



SunLine Services Group  
October 27, 2021  
11:25 a.m. – 11:50 a.m.

## AGENDA

### TAXI COMMITTEE Regular Meeting

\*\*\*\*\*

## VIA VIDEOCONFERENCE

Pursuant to California Government Code section 54953(e), the Board of Directors regular meeting will be conducted remotely through Zoom. Please follow the instructions below to join the meeting remotely.

### INSTRUCTIONS FOR ELECTRONIC PARTICIPATION

#### Join Zoom Meeting - from PC, Laptop or Phone

<https://us02web.zoom.us/j/81352721594>

Meeting ID: 813 5272 1594

Teleconference Dial In  
888-475-4499 (Toll Free)  
Meeting ID: 813 5272 1594

One tap mobile  
+16699009128,,81352721594#

Phone controls for participants:

The following commands can be used on your phone's dial pad while in Zoom meeting:

- \*6 - Toggle mute/unmute
- \*9 - Raise hand

For members of the public wishing to submit comment in connection with the Taxi Committee Meeting: public comment requests may be submitted via email to the Clerk of the Board at [clerkoftheboard@sunline.org](mailto:clerkoftheboard@sunline.org) prior to October 26, 2021 at 5:00 p.m. with your name, telephone number and subject of your public comment (agenda item or non-agenda item). Members of the public may make public comments through their telephone or Zoom connection when recognized by the Chair. Those who have submitted a request to speak by the deadline above will be recognized first, then anyone else who wishes to speak will be provided an opportunity to make public comment. If you send written comments, your comments will be made part of the official record of the proceedings and read into the record if they are received by the deadline above.

\*\*\*\*\*

**ITEM**

**RECOMMENDATION**

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

In compliance with the Americans with Disabilities Act, Government Code Section 54954.2, and the Federal Transit Administration Title VI, please contact the Clerk of the Board at (760) 343-3456 if special assistance is needed to participate in a Board meeting, including accessibility and translation services. Notification of at least 48 hours prior to the meeting time will assist staff in assuring reasonable arrangements can be made to provide assistance at the meeting.

**ITEM**

**RECOMMENDATION**

- 1. CALL TO ORDER**
- 2. FLAG SALUTE**
- 3. ROLL CALL**
- 4. PRESENTATIONS**
- 5. FINALIZATION OF AGENDA**

- 6. PUBLIC COMMENTS**

**RECEIVE COMMENTS**

**NON AGENDA ITEMS**

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

- 7. COMMITTEE MEMBER COMMENTS**

**RECEIVE COMMENTS**

- 8. CONSENT CALENDAR**

**RECEIVE & FILE**

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

[8a\) SSG/SRA Checks \\$1,000 and Over Report for August 2021](#)

(PAGE 4-5)

**ITEM**

**RECOMMENDATION**

- 8b) SSG Monthly Budget Variance Report for August 2021 (PAGE 6-8)
- 8c) Taxi Trip Data – September 2021 (PAGE 9-10)
  
- 9. **RESOLUTION NO. 092 – ADOPTING FINES RELATING TO VIOLATIONS OF THE TAXI ORDINANCE AND REGULATIONS** (Staff: Michal Brock, Taxi Administrator) **APPROVE** (PAGE 11-20)
  
- 10. **INCREASE IN TAXICAB COMPLAINTS** (Staff: Michal Brock, Taxi Administrator) **INFORMATION** (PAGE 21-22)
  
- 11. **ADJOURN**

**SunLine Services Group**

**CONSENT CALENDAR**

DATE: October 27, 2021

**RECEIVE & FILE**

TO: Taxi Committee  
Board of Directors

RE: Checks \$1,000 and Over Report for August 2021

Summary:

This report lists all of the checks processed at the Agency with a value of over \$1,000 for a given month.

Recommendation:

Receive and file.

**SunLine Regulatory Administration  
Checks \$1,000 and Over  
August 2021**

<b>Vendor Filed As Name</b>	<b>Description</b>	<b>Check #</b>	<b>Payment Date</b>	<b>Payment Amount</b>
SUNLINE TRANSIT AGENCY	Payroll Liabilities 08/06/21	90957	08/19/2021	5,165.97
SUNLINE TRANSIT AGENCY	Payroll Liabilities 08/20/21	90962	08/26/2021	5,165.97
SUNLINE TRANSIT AGENCY	SRA Overhead Allocations July 2021	90958	08/19/2021	4,923.34
<b>Total Checks Over \$1,000</b>	\$15,255.28			
<b>Total Checks Under \$1,000</b>	\$3,324.86			
<b>Total Checks</b>	\$18,580.14			

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

DATE: October 27, 2021

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

RE: Monthly Budget Variance Report for August 2021

Summary:

The budget variance report compares revenues and expenses to the respective line item budgets. The report identifies current monthly revenues and expenses as well as fiscal year to date (FYTD) values. The budgetary figures are represented as a straight line budget. Accordingly, the current monthly budget values are calculated by taking 1/12<sup>th</sup> of the annual budget and the FYTD budget values for the month of August 2021 are equal to 2/12<sup>ths</sup> of the yearly budget.

