The Taxicab 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 Taxicab Business on a quarterly basis or upon request by SRA;
- (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;
- (d) A current Vehicle Identification List that includes Taxicab number, license plate number, vehicle identification number, SSG permit number within the first week of every month.

R.3.13 The 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, SSG, 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.3.14 The Taxicab Business must have and enforce a policy prohibiting smoking in taxicabs by passengers or Drivers.

R.3.15 The Taxicab Business must maintain agreements with credit card agencies for accepting credit card payments for fares and gratuities.

R.3.16 Taxicab 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 Taxicab Business is informed of an overcharge after the service was rendered.

R.3.17 Each Taxicab Business must maintain a list of Drivers authorized by the Taxicab Business to operate the vehicles on the Taxicab Business' Vehicle Identification List. The Taxicab 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 Taxicab Business shall provide SSG with written notice within thirty (30) days after the Taxicab Business is aware that any Driver listed on the Driver List for a Taxicab Business ceases to drive a Taxicab for the Taxicab Business.

R.3.18 A Taxicab Business may add additional Drivers to its Driver List provided that:

- R.3.18.1** The Taxicab Business has submitted an intent to hire form 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.3.18.2** The Driver to be added has been issued a Driver permit by SRA which states that the Driver is affiliated with the Taxicab Business; and,

R.3.18.3 The Taxicab 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 Taxicab Business as required by section 1.040 of the Ordinance of SSG.

R.3.19 No Taxicab Business shall allow any Driver to drive a Taxicab using the Taxicab Business' name unless that person has a valid Driver permit issued by SRA which states that the Driver is affiliated with the Taxicab Business.

R.3.20 The Taxicab Business shall ensure that each Driver using the Taxicab Business' name submits to a fingerprint based criminal history check pursuant to Government Code Section 53075.5.

R.3.21 The Taxicab Business permit is valid for a period of one year or until suspended or revoked and may be renewed annually as set forth in the Ordinance of SSG.

R.4. TAXIMETER INSPECTIONS

R.4.1 No Taxicab Business shall operate a Taxicab within the Jurisdictional Boundaries 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.

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 as of the date of initial reading; and

R.4.2.2 The taximeter seal required of Riverside County Division of Weights and Measures.

R.4.3 Taxicab Businesses are responsible to ensure that the seal required of Riverside County Division of Weights and Measures 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 Jurisdictional Boundaries of SSG. In the event that 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 1.095 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 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 made available to SRA for a reading of the trip counter at the time the vehicle is taken out of service.

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 Taxicab Business in accordance with section 1.065 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 Taxicab 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 Taxicab 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.

R.5. VEHICLE INSPECTIONS

R.5.1 All Taxicabs operated by a Taxicab Business and Driver must have a valid, SSG issued Vehicle Permit sticker affixed at the lower left rear windshield of the vehicle.

R.5.2 No vehicle shall be registered under a Taxicab Business permit until that vehicle has successfully completed a safety and cosmetic inspection conducted by an SRA-approved Automotive Service Excellence (ASE) or Bureau of Automotive Repair certified vehicle mechanic in accordance with the vehicle safety standards set forth in these regulations.

R.5.3 The 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.5.4 Upon successful completion of the safety inspection, vehicle must be presented to SRA to affix a Vehicle Permit Sticker to the qualified vehicle.

R.5.5 In addition to any other required inspections, all Taxicabs operated within the Jurisdictional Boundaries 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 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.

R.5.6 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.

R.5.7 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.6 FIELD REPORT

R.6.1 In addition to any other required inspections, all Taxicabs operated within the Jurisdictional Boundaries 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 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.

R.6.2 If the road inspection field report indicates the need for repairs to a vehicle, the 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.6.3 In the event that repairs have not been made to a vehicle within the time frame provided for in the field report, the Vehicle Permit sticker will be voided until corrections have been made to the satisfaction of the SRA.

