

**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 1.130 of the Ordinance of SunLine Services Group (SSG), as now enacted or as may be amended, and are intended to implement the provisions of that Ordinance regulating taxicab service within the jurisdiction of SSG, a Joint Powers Authority created by the nine cities of the Coachella Valley and the eastern portion of Riverside County. Each Taxicab Franchise and its management, agents, employees, drivers, independent contractors and permitted users are individually and jointly responsible for complying with these Taxicab Regulations, any Ordinance regulating taxicab services, any rule or regulation relating to the Palm Springs Airport, 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 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. FRANCHISE REQUIREMENTS

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 jurisdiction of SSG unless the responding vehicle has a valid Taxicab Vehicle Permit, the driver of such vehicle has a valid Taxicab Driver's Permit, and the taxicab is operated pursuant to a Franchise Agreement entered into with SSG.

R.3.1.1 Each Franchisee shall have a registered fictitious business name with the County of Riverside.

R.3.2 Each Franchise is required at all times to maintain in service a number of actively permitted vehicles no less than 75% nor more than 125% of the allocation under its Franchise Agreement. Each Franchise shall certify to SRA's satisfaction at least every six (6) months that no less than an average of eight (8) dispatched and non-dispatched trips per day per vehicle are generated by each vehicle authorized under the Franchise Agreement.

R.3.3 Each Franchise shall have a principal place of business located within the jurisdiction of SSG from which it conducts its activities as a Franchise. Each Franchise must provide and maintain a year-round, 24- hour computerized dispatch system (System). The System must satisfy the following requirements:

- R.3.3.1** 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.3.3.2** System must track number of customer callbacks.
- R.3.3.3** Pickup zones must separate the Coachella Valley into its respective communities so officials from each community can see the quality of taxi service they are receiving.
- R.3.3.4** System must track calls by pickup zone by hour, day and zip code.
- R.3.3.5** System must track all requests for service including multiple requests; for instance, if a hotel/resort requests five (5) cabs, the system must reflect five (5) requests and show response times for each of the five (5) requests.
- R.3.3.6** System must track number of calls in which customer was advised of wait times of 20 minutes or more and declined to wait.
- R.3.3.7** System must be capable of recognizing incoming telephone numbers and be capable of using computerized voice response and dispatch when the number is a frequent caller such as a hotel, restaurant, or other frequent user of the Franchisee's taxi service.
- R.3.3.8** 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.3.3.9** System must be capable of tracking any lost articles by knowing only the date, time of day, and pickup and drop off locations.
- R.3.3.10** System must be capable of tracking service refusals by an individual taxi and driver. Customers waiting for service must be advised of current response times and given the option of calling another company.
- R.3.3.11** All data collected by the System shall be maintained at the principal place of business of the Franchise, which is located within the jurisdiction of SSG.

R.3.3.12 Any changes made to the System must be presented to SRA for approval prior to implementation.

R.3.4 Franchisees are required to have telephone or radio access to all their on-duty drivers.

R.3.5 Each Franchisee must provide and maintain a GPS system. The system must satisfy the following requirements:

R.3.5.1 GPS system must be capable of providing drivers turn by turn directions and monitoring shortest route taken.

R.3.5.2 GPS system must be capable of reporting all trips that were greater than one percent (1%) out of route.

R.3.5.3 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.3.6 The following are the minimum requirements to maintain a Franchise:

R.3.6.1 A Franchise Agreement awarded by SSG pursuant to Ordinance 1.030 and 1.080;

R.3.6.2 The Franchisee shall maintain on file with SRA evidence of its insurance coverage meeting all requirements of Section 1.050 of the Ordinance of SSG. The Franchisee shall provide SRA with verbal notice within 24 hours in the event of any change in insurance coverage and written notification of any insurance change within three (3) calendar days after the change;

R.3.6.3 The Franchisee shall maintain a Vehicle Identification List as described in Section 1.030(A) of the Ordinance of SSG and shall provide the list to SRA upon request.

- (a) All vehicles on the Franchisee's list of authorized vehicles shall meet the minimum vehicle standards and have successfully completed all required vehicle safety inspections as set forth in these Regulations;
- (b) Each Franchisee must maintain in operation at least two (2) wheelchair accessible vehicles that meet the Federal Americans with Disabilities Act (ADA) standards as part of its fleet.

- R.3.6.4** The Franchisee shall submit electronic taximeter reports for all vehicles on the Franchisee's Vehicle Identification List in accordance with Section R.4 of these Regulations and shall present vehicles for reading of their Taximeter as requested by SRA
- R.3.6.5** The Franchisee 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.3.6.6** The Franchisee shall maintain a business license applicable to its principal place of business.
- R.3.6.7** Submission and successful passage of a criminal background check as to each individual or entity holding any interest in the use of the Franchisee's name as provided under section 1.00.080 of the Ordinance of SSG;
- R.3.6.8** The Franchisee shall maintain proof of fictitious business name registration of the Franchisee's name with the County of Riverside.
- R.3.6.9** The Franchisee shall maintain a Driver's List, which carries the names of every Taxicab Driver who has a Driver's Permit and is authorized by the Franchise to operate the vehicles authorized by SSG to be operated under the terms of the Franchise. Each Driver on the Driver's List must meet the minimum standards of SSG for issuance of a Driver's Permit, must have completed the required screening, training and testing, and must have a current California driver's license and Taxicab Driver Permit issued by SRA;
- R.3.6.10** The Franchisee 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.3.6.11** The Franchisee must maintain a year-round, 24-hour computerized dispatch system in accordance with section R.3.3 of these regulations.

R.3.6.12 The Franchisee must maintain a GPS system in place in accordance with section R.3.5 of these regulations.

R.3.6.13 The Franchisee 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) year;
- (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) year;
- (d) All vehicle registration and maintenance for four (4) year;
- (e) All customer complaints for four (4) year;
- (f) All data necessary for monthly dispatch reports; and,
- (g) Telephone customers' names and telephone numbers for customer satisfaction survey purposes.