## Year to Date Summary

- As of August 31, 2021, the organization's revenues are \$3,760 or 12.9% below the FYTD budget.
- As of August 31, 2021, expenditures are \$5,089 or 17.4% below the FYTD budget.
- The net FYTD operating gain (loss) after expenses is \$1,329.

Recommendation:

Receive and file.

SunLine Regulatory Administration  
Budget Variance Report  
August 2021

Description	FY22 Total Budget	Current Month			Year to Date			
		Actual	Budget	Positive (Negative)	FYTD Actual	FY22 FYTD Budget	Positive (Negative)	Percentage Remaining
<b>Revenues:</b>								
Revenue Fines	1,500	-	125	(125)	300	250	50	80.0%
New Driver Permit Revenue	750	150	63	88	150	125	25	80.0%
Taxi Business Permit	96,000	5,333	8,000	(2,667)	13,333	16,000	(2,667)	86.1%
Driver Transfer Revenue	250	-	21	(21)	475	42	433	-90.0%
Driver Renewal Revenue	1,000	150	83	67	225	167	58	77.5%
Driver Permit Reinstatement/Replacement	50	-	4	(4)	-	8	(8)	100.0%
Vehicle Permit Revenue	73,620	5,123	6,135	(1,012)	10,952	12,270	(1,318)	85.1%
Other Revenue	500	-	42	(42)	-	83	(83)	100.0%
Operator Application Fee	1,500	-	125	(125)	-	250	(250)	100.0%
<b>Total Revenue</b>	<b>175,170</b>	<b>10,756</b>	<b>14,598</b>	<b>(3,842)</b>	<b>25,435</b>	<b>29,195</b>	<b>(3,760)</b>	<b>85.5%</b>
<b>Expenses:</b>								
Salaries and Wages	54,367	4,773	4,531	(242)	8,116	9,061	945	85.1%
Fringe Benefits	46,865	6,213	3,905	(2,308)	12,489	7,811	(4,678)	73.4%
Services	52,015	822	4,335	3,513	1,191	8,669	7,478	97.7%
Supplies and Materials	4,193	333	349	17	402	699	297	90.4%
Utilities	5,416	451	451	0	903	903	0	83.3%
Casualty and Liability	5,489	457	457	(0)	915	915	(0)	83.3%
Taxes and Fees	100	-	8	8	-	17	17	100.0%
Miscellaneous	6,725	28	560	532	91	1,121	1,030	98.6%
<b>Total Expenses</b>	<b>175,170</b>	<b>13,077</b>	<b>14,598</b>	<b>1,521</b>	<b>24,106</b>	<b>29,195</b>	<b>5,089</b>	<b>86.2%</b>
<b>Total Operating Surplus (Deficit)</b>	<b>\$ -</b>	<b>\$ (2,321)</b>			<b>\$ 1,329</b>			

**Budget Variance Analysis - SunLine Regulatory Administration**

---

**Revenue**

- The negative variance in revenue is attributed to a late payment of taxi business permit fees for one taxi operator. August and September permit fees were both paid in September.
- As of FYTD22, there is an increase of 5,067 taxi trips compared to FYTD21.

**Taxi Trips**

	FY21-August	FY22-August	Variance	%Δ
Trips	7,283	8,980	1,697	23.3%

**Taxi Trips**

	FYTD-FY21	FYTD-FY22	Variance	%Δ
Trips	13,971	19,038	5,067	36.3%

**Salaries and Wages**

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

**Fringe Benefits**

- The unfavorable amount in fringe benefit expenses is attributed to lower expense allocation to STA for the months of July & August.

**Services**

- The positive balance in services is primarily attributed to legal and audit fees not yet incurred.

**Supplies and Materials**

- Material and supply expenses are within an acceptable range of the budget.