R.7. VEHICLE SAFETY INSPECTION STANDARDS

Vehicles must be in good operating order, free from known mechanical defects. 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 Jurisdictional Boundaries of SSG:

R.7.1 Battery. Vehicle must be equipped with proper size battery. Battery cables, etc., shall be corrosion free, and mounted correctly, with no frayed cables.

R.7.2 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.7.3 Body Condition.

R.7.3.1 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 securely fixed to the vehicle. Broken or damaged glass is not permitted.

R.7.3.2 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.7.3.3 Trunk lid must remain open and closed independently (without props) and only factory-compatible latches are permitted.

R.7.3.4 Hubcaps are to be in place and consistent in appearance on each side.

R.7.4 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.7.4.1 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.7.4.2 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.7.5 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.7.6 Engine/Transmission. The vehicle's mechanical power/drive system must operate sufficiently.

R.7.6.1 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.7.6.2 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.7.6.3 All mechanical equipment must be clean and must be free and clear of grease and oil buildup.

R.7.7 Exhaust System. Exhaust system must be intact, with no holes or leaks, and must be mounted properly with proper catalytic converter.

R.7.8 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.7.9 Heating and Air Conditioning System. Defroster, heater and air conditioner must operate and function properly all year round.

R.7.10 Horn. California Vehicle Code section 27000(a), 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.7.11 Interior Condition. The interior of the vehicle must be maintained in a clean, neat and attractive condition.

R.7.11.1 Passenger compartment, driver compartment, and trunk or luggage area must be clean and free of foreign matter, stains, offensive odors and litter.

R.7.11.2 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.7.11.3 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.7.12 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.7.13 Mirrors. Vehicle must be equipped with both side and rear view mirrors. Defective or damaged mirrors must be replaced.

R.7.14 Odometer. Odometer must operate in the manner intended.

R.7.15 Paint and Markings. Each Taxicab Business must have an SRA approved, distinctive color and numbering system in place which easily identifies the Taxicab Business and the specific Taxicab.

R.7.15.1 Paint may not be faded or deteriorated.

R.7.15.2 Markings (company name, phone number, vehicle number, 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.7.16 Seats. Seats must be in proper working condition. Seats must be securely fastened. Protruding springs are not acceptable.

R.7.17 Seat Belts. Seat belts, must be installed, and readily available, and in good working condition.

R.7.18 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.7.19 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.7.20 Taximeter and Meter Seals.

R.7.20.1 Taximeters shall also be certified by County Weights and Measures or by a 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.7.20.2 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.7.21 Tires.

R.7.21.1 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.7.21.2** Wear below the “tread wear indicator” limit is not acceptable.
- R.7.21.3** Cut(s) in sidewall are not acceptable.
- R.7.21.4** Separation of tread is not acceptable.
- R.7.21.5** Bumps or bubbles anywhere on tires are not acceptable.
- R.7.21.6** Metal or nails protruding from tires are not acceptable.
- R.7.21.7** Tires must be of equal appearance and size, i.e., all black wall or all white wall.
- R.7.21.8** Every vehicle must be equipped with a jack, tire tool, and spare tire (donut tires are acceptable as spare tires only).
- R.7.21.9** All lug nuts must be in place and secure.
- R.7.21.10** Vehicles equipped with electronic tire pressure sensors shall not have the tire pressure warning light illuminated.

R.7.22 Windows

- R.7.22.1** Cracks on any window which weakens the structural integrity of the window are not permitted and replacement is required.
- R.7.22.2** If a crack weakens the windshield in a manner that permits flex when pressure is applied, replacement is required.
- R.7.22.3** 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.7.22.4** Missing windshields and missing or inoperative windows must be replaced with equivalent to original.

R.7.23 Windshield Wipers. Vehicle must be equipped with adequate windshield wipers, maintained in good operating condition all year round.

R.7.24 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.