R.3.6.14 The Franchisee 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 Franchisee on a quarterly basis or upon request by SRA;
- (c) A list of telephone customer's names and telephone numbers shall be submitted within 30 days of request by SRA for customer satisfaction survey purposes;
- (d) A current Drivers List within the first week of every month;
- (e) Monthly reports of the random drug and alcohol testing shall be filed with the SRA by the program administrator no later

than the 20th day following the end of the previous monthly reporting period; and,

- (f) A current Vehicle Identification List within the first week of every month.

R.3.6.15 The Franchisee must maintain the SRA approved, distinctive color and numbering system in place at the time the Franchise Agreement was awarded which easily identifies the Franchise and the specific cab in the case of complaints or violations.

R.3.6.16 The Franchisee must maintain a written vehicle safety program.

R.3.6.17 The Franchisee must maintain a drug and alcohol testing program in place in accordance with section R.22 of these Taxicab Regulations.

R.3.6.18 The Franchisee 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, SRA, 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.3.6.19** The Franchisee must have and enforce a policy prohibiting smoking in taxicabs by passengers or drivers.
- R.3.6.20** The Franchisee must maintain agreements with credit card agencies for accepting credit card payments for fares and gratuities.
- R.3.6.21** Franchisees 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 Franchisee is informed of an overcharge after the service was rendered.

R.3.7 Upon the Franchisee's successful satisfaction of the conditions for approval listed above, SRA will issue a numbered Vehicle Inspection Sticker for each of the vehicles so approved. The Vehicle Inspection Sticker will be issued according to vehicle identification number. The Vehicle Inspection Sticker must be affixed to the lower left rear windshield of the vehicle for which the sticker is issued.

R.3.8 A Franchisee may replace any of the vehicles for which a Vehicle Inspection Sticker has been issued with another vehicle upon satisfaction of the following conditions:

- R.3.8.1** Surrender of the vehicle to SRA for removal of the Vehicle Inspection Sticker issued to the vehicle that is to be replaced;
- R.3.8.2** Verification by the Franchisee that the vehicle to be replaced has been read permanently out of service and taken out of operation as a Taxicab by SRA;
- R.3.8.3** Submission of proof that the replacement vehicle has successfully completed a vehicle safety inspection.

R.3.9 Upon the Franchisee's satisfaction of the conditions stated above, SRA will strike the vehicle identification number of the vehicle to be replaced from the Franchisee Vehicle Identification List and add the vehicle identification number of the replacement vehicle to the Vehicle Identification List. SRA will issue a new Vehicle Inspection Sticker for the replacement vehicle which shall be valid for the term applicable to the Vehicle Permit of the replaced vehicle.

R.3.10 Each Franchisee must maintain a list of Drivers authorized by the Franchise to operate the vehicles on the Franchisee's Vehicle Identification List. The Franchisee 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 Franchisee shall provide SSG with verbal notice within twenty-four (24) hours after the Franchisee is aware that any Driver listed on the Driver List for a Franchisee ceases to drive a Taxicab for the Franchise, and provide written notice to SRA within five (5) days.

R.3.11 A Franchise may add additional Drivers to its Driver List provided that:

R.3.11.1 The Franchise has submitted an intent to hire form within 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.3.11.2 The Driver to be added has been issued a Driver Permit by SRA which states that the Driver is affiliated with the Franchise; and,

R.3.11.3 The Franchise 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 Franchise as required by section 1.050 of the Ordinance of SSG.

R.3.12 No Franchise shall allow any Driver to drive a Taxicab using the Franchisee's name unless that person has a valid Driver Permit issued by SRA which states that the Driver is affiliated with the Franchise.

R.3.13 The Franchise Agreement is valid for a period of five years from the date of its award or until suspended or revoked and may be renewed for up to one (1) time for a period of up to five (5) years as set forth in the Franchise Agreement.

R.3.14 Providing false or inaccurate information in the Franchise proposal will result in denial or revocation of a Franchise.

R.4. TAXIMETER INSPECTIONS

R.4.1 No Franchise shall operate a taxicab within the jurisdiction of SSG without having first submitted the vehicle to SRA for an initial reading and sealing of the taximeter in the vehicle for the purposes of enforcement of the Ordinance of SSG as now enacted or as may be amended. As used in these Regulations, "Taximeter" means a device or technology, including but not limited to a Global Positioning System (GPS) based smartphone application approved by the California Department of Food and Agriculture, Division of Weights and Measures, that automatically calculates, at a predetermined rate or rates, and indicates the charge for hire of a vehicle, for distance traveled and waiting time and has the capability of printing a customer receipt.

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 boarding's as of the date of initial reading; and

R.4.2.2 The taximeter seal required of Riverside County Division of Weights and Measures or an interim seal by a State certified taximeter technician is intact at the time of the initial reading.

R.4.3 Franchisees are responsible to ensure that both the SRA taximeter seal and the seal required of Riverside County Division of Weights and Measures (or the interim seal by a State certified taximeter technician) are 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 jurisdiction of SSG. In the event that either an SRA or 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 1.255 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 in need of repair or is taken out of service, the following meter reading procedure shall be followed:

R.4.4.1 The vehicle shall be presented to SRA for a reading of the trip counter before 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 Franchise in accordance with section 1.255 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 Franchise continues to place the vehicle in service after having been issued a citation, the Vehicle Permit for the vehicle shall be suspended until the Franchise 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 or an interim seal by a State certified taximeter technician.

R.5. DRIVER PERMITS

R.5.1 No person shall drive a taxicab within the jurisdiction of SSG without having first obtained either a temporary or a regular Driver Permit.