**Utilities**

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

**Casualty and Liability**

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

**Taxes and Fees**

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

**Miscellaneous**

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



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

DATE: October 27, 2021

**RECEIVE & FILE**

TO: Taxi Committee  
Board of Directors

RE: Taxi Trip Data – September 2021

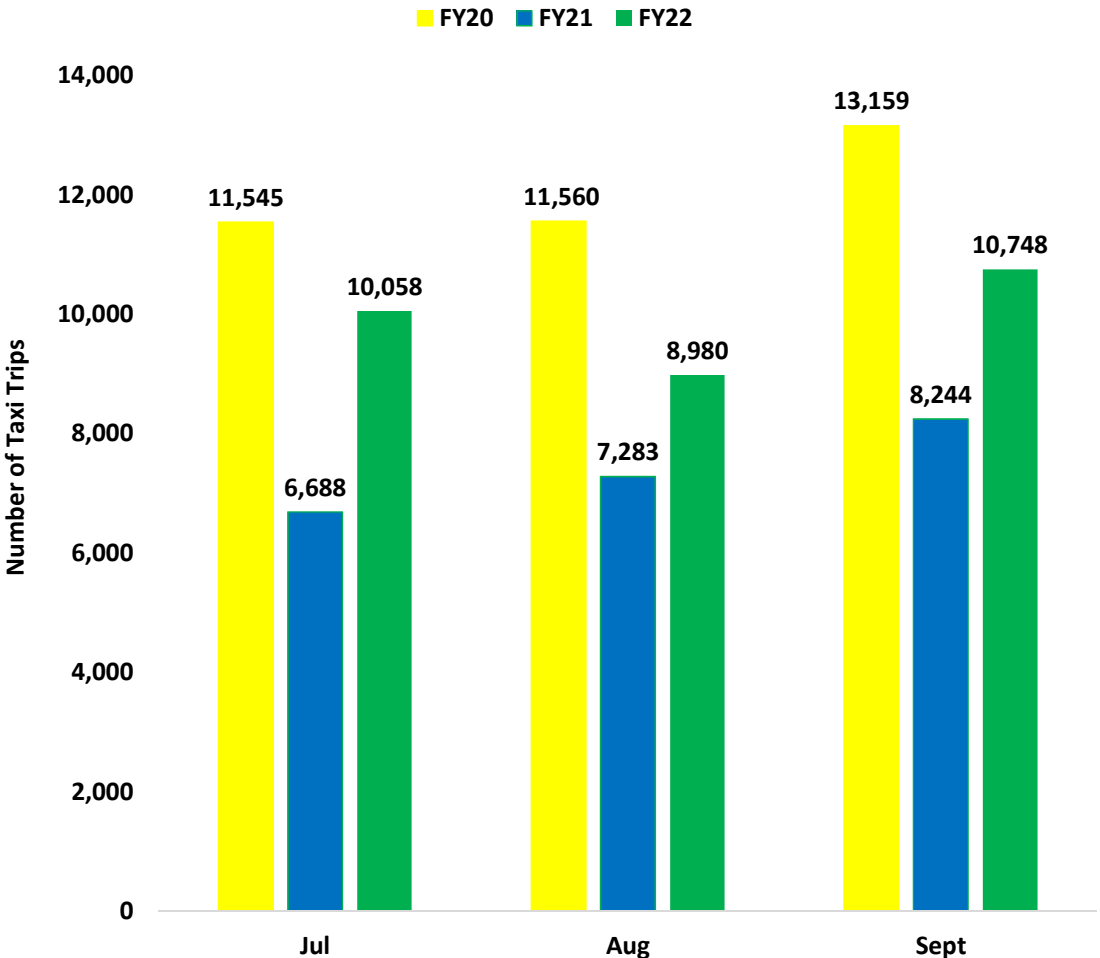
Summary:

The attached chart summarizes the total number of taxi trips generated in the Coachella Valley for the previous three (3) month period and total taxi trips for the current fiscal year to date (FYTD) compared to the last two (2) fiscal years. There were 2,504 more taxi trips in September 2021 compared to September 2020. The increase in trips for September 2021 is mainly attributed to an increase in demand due to relaxed COVID-19 travel restrictions. There were 7,571 more taxi trips for FYTD22 compared to FYTD21.

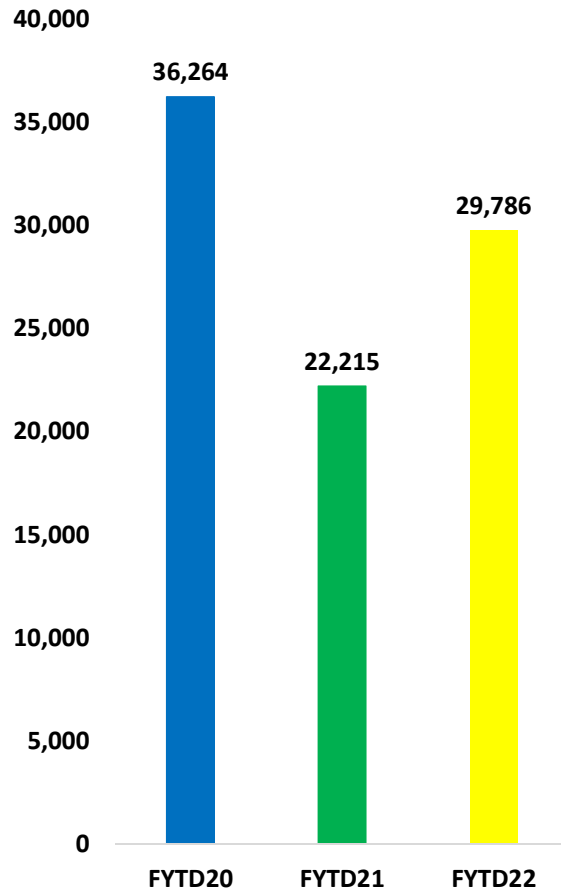
Recommendation:

Receive and file.

### Taxi Trip Three (3) Month Comparison as of September 2021



### FYTD No. of Taxi Trips



The chart compares the three (3) most recent months and measures the total number of taxi trips taken year to date for FY20, FY21 and FY22.

## SunLine Services Group

**DATE:**       **October 27, 2021** **ACTION**

**TO:**         **Taxi Committee**  
**Board of Directors**

**FROM:**      **Michal Brock, Taxi Administrator**

**RE:**         **Resolution No. 092 – Adopting Fines Relating to Violations of the**  
**Taxi Ordinance and Regulations**

---

### Recommendation

Recommend the Board of Directors approve Resolution No. 092 - adopting fines relating to violations of SSG Ordinance No. 2021-01 and Taxicab Regulations of the SunLine Regulatory Administration.

### Background

The current schedule of fines relating to violations of the taxicab ordinance and regulations within the Coachella Valley was last adopted in September 2016. SSG Ordinance No. 2021-01 and current regulations necessitate an update to the language and section references.

Additionally, there are reasonable changes to some fine amounts to address the following:

- SSG Ordinance No. 2021-01 compliance
- Safety related violations
- Recurring violations to the taxicab ordinance and regulations

The table below highlights proposed fine amount changes:

<b>Offense</b>	<b>Fine 1<sup>st</sup> Violation</b>	<b>Fine 2<sup>nd</sup> Violation</b>	<b>Fine 3<sup>rd</sup> Violation</b>
Operating without Taxi Business Permit/unauthorized taxicab services	<del>\$1,000.00</del> \$5,000.00	<del>\$1,000.00</del> \$5,000.00	<del>\$1,000.00</del> \$5,000.00
Failure to revoke taxicab driver privilege for violation of § 1.080 (permit denial, revocation, suspension)	<del>\$100.00</del> \$250.00	<del>\$200.00</del> \$500.00	<del>\$500.00</del> \$1,000.00

<b>Offense</b>	<b>Fine 1<sup>st</sup> Violation</b>	<b>Fine 2<sup>nd</sup> Violation</b>	<b>Fine 3<sup>rd</sup> Violation</b>
Failure to comply with mandatory requirements for substance and alcohol testing and/or submission for testing	<del>\$100.00</del> \$250.00	<del>\$200.00</del> \$500.00	<del>\$500.00</del> \$1,000.00
Failure to maintain required written drug and alcohol abuse policy	<del>\$100.00</del> \$250.00	<del>\$200.00</del> \$500.00	<del>\$500.00</del> \$1,000.00
Failure to maintain proof of implementation of required drug and alcohol certification program	<del>\$100.00</del> \$250.00	<del>\$200.00</del> \$500.00	<del>\$500.00</del> \$1,000.00
Taxicab Business failure to immediately notify SRA of positive controlled substance/alcohol test	<del>\$1,000.00</del> \$100.00	<del>\$1,000.00</del> \$200.00	<del>\$1,000.00</del> \$500.00
Driving without driver permit or permission of Taxicab Business; driving with expired, suspended or revoked permit; Taxicab Business allowing person without permit to drive	<del>\$100.00</del> \$250.00	<del>\$200.00</del> \$500.00	<del>\$500.00</del> \$1,000.00
Operating without required insurance	<del>\$100.00</del> \$250.00	<del>\$200.00</del> \$500.00	<del>\$500.00</del> \$1,000.00
Operating without SRA approved Distinctive Appearance, numbering system, telephone number, monogram, logo or insignia markings	<del>\$100.00</del> \$250.00	<del>\$200.00</del> \$500.00	<del>\$500.00</del> \$1,000.00
Unlawful advertising	<del>\$1,000.00</del> \$250.00	<del>\$1,000.00</del> \$500.00	<del>\$1,000.00</del> \$1,000.00
Failure to present vehicle for safety inspections required under § 1.065 on or before inspection due date	<del>\$1,000.00</del> \$250.00	<del>\$1,000.00</del> \$500.00	<del>\$1,000.00</del> \$1,000.00
Operating vehicle in violation of vehicle safety inspection or cosmetic standards	<del>\$100.00</del> \$250.00	<del>\$200.00</del> \$500.00	<del>\$500.00</del> \$1,000.00
Failure to maintain required ADA compliant wheelchair accessible vehicle service upon request	<del>\$100.00</del> \$250.00	<del>\$200.00</del> \$500.00	<del>\$500.00</del> \$1,000.00