R.7.25 Other. 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.8. OPERATIONS-TAXIMETER USE

R.8.1 All Taxicab vehicles operating within the Jurisdictional Boundaries of SSG must be equipped with a top light that contains the following component:

R.8.1.1 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.8.2 The taximeter must be engaged whenever the Taxicab is in service with fare-paying passengers on board.

R.8.3 The taximeter display must be clearly visible to passengers in the Taxicab.

R.8.4 The rates set in the taximeter may not exceed the maximum rate set by SSG and amended from time to time.

R.9. OPERATIONS- VISIBLE IDENTIFICATION

R.9.1 The valid, SSG 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.9.2 In addition to the Driver Permit, the Taxicab 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.10. OPERATIONS-RATE CARD

R.10.1 The Taxicab Business shall disclose fares, fees, or rates to the customer. A permitted Taxicab Business 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.10.2 A Taxicab Business may change the rates charged by the Taxicab Business provided that the new rates are within the maximum rates set by SSG and provided that the Taxicab Business had the meters on each vehicle recalibrated to reflect the new rates to be charged by the Taxicab Business.

R.11. OPERATIONS - ROUTES AND PASSENGERS

R.11.1 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 Jurisdictional Boundaries 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.11.2 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.11.3 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.11.4 The number of passengers that can be carried must not exceed the seating capacity specified by the vehicle's manufacturer.

R.11.5 The Driver and all passengers will comply with seat belt and child passenger seat restraint requirements as specified by California Vehicle Code.

R.11.6 All Taxicabs shall display SRA Customer Service number 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.11.7 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.11.8 Violation of the Operations, Routes and Passenger Regulations may result in a fine and/or suspension of the Vehicle permit.

R.12. SIGNAGE

R.12.1 All Taxicab vehicles operating within the Jurisdictional Boundaries of SSG shall bear the following signage:

R.12.1.1 Both sides of the Taxicab vehicle shall indicate in letters not less than 3 inches in height the company name of the Taxicab Business and the number for the vehicle which corresponds to

the number assigned that vehicle duly authorized under the Taxicab Business Permit.

R.13. FEE AND RATE REVIEW

R.13.1 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.13.2 The fee schedule and any applicable payment installment plan shall be adopted by the Board of Directors.

R.13.3 SRA will annually review, upon written request from permitted Taxicab Businesses, the maximum allowable rates charged by a Taxicab Business for the purpose of recommendation to the SSG Board of Directors. This review may include an analysis of increased costs incurred by all Taxicab Business. 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.13.4 The maximum allowable rates shall be established by the Board of Directors.

R.13.5 There shall be no refunds of any portion of the fees described in these regulations.

R.14. TAXIMETER ACCURACY

R.14.1 At all times every Taxicab Business shall keep and maintain Taximeters registered with SRA accurate.

R.14.2 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.14.3 A true and correct copy of the certificate shall be filed with the Taxicab Administrator.

R.14.4 The Taximeter shall be subject to inspection from time to time by the Taxicab Administrator or any peace officer.

R.14.5 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 Jurisdictional Boundaries 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.15. 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.15.1 The Taximeter must be presented to SRA for a final out of service reading concurrent with its removal from the previous vehicle;

R.15.2 The Taximeter must be calibrated and certified for use in the vehicle to which it is to be transferred; and,

R.15.3 The Taximeter must be properly registered with SRA to indicate the corresponding vehicle to which it is to be transferred.

R.15.4 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.15.5 Any failure to comply with the provisions of this section shall be grounds for the imposition of a penalty as described in Section 1.095 of the Ordinance of SSG.

R.16. CONTROLLED SUBSTANCE AND ALCOHOL TESTING PROGRAM

R.16.1 Each Taxicab 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 1.075 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.16.1.1 A copy of the Taxicab Business' written drug and alcohol policy meeting all of the requirements of the Ordinance of SSG;

R.16.1.2 Proof that the Taxicab 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.16.1.3 A copy of the contract between the Taxicab Business and a program administrator and authorized lab certified by the U.S. Department of Transportation; and,

R.16.1.4 The Taxicab Business and the program administrator records shall be made available to Taxicab Administrator upon request.