R.5.2 A temporary driver permit may be obtained from SRA provided that the prospective Driver has satisfied the following conditions:

- R.5.2.1** Submitted a completed Driver Application Form along with the driver application fee;
- R.5.2.2** Passed a pre-permit exam issued by SRA to test the applicant's familiarity with SSG ordinances and regulations relating to taxicabs and the applicant's familiarity with the Coachella Valley region and destinations therein;
- R.5.2.3** Provided SRA with an H6 printout from the Department of Motor Vehicles covering the preceding ten (10) years, which was issued not more than thirty (30) days before it is presented to SSG;
- R.5.2.4** Provided SRA with an intent to hire form signed by the applicant and the Franchise for whom the applicant intends to drive a Taxicab;
- R.5.2.5** Provided SRA with proof of a negative test result in compliance with the controlled substance and alcohol testing requirements of Section 2 of the Ordinance of SSG;
- R.5.2.6** Submitted to fingerprinting by SRA.

R.5.3 The Temporary Driver Permit shall be valid for a period not to exceed one hundred twenty (120) days and must be replaced by a regular Driver Permit within such one hundred twenty (120) days. In the event that the Department of Justice criminal background check is not completed within one hundred twenty (120) days of the grant of the temporary driver permit, the temporary driver permit may be extended for an additional sixty (60) days to allow for clearance upon request for an extension by the Driver to SRA, provided that, the Driver has successfully completed the Driver Certification and Training Program. If the Temporary Driver Permit is extended, the Driver shall bring the Temporary Driver Permit to SRA so that an extension sticker may be affixed to the Temporary Driver Permit.

R.5.4 All Driver Permits issued by SRA, including Temporary Driver Permits, shall be valid only for the Driver's operation of a taxicab for the Franchise indicated on the Driver Permit. No Driver may operate a Taxicab for a Franchise other than the Franchise listed on the Driver's Driver Permit.

R.5.5 A regular Driver Permit is valid for a period of one (1) year from the date of issuance, unless suspended, revoked or otherwise earlier terminated, and may be renewed for an additional one (1) year upon the Driver's satisfaction of the following:

- R.5.5.1** Payment of the Driver Permit renewal fee;

R.5.5.2 Successful completion of SSG approved substance and alcohol testing procedures as outlined in Section Two of the Ordinance of SSG and the Regulations promulgated pursuant thereto, at the time of application for Driver Permit renewal; and,

R.5.5.3 Satisfaction of all other requirements relating to a Driver Permit as set forth in the Ordinance of SSG.

R.5.6 The Driver Permit of any Driver shall immediately become null and void upon termination of employment within the meaning of *Government Code* section 53075.5 or upon termination of permission by the Franchise to drive a Taxicab using the Franchisee's name. Upon termination, the Driver shall immediately surrender the Driver Permit to SRA. If the Driver receives a written offer of employment within the meaning of *Government Code* section 53075.5 from another Franchisee within five (5) business days from the date of termination from the prior Franchisee, the Driver may re-apply for a Driver Permit and a new Driver Permit indicating the new Franchisee's name will be issued to the Driver upon satisfaction of the following:

R.5.6.1 Payment of the Driver Permit transfer fee;

R.5.6.2 Successful completion of controlled substance and alcohol testing procedures as outlined in Ordinance No. 96(2) and the regulations promulgated pursuant thereto, Successful completion of SSG approved substance and alcohol testing procedures as outlined in Section Two of the Ordinance of SSG and the Regulations promulgated pursuant thereto at the time of application for Driver Permit transfer;

R.5.6.3 Provided SRA with an H6 printout from the Department of Motor Vehicles covering the preceding ten (10) years, which was issued not more than thirty (30) days before it is presented to SSG; and,

R.5.6.4 Satisfaction of all other requirements relating to a Driver Permit as set forth in the Ordinance of SSG.

R.5.7 If a Driver Permit has expired or terminated pursuant to the provisions of Section 5.6 above and not renewed or transferred within five (5) business days of the expiration or termination, the Driver shall be treated as a new applicant for purposes of issuance of a Driver Permit and shall pay all fees and charges associated therewith.

R.5.8 A Driver Permit applicant may request an administrative hearing pursuant to Section 1.256 of the Ordinance of SSG in the event of any permit denial.

R.5.9 All applicants will be finger-printed by the SRA. A copy of the fingerprints will be forwarded to the California State Department of Justice for a state and federal background check. If it is determined that the applicant has been convicted of any of the following crimes, the

application will be rejected and any previously issued Driver Permit will be revoked. The crimes justifying denial or revocation of a permit include but are not limited to:

R.5.9.1 Reckless driving; wet reckless driving; murder; rape; vehicular manslaughter: a violation of California *Vehicle Code* sections 20001, 20002, or 20003 or any corresponding substitute sections (hit and run); robbery; a violation of California *Penal Code* section 314 or any corresponding substitute section (indecent exposure and lewd or obscene conduct); pandering; crimes related to the use, sale, possession, or transportation of narcotics or intoxicating liquors; assault; battery; or conviction of three (3) or more moving violations within three years previous to submission of the application.

R.5.10 Applicants with Failures to Appear on their DMV record will not be issued a Driver Permit until they have corrected the Failure to Appear and provided SRA with satisfactory proof of payment in accordance with DMV requirements. Drivers with Driver Permits will be given thirty (30) days to provide proof of payment concerning the Failure to Appear to SRA.

R.5.11 Providing false or inaccurate information in the Driver Permit Application will result in revocation of any previously issued permit. The Driver may request an Administrative Hearing regarding the revocation in accordance with Section 1.256 of the Ordinance of SSG.

R.6. DRIVER STANDARDS AND APPEARANCE

R.6.1 All Drivers shall have in his or her immediate possession a valid California Driver's License and a Taxicab Driver Permit issued by SRA while in charge of or driving a taxicab and shall present either upon request. A Driver shall only drive for the Franchisee shown on his or her Driver Permit.

R.6.2 All Drivers shall be at least 18 years of age.

R.6.3 All Drivers shall have the ability to read signs, labels, work schedules, rate cards, information cards, maps and simple instructions in English; to understand and follow oral directions in English; to write simple instructions in English; and to speak English sufficiently to communicate clearly with the public. All Drivers are subject to passing an English proficiency test administered by SRA.