<b>Offense</b>	<b>Fine 1<sup>st</sup> Violation</b>	<b>Fine 2<sup>nd</sup> Violation</b>	<b>Fine 3<sup>rd</sup> Violation</b>
Failure to maintain written vehicle safety program	<del>\$100.00</del> \$250.00	<del>\$200.00</del> \$500.00	<del>\$500.00</del> \$1,000.00
Failure to transport/assist with wheelchairs, packages, luggage or service animals	<del>\$100.00</del> \$250.00	<del>\$200.00</del> \$500.00	<del>\$500.00</del> \$1,000.00
Driving in excess of mandatory rest/driving hours	<del>\$100.00</del> \$250.00	<del>\$200.00</del> \$500.00	<del>\$500.00</del> \$1,000.00
Violation of number of passenger limits/seat belt or constraint requirements	<del>\$100.00</del> \$250.00	<del>\$200.00</del> \$500.00	<del>\$500.00</del> \$1,000.00
Operation of Taxicab using Taxicab Business' name by anyone other than an SRA driver permitted employee or independent contractor	<del>\$100.00</del> \$250.00	<del>\$200.00</del> \$500.00	<del>\$500.00</del> \$1,000.00
Violation of maximum or reported rate changes	<del>\$100.00</del> \$250.00	<del>\$200.00</del> \$500.00	<del>\$500.00</del> \$1,000.00
*Failure to maintain current and valid California DMV vehicle registration	*\$100.00	*\$200.00	*\$500.00

\*Offense newly added to schedule of fines resolution.

The resolution includes all violation fine amounts.

### **Financial Impact**

The proposed fine amount changes will have no negative financial impact to the FY22 SSG budget.

Attachment:

- [Item 9a](#) – Resolution No. 092

**RESOLUTION NO. 092**

**RESOLUTION ADOPTING FINES RELATING TO  
VIOLATION OF THE TAXICAB ORDINANCE AND REGULATIONS WITHIN THE  
COACHELLA VALLEY**

**WHEREAS**, SunLine Services Group (SSG) is a local agency and its Board of Directors is authorized pursuant to Government Code Section 53075.5 to levy by resolution, fines for violations of Ordinance 2021-01 and taxicab regulations within the Coachella Valley; and

**WHEREAS**, SunLine Regulatory Administration (SRA) is that branch of SSG charged with the administration and regulation of taxicabs in the Coachella Valley; and

**WHEREAS**, the Board of Directors hereby finds that the fines established herein are reasonable fines imposed to address violations of its ordinances and regulations by taxicabs and taxicab drivers within the Coachella Valley;

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of SunLine Services Group:

Section 1. That the following fines shall be levied for violations of Ordinance 2021-01 and any regulation adopted to implement it, within the Coachella Valley, on a per day per vehicle basis as applicable for violations of a continuing nature, effective as of November 1, 2021. Whether a violation is a 1<sup>st</sup>, 2<sup>nd</sup>, or 3<sup>rd</sup> violation shall be determined by looking at the number of citations for the same violation issued to the person/taxicab business within the previous twelve (12) month period:

<b>Regulation</b>	<b>Section of 2021-01</b>	<b>Offense</b>	<b>Fine 1<sup>st</sup> Violation</b>	<b>Fine 2<sup>nd</sup> Violation</b>	<b>Fine 3<sup>rd</sup> Violation</b>
R.3.1	1.30(A)	Operating without Taxi Business Permit/unauthorized taxicab services	\$5,000.00	\$5,000.00	\$5,000.00
R.3.12(d)	1.030(C)(8)	Failure to maintain vehicle identification list	\$100.00	\$200.00	\$500.00
R.3.12(c)	1.030(C)(9)	Failure to maintain current drivers list	\$100.00	\$200.00	\$500.00
R.3.8	1.030(C)(10) 1.030(D)(9)	Failure to maintain current and valid California DMV vehicle registration	\$100.00	\$200.00	\$500.00
R.3.17		Failure to provide SRA with monthly current drivers list	\$100.00	\$200.00	\$500.00
R.3.17		Failure to provide SRA written notice within 30 days of listed driver that has ceased driving	\$100.00	\$200.00	\$500.00
	1.080(F)	Failure to revoke driver authority for violation of § 1.080 (permit denial, revocation, suspension)	\$250.00	\$500.00	\$1,000.00