R.16.2 Each Taxicab 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.17. SAFETY EDUCATION AND TRAINING PROGRAM

R.17.1 Each Taxicab Business shall maintain a mandatory safety education and training program in compliance with the California Government Code section 53075.5. To verify compliance with these regulations, the Taxicab Business shall, upon request, provide to the Taxicab Administration all of the following:

R.17.1.1 A copy of the Taxicab Business' written safety education and training policy meeting all of the requirements of the Ordinance of SSG;

R.17.1.2 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.17.1.3 A Certificate of Completion of the Taxi Business' Safety Education and Training Program issued to each permitted driver.

R.17.1.4 The Taxicab Business records shall be made available to Taxicab Administrator upon request.

R.17.2 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.18.DISABLED ACCESS EDUCATION AND TRAINING PROGRAM

R.18.1 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. To verify compliance with these regulations, the Taxicab Business shall, upon request, provide to the Taxicab Administration all of the following:

- R.18.1.1** A copy of the Taxicab Business' written disabled access education and training policy meeting all of the requirements of the Ordinance of SSG;
- R.18.1.2** 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.18.1.3** A Certificate of Completion of the Taxi Business' Disabled Access Education and Training Program issued to each permitted driver.
- R.18.1.4** The Taxicab Business records shall be made available to Taxicab Administrator upon request.

R.18.2 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.19 PAYMENT OF FINES

R.19.1 The Taxicab 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 Taxicab Business, a Driver working for the Taxicab Business, or both.

R.19.2 In the event that a citation is issued to a Driver, the Taxicab Business will be notified by receiving a copy of the Citation Form.

R.19.3 If a fine remains unpaid after it is due and after expiration or exhaustion of any right to challenge the citation, the Taxicab Business is subject to summary suspension of the Taxicab Business until such time as the fine is paid.

R.20 SUMMARY SUSPENSION OF A TAXICAB BUSINESS

R.20.1 A Taxicab Business is subject to summary suspension of all operations and of every permit issued to the Taxicab Business under the following circumstances:

- R.20.1.1** An attempted sale, lease, transfer, assignment or other attempted disposition of a Taxicab Business without the prior written consent of SSG.
- R.20.1.2** Failure to comply with the insurance requirements of Section 1.040 of the Ordinance of SSG affecting the Taxicab Business as a whole.
- R.20.1.3** Failure to report a positive controlled substance or alcohol test result to SRA as required by Section 1.075 of the Ordinance of SSG.
- R.20.1.4** During the pendency of an appeal to the Appeal Committee after issuance of a decision to suspend or terminate a Taxicab 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.20.1.5** Failure to pay a fine issued against the Taxicab Business or any Driver for the Taxicab Business when due and after expiration or exhaustion of any right to challenge or appeal the fine.
- R.20.1.6** When a Taxicab Business engages in conduct which causes an immediate danger to public health, safety, or welfare.
- R.20.1.7** As otherwise provided for by the Ordinance of SSG.

R.20.2 In the event that a Taxicab Business is subject to summary suspension, upon receipt of notice from SRA, the Taxicab Business shall immediately cease all operations as a Taxicab 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 Taxicab Business receives written notice from SRA that the suspension is lifted.

R. 21 INTERFERENCE WITH DRIVER REPORTING

R.21.1 It shall be a violation of these Regulations for any employee, officer, manager, or owner of a Taxicab 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.21.2 It shall be a violation of these Regulations for any employee, officer, manager, or owner of a Taxicab 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.21.3 Conduct constituting a violation of R.21.1 or R.21.2 shall be counted as a separate violation for each individual Driver affected.

R.21.4 Violation of the Regulations in Section R.21 may result in termination of the Taxicab Business pursuant to Ordinance of SSG 1.080.

R.21.5 It shall be a separate violation of these Regulations for any Taxicab Business to attempt to pass through to the Driver any fine issued under Section R.21.