R.6.4 No Driver shall be afflicted with either a physical or mental incapacity or ailment that would preclude him or her from safely operating a taxicab and performing the duties normal to such profession.

R.6.5 All Drivers shall be well groomed and dressed in a neat and clean fashion at all times while on duty. A Driver shall wear an SRA approved company uniform or common standard of dress. At a minimum, attire shall include a collared shirt or blouse covering the shoulders, knee length shorts or skirt or long pants and closed toe shoes. T-shirts, spaghetti or strapless shirts, open

toe shoes, flip flops and sandals are prohibited. A Driver shall wear an identification badge at all times while on duty. At a minimum, the shirt, blouse or identification badge worn by the Driver must bear the Driver's name and company logo identifying the Franchise under which the Driver is authorized.

R.6.6 All Drivers shall provide prompt, efficient service and be courteous at all times to the general public, the business community, all other taxicab drivers and to SRA or local government administrators/officers. Smoking and the use of profanity is prohibited. Disputes with the general public, the business community, other taxicab drivers and those in charge of taxicab stands on private property shall be resolved in a professional manner with a goal of maintaining a favorable public image for the Taxicab industry.

R.6.7 No Driver shall refuse to transport wheelchairs, packages, luggage and animals as follows:

R.6.7.1 A Driver shall not refuse to transport in the Taxicab any passenger's wheelchair, which can be folded and placed in either the passenger, driver or trunk compartment of a taxicab; groceries or packages when accompanied by a passenger; personal luggage, possessions, or small pets in carriers. The driver shall not be required to transport any article which would cause the taxicab to become damaged, stained or foul smelling.

R.6.7.2 A driver shall not refuse to transport in the taxicab any passenger's service animal without justification or intentionally interfere with the use of a service animal by harassing or obstructing the user or his or her service animal. The American with Disabilities Act (ADA) defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability.

R.6.8 A driver shall assist a passenger in and out of a Taxicab when requested, provided the driver is not required to lift the passenger.

R.6.9 A driver shall assist a passenger by placing luggage, packages and wheelchairs in and out of the taxicab when requested.

R.6.10 A driver shall begin his or her shift with a minimum of \$20.00 in change and shall maintain such amount throughout the shift.

R.6.11 All drivers shall be adequately rested, and shall not operate a taxicab for more than 10 consecutive hours nor for more than 10 hours spread over a total of 15 consecutive hours. Thereafter, no driver shall drive a taxicab until eight consecutive hours have elapsed.

R.6.12 All drivers shall comply with the California *Vehicle Code* concerning cellular telephone use while driving a Taxicab.

R.6.13 No driver shall refuse a dispatch call or other request for taxicab service unless the driver has a legitimate fear for his or her safety or is otherwise engaged with a passenger.

R.6.14 drivers shall at all times drive or park the taxicab in a safe, careful, and prudent manner in compliance with all applicable City traffic regulations and in compliance with the California *Vehicle Code*.

R.6.15 In the event that a driver is involved in a collision with another vehicle, a fixed object, or a pedestrian, the driver shall complete a written Collision/Injury Report in form maintained by SRA within twenty-four (24) hours of the incident.

R.7. ADMINISTRATIVE HEARINGS AND APPEALS

R.7.1. Enforcement and Hearing Procedures. Any administrative hearings and appeals pertaining to taxicab transportation services within the jurisdiction of SSG shall be in accordance with the provisions of the Ordinance of SSG and these Taxicab Regulations.

R.7.2 Administrative Hearings-In General. General administrative hearings shall be conducted pursuant to section 1.256 of the Ordinance of SSG and these Taxicab Regulations.

R.7.2.1 If the Taxicab Administrator, in his or her discretion, deems it necessary to hold an administrative hearing pursuant to Section 1.110 or 1.256 of the Ordinance of SSG, as amended from time to time or the regulations adopted to implement it, or for a series of violations cited at the same time, the Applicant, Permittee or Franchisee involved shall be issued a written notice of an administrative hearing to be conducted by the Taxicab Administrator (or designee).

R.7.2.2 A Franchisee shall provide SRA with the name of the driver or other permittee involved in an alleged violation in cases in which a violation is observed but the identity of the driver or other permittee has not been identified by SRA. SRA may obtain such information by telephone from the Franchisee by providing the Franchisee with the date, approximate time, place and vehicle number involved in the alleged violation. If a Franchisee refuses to supply the name of the driver or other permittee involved, administrative enforcement may still proceed solely against the Franchisee. The failure to supply the name of the driver or other permittee involved shall constitute separate grounds for suspension or revocation of any permit or to impose administrative monetary penalties.

R.7.2.3 An Applicant, Permittee or Franchisee may request an administrative hearing within ten (10) days following delivery of a notice of decision which it intends to challenge by delivering a request for hearing at the administrative offices of SRA together with:

- (a) An advance deposit of any fine or notice of request for an Advance Hardship Waiver; and,
- (b) Payment of an Appeal Fee as established by resolution of the Board of Directors.

R.7.2.4 The hearing notice shall indicate the date, time and location of the administrative hearing and a description of the alleged violation(s). The hearing date shall be at least fifteen (15) days after the date the hearing notice is delivered to the party(s) subject to administrative enforcement.

R.7.2.5 Hearings requested by an Applicant, Permittee or Franchisee shall be set within thirty (30) days of delivery of the request for hearing.

R.7.2.6 **Discovery.** The Taxicab Administrator (or designee) may request the Applicant, Permittee or Franchisee produce any taxicab logs, dispatch logs, or other documents belonging or under the control of the Applicant, Permittee or Franchisee which are relevant to the alleged violations at the administrative hearing. Such request may be contained in the hearing notice or in a separate letter. The Applicant, Permittee or Franchisee shall be obligated to produce the requested items within ten (10) days of delivery of the request. The Applicant, Permittee or Franchisee shall be entitled to review and inspect any writing upon which SRA intends to rely or introduce at the hearing.