ITEM 9  
ATTACHMENT A

R.16	1.030(D)(6) 1.045(D)(6) 1.050(A)(3) 1.075	Failure to comply with mandatory requirements for substance and alcohol testing and/or submission for testing	\$250.00	\$500.00	\$1,000.00
R.16.1.1	1.075(B)	Failure to maintain written required drug and alcohol abuse policy	\$250.00	\$500.00	\$1,000.00
R.16.1.2	1.075(B)	Failure to maintain proof of implementation of required drug and alcohol certification program	\$250.00	\$500.00	\$1,000.00
R.16.2		Failure to submit monthly random drug and alcohol testing results to SRA	\$100.00	\$200.00	\$500.00
R.20.1.3		Taxicab Business failure to immediately notify SRA of positive controlled substance/alcohol test	\$100.00	\$200.00	\$300.00
R.3.19	1.045 1.080(F)	Driving without driver permit or permission of Taxicab Business; driving with expired, suspended or revoked permit; Taxicab Business allowing person without permit to drive	\$250.00	\$500.00	\$1,000.00
	1.040	Operating without required insurance	\$100.00	\$200.00	\$500.00
	1.040(B)	Failure to verbally notify SRA within 24 hours of change of insurance coverage	\$100.00	\$200.00	\$500.00
		Failure to notify SRA in writing within 3 days of change in insurance coverage	\$100.00	\$200.00	\$500.00
R.7.15	2.010	Operating without SRA approved Distinctive Appearance, numbering system, telephone number, monogram, logo or insignia markings	\$250.00	\$500.00	\$1,000.00
R.7.3.2.(a)	2.015(A)	Unlawful advertising	\$250.00	\$500.00	\$1,000.00
R.5.2	1.065	Failure to present vehicle for cosmetic inspections required under § 1.065 on or before inspection due date	\$100.00	\$200.00	\$500.00
	1.065	Failure to present vehicle for safety inspections required under § 1.065 on or before inspection due date	\$250.00	\$500.00	\$1,000.00
R.6		Failure to submit to road inspection	\$100.00	\$250.00	\$500.00
R.6		Failure to make and report vehicle repairs required after road inspection	\$100.00	\$250.00	\$500.00

ITEM 9  
ATTACHMENT A

R.7		Operating vehicle in violation of vehicle safety inspection or cosmetic standards	\$250.00	\$500.00	\$1,000.00
R.3.2	1.030(D)(2)	Failure to maintain required year round, computerized 24 hour dispatch system.	\$100.00	\$200.00	\$500.00
	1.030(C)(4)	Failure to maintain proper principal place of business	\$100.00	\$200.00	\$500.00
R.3.3		Failure to maintain voice communication access to all on-duty drivers	\$100.00	\$200.00	\$500.00
	1.030(C)(1)	Failure to maintain fictitious business name or business license	\$100.00	\$200.00	\$500.00
R.3.6		Failure to maintain required GPS system	\$100.00	\$200.00	\$500.00
R.3.15		Failure to maintain electronic processing of credit cards	\$100.00	\$200.00	\$500.00
	1.030(D)(2)	Failure to maintain required ADA compliant wheelchair accessible vehicle service upon request	\$250.00	\$500.00	\$1,000.00
R.19.1 R.20.1.5	1.095(A)	Taxicab business responsibility for driver violations	\$100.00	\$200.00	\$500.00
R.3.9 R.3.11(e) R.3.12(b)	1.030(E)	Failure to respond to customer complaints/maintain required customer complaint procedures/data/reports	\$100.00	\$200.00	\$500.00
R.11.6		Failure to display SRA Customer Service number in plain view of passengers	\$100.00	\$200.00	\$500.00
R.3.12(a)	1.030(D)(2)	Failure to make required reports to SRA of dispatch data or other required periodic reports	\$100.00	\$200.00	\$500.00
R.3.11	1.030(D)(2)	Failure to maintain required electronic data records	\$100.00	\$200.00	\$500.00
R.3.3.13(d)	1.030(D)(7)	Failure to maintain written vehicle safety program	\$250.00	\$500.00	\$1,000.00
R.3.13		Failure to maintain written discipline policy/training program for drivers	\$100.00	\$200.00	\$500.00
R.3.16		Failure to timely reimburse overcharges	\$100.00	\$200.00	\$500.00
R.5.1 R.5.4 R.5.5	1.055	Operation of taxicab without proper stickers	\$100.00	\$200.00	\$500.00
	1.055 1.060	Failure to pay vehicle permit fees by due date	\$100.00	\$200.00	\$500.00
R.5.7		Failure to display "Out of Service" signs as required	\$100.00	\$200.00	\$500.00



ITEM 9  
ATTACHMENT A

R.4.4 R.5.7	1.055(E) 1.055(F)	Failure to follow permit transfer/out of service/suspension or revocation procedures	\$100.00	\$200.00	\$500.00
	2.020(A)	Failure to present/carry California Driver's License and/or Taxicab Driver Permit	\$100.00	\$200.00	\$500.00
	2.020(D)	Driving while afflicted with physical/mental incapacity/ailment	\$100.00	\$200.00	\$500.00
	2.020(E)	Failure to meet required driver appearance standards	\$100.00	\$200.00	\$500.00
	2.020(G)	Smoking or use of profanity in taxicab	\$100.00	\$200.00	\$500.00
	2.020(F) 2.020(M) 2.020(N)	Acting in unprofessional, dangerous, discourteous, argumentative and/or threatening manner	\$100.00	\$200.00	\$500.00
	2.020(H)	Failure to transport/assist with wheelchairs, packages, luggage or service animals	\$250.00	\$500.00	\$1,000.00
	2.020(I)	Failure to assist passenger in and out of taxicab	\$100.00	\$200.00	\$500.00
R.11.7		Failure to accept vouchers as payment	\$100.00	\$200.00	\$500.00
	2.020(L)	Driving in excess of mandatory rest/driving hours	\$100.00	\$200.00	\$1,000.00
	2.025	Improperly accepting pick-up appointment during designated events	\$100.00	\$200.00	\$500.00
	2.020(P)	Failure to complete SRA Collision/Injury Report	\$100.00	\$200.00	\$500.00
R.7.24 R.8.1		Failure to use and maintain toplight	\$100.00	\$200.00	\$500.00
R.9	2.020(E)	Failure to display required information	\$100.00	\$200.00	\$500.00
R.12		Failure to display SRA approved and required taxicab signage	\$100.00	\$200.00	\$500.00
R.10	2.020(E)	Failure to disclose fares, fees, or rates to the customer	\$100.00	\$200.00	\$500.00
R.11.1		Failure to take most direct route	\$100.00	\$200.00	\$500.00
R.11.1	2.020(K)	Failure to accept a dispatch or other request for taxicab service	\$100.00	\$200.00	\$500.00
R.11.2		Violation of exclusive use by passenger/solicitation of additional passengers	\$100.00	\$200.00	\$500.00
R.11.4 R.11.5		Violation of number of passenger limits/seat belt or constraint requirements	\$250.00	\$500.00	\$1,000.00
R.3.1 R.5.1	1.055(F)	Unlawful transfer of vehicle permits	\$100.00	\$200.00	\$500.00
R.14.1		Inaccurate taximeter	\$100.00	\$200.00	\$500.00
R.14.2		Failure to maintain taximeter certification/produce for inspection	\$100.00	\$200.00	\$500.00

ITEM 9  
ATTACHMENT A

R.14.3		Failure to file taximeter certification	\$100.00	\$200.00	\$500.00
R.14.4		Failure to produce taximeter for inspection	\$100.00	\$200.00	\$500.00
R.4.3 R.7.20.1 R.14.2		Tampering with any Riverside County Weights and Measures or SRA applied taximeter seal	\$1,000.00	\$1,000.00	\$1,000.00
R.15.1		Failure to present vehicle to SRA for taximeter trip counter inspection prior to taking vehicle out of service	\$1,000.00	\$1,000.00	\$1,000.00
R.4.4.2		Return to service of vehicle with uninspected taximeter/trip counter	\$1,000.00	\$1,000.00	\$1,000.00
R.15		Unlawful transfer of taximeter from one vehicle to another	\$1,000.00	\$1,000.00	\$1,000.00
R.8.2 R.14 R.15		Unlawful use of taximeter/trip counter	\$100.00	\$200.00	\$500.00
R.4.3		Failure to present vehicle to SRA for periodic taximeter/trip counter inspection	\$100.00	\$200.00	\$500.00
R.3.2.6		Refusal to give passenger(s) receipt for fare	\$100.00	\$200.00	\$500.00
R.11.1		Violation of street stand regulations	\$100.00	\$200.00	\$500.00
R.3.19	2.020(A)	Operation of Taxicab using Taxicab Business' name by anyone other than a SRA driver permitted employee or independent contractor	\$250.00	\$500.00	\$1,000.00
R.8.4 R.10.2	1.070 (A-F)	Violation of maximum or reported rate changes	\$250.00	\$500.00	\$1,000.00
	1.215	Violation of Airport Rules and Regulations	Per Palm Springs Municipal Code	Per Palm Springs Municipal Code	Per Palm Springs Municipal Code
R.21		Unlawful interference with driver reporting	\$100.00 per driver	\$200.00 per driver	\$500.00 per driver
R.21.5		Unlawful attempt to pass through to driver any fine issued under Section R.21	\$100.00 per driver	\$200.00 per driver	\$500.00 per driver

Section 2. A late payment charge of \$25.00 per day shall be due for any fine that is not paid within the timelines set forth in Ordinance 2021-01.