R.7.2.7 **Hearing Before Hearing Officer.** The hearing officer shall be selected in accordance with the Ordinance of SSG. The Applicant, Permittee or Franchisee may be represented by an attorney at the administrative hearing. The administrative hearing shall be informal and technical rules of evidence shall not apply. Oral testimony received at the hearing shall be taken only on oath, affirmation, or under penalty of perjury. The right to cross-examine witnesses shall not preclude the introduction and consideration of written statements whether made under oath or not. The administrative hearing shall be recorded or otherwise preserved. The manner of recording shall be selected by the hearing officer, by whatever means the hearing officer deems the most effective and efficient taking into consideration the nature of the evidence to be offered and available

technology. Any party may request that a court reporter transcribe the proceedings by depositing, in full, the cost of such reporter. If a reporter is present at the hearing at the request of any party, any party shall be entitled to purchase a copy of the transcript from the reporter at the reporter's normal charge. The hearing shall be conducted by the hearing officer as follows:

- (a) SRA shall first present evidence to support the allegations of those violations included in the hearing notice. The Applicant, Permittee or Franchisee may ask questions of SRA's witnesses pertaining to the testimony given;
- (b) The Applicant, Permittee or Franchisee subject to administrative enforcement shall have an opportunity to present evidence pertaining to the alleged violations. SRA may ask questions of the Applicant, Permittee, or Franchisee's witnesses pertaining to the testimony given; and,
- (c) SRA shall have an opportunity to rebut any evidence presented by the Applicant, Permittee or Franchisee.

R.7.2.8 Failure to Appear. If the Applicant, Permittee or Franchisee fails to appear at the hearing and, in the judgment of the hearing officer, the failure to appear is not reasonable, the hearing officer may conduct the hearing in the party's absence and/or may render a decision to dismiss the matter.

R.7.2.9 Stipulation to Extend Deadlines. The deadlines set forth in these Regulations may only be extended by mutual consent evidenced by a written stipulation between the Taxicab Administrator and the Applicant, Permittee or Franchisee.

R.7.2.10 Decision of the Hearing Officer. After consideration of the evidence presented by all parties, the hearing officer will render a written decision which sets forth a statement of the case, any relevant findings of fact to support the decision and administrative enforcement order. If the Taxicab Administrator hearing officer finds one or more violations of the Ordinance of SSG or the regulations adopted to implement it, he or she may suspend or revoke any permit and impose administrative monetary penalties in accordance with the limits set forth in the Ordinance of SSG. In determining whether to suspend or revoke any permit or to impose administrative monetary penalties, the hearing officer will take into

consideration the gravity of the violation, the entire record of the Applicant, Permittee or Franchisee involved and the harm threatened to the public by the violation.

R.7.2.11 The decision of the hearing officer shall be final and the Applicant, Permittee or Franchisee, as applicable, shall be notified in writing of the decision. Such decision shall be delivered within fifteen (15) days from the date the hearing is concluded.

R.7.2.12 Any review of a decision by the hearing officer brought pursuant to an administrative citation shall be governed by the provisions of *Government Code* section 53069.4. Review of any other final decision under the Ordinance of SSG shall be governed by *Code of Civil Procedure* section 1094.5, *et seq.*

R.7.2.13 The respondent Applicant, Permittee or Franchisee shall have ten (10) days from the date of the notification of the hearing officer's decision to either accept the suspension or revocation of any permit and pay any administrative monetary penalty.

R.7.3 Administrative Hearings-Suspension or Termination of Franchise Agreements.

Administrative hearings concerning a decision to suspend or terminate a Franchise Agreement, or to take any of the administrative actions enumerated by section 1.257 of the Ordinance of SSG shall, in addition to the provisions of section R.7.2 of these Regulations, be subject to the following:

R.7.3.1 A notice of hearing regarding the suspension or termination of a Franchise Agreement shall be issued in accordance with Section 1.257 of the Ordinance of SSG.

R.7.3.2 **Public Hearing.** Administrative hearings concerning a decision to suspend or terminate a Franchise Agreement shall be open to the public and notice of the hearing shall be posted in accordance with the Regulations in place for notice of public meetings of SSG.

R.7.3.3 **Conduct of Hearing Before Hearing Officer.**

- (a) SSG shall first present evidence to support the allegations of those violations included in the hearing notice. The Franchisee may ask questions of SRA's witnesses pertaining to the testimony given.
- (b) The party subject to administrative enforcement shall have an

opportunity to present evidence pertaining to the alleged violations. SSG may ask questions of the charged party's witnesses pertaining to the testimony given.

- (c) SSG shall have an opportunity to rebut any evidence presented by the party subject to administrative enforcement.

R.7.3.7 Decision of Hearing Officer. After consideration of the evidence presented by all parties, the hearing officer will render a written decision which sets forth a statement of the case and any relevant findings of fact to support the decision. In determining whether to suspend or terminate the Franchise, the hearing officer shall take into consideration the gravity of the violation, the entire record of the Franchisee involved and any harm threatened to the public by the violation. If the hearing officer finds one or more violations of the Ordinance of SSG, the Regulations adopted to implement it, or the Franchise Agreement, he or she may suspend or revoke any permit and impose administrative monetary penalties in accordance with the limits set forth in the Ordinance of SSG.

R.7.3.8 The decision of the hearing officer shall be in writing and shall be delivered to the Franchisee or to legal counsel representing the Franchisee within fifteen (15) days from the conclusion of the hearing.

R.7.3.9 If the decision of the hearing officer is to suspend or terminate the Franchise, the hearing officer shall further determine whether the suspension or termination will continue to be in effect during any appeal by the Franchisee. If the hearing officer decides that continued suspension or termination is necessary for the protection of the public health, safety, or welfare, the suspension or termination will be effective immediately upon delivery of the decision and shall remain in effect pending any appeal process.

R.7.3.10 A Franchisee may appeal the decision of the hearing officer held under section 1.257 of the Ordinance of SSG in accordance with the provisions of section 1.258 of the Ordinance of SSG and section R.7.4 of these Regulations. If no request for appeal hearing is delivered to SSG, the decision of the hearing officer shall become effective on the tenth (10th) day and shall be final.

R.7.4 Appeals to Committee of the Board of Directors. Appeals to a committee of the Board of Directors shall be conducted pursuant to section 1.258 of the Ordinance of SSG.

- R.7.4.1** An appeal of the decision of the hearing officer may only be initiated by delivering a written request for appeal hearing within ten (10) days of the date of delivery of the notification of the decision of the hearing officer along with an Appeal Fee as established by resolution of the Board of Directors. The written request shall set forth the specific decision appealed from, the grounds for the appeal and the relief sought.
- R.7.4.2** A hearing before the Appeal Committee shall be set within thirty (30) days of delivery of the request for hearing and shall be no less than fifteen (15) days after the date the notice of hearing is delivered to the Franchisee.
- R.7.4.3** **Failure to Appear.** If the Franchisee unreasonably fails to appear at the appeal hearing in the judgment of the Appeal Committee, the Appeal Committee may conduct the hearing in the Franchisee's absence.
- R.7.4.4** **Stipulation to Extend Deadlines.** The deadlines set forth in these Regulations with respect to appeal hearings may only be extended by mutual consent evidenced by written stipulation between the Taxicab Administrator and the Applicant, Permittee or Franchisee, or by order of the Appeal Committee.
- R.7.4.5** The Appeal Committee shall conduct a hearing which allows SRA and the Franchisee to present arguments. The evidence considered at the appeal hearing shall be limited to the administrative record created in the underlying administrative hearing. However, the Appeal Committee, in its sole discretion, may request that any participant provide the Committee with additional evidence. The Appeal Committee may suspend an appeal hearing in progress for the purpose of obtaining additional evidence so requested.
- R.7.4.6** The Franchisee shall have the burden of establishing good cause why the decision appealed from should be altered, reversed or modified.
- R.7.4.7** **Conduct of Hearing Before Appeal Committee.** The Appeal Committee shall select a chairperson to conduct the hearing. The Franchisee may be represented by an attorney at the appeal hearing. The appeal hearing shall be informal and technical rules of evidence shall not apply. The appeal hearing shall be recorded or otherwise preserved, in the manner selected by the Appeal Committee. Any party may request that a court reporter transcribe the proceedings by depositing, in full, the cost of such reporter. If a reporter is present at

the hearing at the request of any party, any party shall be entitled to purchase a copy of the transcript from the reporter at the reporter's normal charge. The hearing shall be conducted by the chairperson as follows:

- (a) The Franchisee shall first present its arguments in support of its appeal, including the specific action appealed from, the grounds for the appeal and the relief sought.
- (b) SRA shall have an opportunity to present its response to the Franchisee's arguments.
- (c) The Franchisee shall have an opportunity to rebut the response by SRA.
- (d) The chairperson may limit the time allotted for each side to present its arguments.

R.7.4.8 SSG shall notify the Franchisee in writing of the decision of the Appeal Committee within fifteen (15) days of the date of the conclusion of the appeal hearing. The decision of the Appeal Committee shall be final. Any review of a decision of the Appeal Committee shall be by way of administrative mandate pursuant to *Code of Civil Procedure* section 1094.5.

R.8. VEHICLE INSPECTIONS

R.8.1 All Taxicabs operated by a Franchise and Driver must have a valid, SRA issued Vehicle Inspection Sticker affixed at the lower left rear windshield of the vehicle.

R.8.2 No vehicle shall be registered under a Franchise Agreement until that vehicle has successfully completed a safety and cosmetic inspection conducted by an SRA-approved Automotive Service Excellence (ASE) certified vehicle mechanic in accordance with the vehicle safety standards set forth in these regulations.

R.8.3 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.8.4 Upon successful completion of the safety inspection, vehicle must be presented to SRA to affix a Vehicle Inspection Sticker to the qualified vehicle.

R.8.5 In addition to any other required inspections, all Taxicabs operated within the jurisdiction 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 Inspection 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.8.6 If the road inspection field report indicates the need for repairs to a vehicle, the Franchisee 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.8.7 In the event that repairs have not been made to a vehicle within the time frame provided for in the field report, the Vehicle Inspection Sticker will be voided until corrections have been made to the satisfaction of the SRA.

R.8.8 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. Vehicles shall be permitted one (1) re-inspection upon the failure of any initial, post-accident, requested or periodic inspection. Any vehicle that fails a re-inspection shall be presumed to be unfit to operate as a taxicab, shall be issued an administrative citation to that effect and shall be read permanently out of service.

R.8.9 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.9. VEHICLE SAFETY INSPECTION STANDARDS

Vehicles must be in good operating order, free from known mechanical defects. No vehicles in service shall be more than six (6) model years plus six (6) months of age, except that wheelchair-accessible vehicles and alternative fuel vehicles (electric vehicles and vehicles that accept non-petroleum fuels such as CNG, biodiesel, hydrogen and ethanol) may be up to eight (8) model years plus six (6) months of age. 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 jurisdiction of SSG:

R.9.1 Battery. Vehicle must be equipped with proper size battery. Battery cables, etc., shall be corrosion free, and mounted correctly, with no frayed cables.

R.9.2 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.9.3 Body Condition.

R.9.3.1 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.9.3.2 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.9.3.3 Trunk lid must remain open and closed independently (without props) and only factory-compatible latches are permitted.

R.9.3.4 Hubcaps are to be in place and consistent in appearance on each side.

R.9.4 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 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 ABS systems shall not have the A Check ABS@ light displayed on.

R.9.4.1 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.9.4.2 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.9.5 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.9.6 Engine/Transmission. The vehicle's mechanical power/drive system must operate sufficiently.

R.9.6.1 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. 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.9.6.2 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.9.6.3 All mechanical equipment must be clean and must be free and clear of grease and oil buildup.