Section 3. Nothing contained in the foregoing schedule of fines and late payment charges shall be construed to limit or restrict the authority of SRA to revoke or suspend any of the permits issued pursuant to Ordinance 2021-01.

ADOPTED this 27th day of October, 2021.

ATTEST:

---

Christina Brown  
Clerk of the Board  
SunLine Transit Agency

---

Glenn Miller  
Chairperson of the Board  
SunLine Transit Agency

APPROVED AS TO FORM:

---

Eric S. Vail  
General Counsel

STATE OF CALIFORNIA )  
 ) ss.  
COUNTY OF RIVERSIDE )

I, CHRISTINA BROWN, Clerk of the Board of Directors of the SunLine Services Group, do hereby certify that Resolution No. \_\_\_\_\_ was adopted at a regular meeting of the Board of Directors held on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_, by the following vote:

AYES:

NOES:

ABSENT:

IN WITNESS WHEREOF, I have hereunto set my hand this \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
Christina Brown  
Clerk of the Board  
SunLine Services Group

**SunLine Services Group**

**DATE: October 27, 2021**

**INFORMATION**

**TO: Taxi Committee  
Board of Directors**

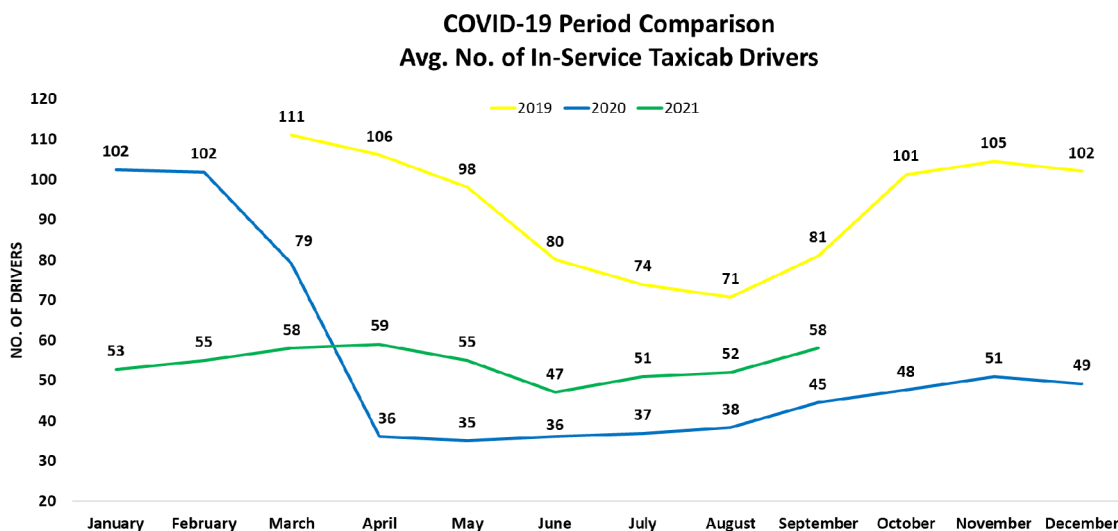
**FROM: Michal Brock, Taxi Administrator**

**RE: Increase in Taxicab Service Complaints**

**Background**

SunLine Regulatory Administration (SRA) has seen a rise in local taxicab service complaints since the onset of the COVID-19 pandemic. The majority of complaints involve a lack of available taxicab service and excessive wait times.

All three (3) local taxicab companies have communicated that the reason for the increase in complaints is because they are struggling to meet ridership demand due to a driver shortage. The number of industry-wide in-service taxicab drivers declined from 102 drivers in February 2020 to 36 in April 2020. There has been some return of in-service drivers over the past year, however, the active driver pool was still down 39.6% last month, when compared to 2019.



SRA staff has taken the following steps to assist in mitigating the increase in passenger complaints:

- Providing taxi companies with educational materials on driver recruitment

- Requiring taxi companies to develop a driver recruitment plan
- Invited taxi companies to participate at a job fair hosted by the Palm Springs Airport, in collaboration with airport staff
- Citing in-service taxicab drivers that refuse request(s) for taxicab service

Staff will continue to provide assistance in industry driver recruitment efforts while monitoring and addressing all passenger complaints received.