R.9.7 Exhaust System. Exhaust system must be intact, with no holes or leaks, and must be mounted properly with proper catalytic converter.

R.9.8 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.9.9 Heating and Air Conditioning System. Defroster, heater and air conditioner must operate and function properly all year round.

R.9.10 Horn. California *Vehicle Code* section 27000a, 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.9.11 Interior Condition. The interior of the vehicle must be maintained in a clean, neat and attractive condition.

R.9.11.1 Passenger compartment, driver compartment, and trunk or luggage area must be clean and free of foreign matter, stains, offensive odors and litter.

R.9.11.2 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.9.11.3 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.9.12 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.9.13 Mirrors. Vehicle must be equipped with both side and rear view mirrors. Defective or damaged mirrors must be replaced.

R.9.14 Odometer. Odometer must operate in the manner intended.

R.9.15 Paint and Markings. Each Franchise must have an SRA approved, distinctive color and numbering system in place which easily identifies the Franchise and the specific cab.

R.9.15.1 Paint may not be faded or deteriorated.

R.9.15.2 Markings (company name, radio service 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.9.16 Seats. Seats must be in proper working condition. Seats must be securely fastened. Protruding springs are not acceptable.

R.9.16.1 Franchises, when requested by calling customers, shall have the necessary required child car seats properly secured in their vehicles to accommodate passengers that are eight (8) years old or younger, or as specified by California *Vehicle Code*, as now enacted or as may be amended.

R.9.17 Seat Belts. Seat belts, must be installed, and readily available, and in good working condition.

R.9.18 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.9.19 Taximeter and Meter Seals.

- R.9.19.1** Style and design of all taximeters shall have the prior approval of the SRA.
- R.9.19.2** All taximeters shall have an intact SRA lead wire meter seal.
- R.9.19.3** Taximeters shall also be certified by County Weights and Measures or by a County-authorized device repairman. The date on the seal shall not be more than thirteen (13) months old.
- R.9.19.4** 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.9.20 Tires.

- R.9.20.1** 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.9.20.2** Wear below the “tread wear indicator” limit is not acceptable.
- R.9.20.3** Cut(s) in sidewall are not acceptable.
- R.9.20.4** Separation of tread is not acceptable.
- R.9.20.5** Bumps or bubbles anywhere on tires are not acceptable.
- R.9.20.6** Metal or nails protruding from tires are not acceptable.
- R.9.20.7** Tires must be of equal appearance and size, i.e., all black wall or all white wall.
- R.9.20.8** Every vehicle must be equipped with a jack, tire tool, and spare tire (donut tires are acceptable as spare tires only).
- R.9.20.9** All lug nuts must be in place and secure.

R.9.21 Windows

- R.9.21.1** Cracks on any window which weakens the structural integrity of the window are not permitted and replacement is required.
- R.9.21.2** If a crack weakens the windshield in a manner that permits flex when pressure is applied, replacement is required.
- R.21.3** 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.9.21.4** Missing windshields and missing or inoperative windows must be replaced with equivalent to original.

R.9.22 Windshield Wipers. Vehicle must be equipped with adequate windshield wipers, maintained in good operating condition all year round.

R.9.23 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, Section 10.1 through 10.1.3.

R.9.24 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.10. OPERATIONS-TAXIMETER USE

R.10.1 All Taxicab vehicles operating within the jurisdiction of SSG must be equipped with a top light that contains the following three components:

- R.10.1.1** 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.10.2 The taximeter must be engaged whenever the taxi is in service with fare-paying passengers on board.

R.10.3 The taximeter display must be clearly visible to passengers in the Taxicab.

R.10.4 The rates set in the taximeter must be the same as the rates displayed on the exterior of the vehicle and may not exceed the maximum rate set by the SSG or the rate registered by the Franchise with SRA.

R.10.4.1 SRA will review Per Mile Rates once each year to determine if rate changes are applicable, based on changes in fuel costs. Reviews will occur on or near June 15. If rate changes are authorized, scheduled taximeter recalibrations will start on or after July 1.

R.11. OPERATIONS-INFORMATION CARD

R.11.1 Each Franchisee shall be issued an Information Card for each vehicle authorized by SRA to be included on the Franchisee's Vehicle Identification List.

R.11.2 The Information Card must be displayed in clear view of the passenger at all times that a Taxicab is in operation.

R.11.3 The Information Card will contain the following information:

R.11.3.1 Franchisee name;

R.11.3.2 Vehicle owner name if other than the Franchisee;

R.11.3.3 Franchisee's business address;

R.11.3.4 Franchisee's business telephone number;

R.11.3.5 Rate Schedule charged by the Franchise, including any surcharges.

R.11.4 The valid, SRA 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.11.5 Violation of Information Card regulations may result in a fine and/or suspension of the Vehicle Permit.

R.11.6 In addition to the Information Card and Driver Permit, the Franchise 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.12. OPERATIONS-RATE CARD

R.12.1 SRA will issue a rate card for each vehicle duly authorized to be included in the Franchisee Vehicle Identification List.

R.12.2 The rate card must be displayed in clear view of the passenger at all times that the Taxicab is in operation.

R.12.3 The rate card shall contain the following information:

R.12.3.1 The maximum base, per mile, hourly, and other rate set by SSG; and

R.12.3.2 The base, per mile, hourly or other applicable rate charged by the Franchisee.

R.12.4 A Franchisee may change the rates charged by the Franchise provided that the new rates are within the maximum rates set by SSG and provided that the Franchise has:

R.12.4.1 Submitted to SRA a new schedule of rates; and

R.12.4.2 Had the meters on each vehicle recalibrated to reflect the new rates to be charged by the Franchise in accordance with section 4 hereof.

R.12.5 Upon the Franchisee's satisfaction of the conditions listed above, SRA will issue new rate cards for each of the vehicles listed on the Franchisee's Vehicle Identification List. The Franchise shall not charge any changed rate until a new rate card has been displayed in all of the vehicles registered on the Franchisee's Vehicle Identification List.

R.12.6 Violation of the Rate Card regulations may result in a fine and/or suspension of the Vehicle Permit for any taxicab in violation.

R.13. OPERATIONS - ROUTES AND PASSENGERS

R.13.1 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 Coachella Valley jurisdiction 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.13.2 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.13.3 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.13.4 The number of passengers that can be carried must not exceed the seating capacity specified by the vehicle's manufacturer.

R.13.5 The Driver and all passengers will comply with seat belt and child passenger seat constraint requirements as specified by California *Vehicle Code*.

R.13.6 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.13.7 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.13.8 Violation of the Operations, Routes and Passenger Regulations may result in a fine and/or suspension of the Vehicle Permit.

R.14. OPERATIONS-RATES

R.14.1 No Franchisee may charge a rate in excess of the maximum allowable rate set by SSG.

R.14.2 All rates will be posted on the Rate Card.

R.15. SIGNAGE

R.15.1 All Taxicab vehicles operating within the jurisdiction of SSG shall bear the following signage:

R.15.1.1 Both sides of the Taxicab vehicle shall indicate in letters not less than 3 inches in height the company name of the Franchise and the number for the vehicle which corresponds to the number assigned that vehicle duly authorized under the Franchise Agreement. Both sides of the Taxicab vehicle shall also indicate in letters not less than 1-1/2 inches in height the rates charged for the vehicle and the Franchise's predominant telephone number. Additional Franchise telephone numbers may also be listed. It is preferred that the vehicle identification number also be displayed on the rear of the vehicle.

R.16. FEE REVIEW

R.16.1 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.16.2 The fee schedule shall be adopted by the Board of Directors. The payment schedule shall be adopted by the Taxicab Administrator.

R.17. RATE REVIEW

R.17.1 The SRA will annually review the maximum allowable rates charged by Franchises for the purpose of recommendation to the SSG Board of Directors. This review may include an analysis of increased costs incurred by all Franchises.

R.17.2 The maximum allowable rates shall be established by the Board of Directors.

R.18. REFUND POLICY

R.18.1 There shall be no refunds of any portion of the fees described in these regulations.

R.19. TAXICAB VEHICLE PERMITS AND STICKERS

R.19.1 In accordance with the provisions of the Ordinance of SSG, no Taxicab vehicle may operate within the jurisdiction of SSG without a Vehicle Inspection Sticker affixed at the lower left rear windshield of the vehicle.

R.19.2 A Vehicle Inspection Sticker may be obtained from SRA provided the following conditions have been satisfied:

- R.19.2.1** The vehicle is duly authorized under a Franchise Agreement;
- R.19.2.2** The Franchise pays the Vehicle Permit Fee or down payment of the Vehicle Permit Fee where applicable;
- R.19.2.3** The vehicle otherwise meets the standards and qualifications for licensing as established by the Ordinance of SSG and the Regulations adopted to implement it.

R.19.3 A Franchisee may only add vehicles if authorized by the Franchise Agreement, subject to any adjustments that have been made by SRA. If a new vehicle is presented for a Vehicle Inspection Sticker during the permit year, the Franchisee shall pay the Vehicle Permit Fee in full at the time each vehicle is issued a Vehicle Inspection Sticker.

R.19.4 The Vehicle Permit Fee is due in full at the time each new vehicle is issued a Vehicle Inspection Sticker.

R.19.5 Transfer of Vehicle Permits. Vehicle Permits may only be transferred between Franchises provided that the following conditions are satisfied:

- R.19.5.1** A joint request for a transfer of a Vehicle Permit is made by the Franchisee to which the vehicle is currently listed and the Franchisee to whom the vehicle is to be transferred;

- R.19.5.2** The transfer will not cause either Franchise to exceed or fall below the allocation limits allowed for each Franchise;
- R.19.5.3** The vehicle has been presented to SRA for a taximeter reading;
- R.19.5.4** A Transfer Fee has been paid; and,
- R.19.5.5** All fines due from the Franchisee from whom the vehicle is to be transferred have been paid in full.
- R.19.5.6** After initial approval of a request to transfer a Vehicle Permit is given; the permit will be issued when the following is completed:
- (a) The vehicle has been repainted and all markings have been replaced so as to be consistent with the requirements applicable to the Franchise to which the vehicle will be transferred;
 - (b) The vehicle passes all required inspections; and,
 - (c) The vehicle has been removed from the Vehicle Identification List of the transferring Franchise and added to the Vehicle Identification List of Franchise to which the vehicle will be transferred.
- R.19.5.7** All Vehicle Permit Fees previously paid on the vehicle will follow the vehicle, are not refundable by SRA to the transferring Franchise, and any claim for a credit shall be negotiated between the transferring parties.
- R.19.5.8** Any surcharges or other fees incurred as of the date of the taximeter reading for transfer of the vehicle shall be billed to the transferring Franchisee.

R.19.6 Vehicle Permits on Vehicles Taken Out of Service. Any balance due on the Vehicle Permit Fee of a vehicle that is permanently taken out of service shall become due and payable in full at the time the vehicle is taken out of service.

R.19.7 Suspended or Revoked Vehicle Permits. A Vehicle Permit for a vehicle registered under a Franchise which is subsequently suspended or revoked shall also be suspended.

R.19.8 Immediately upon suspension or revocation of a Vehicle Permit, the affected vehicle shall be presented to SRA for an out of service Taximeter reading.

R.19.9 Within the first 30 days after suspension or revocation of a Vehicle Permit as the result of a suspended or revoked Franchise, the Franchise may register the vehicle with any other duly authorized Franchise subject to the conditions related to transfer of a Vehicle Permit.

R.19.10 If the Franchisee has not properly transferred the affected vehicle to another duly authorized Franchise within the first 30 days after suspension or revocation of a Vehicle Permit, the vehicle shall be presented to SRA for removal of the Vehicle Inspection Sticker.

R.19.11 The Franchisee shall be responsible for the payment of any remaining balance due on the Vehicle Permit Fee at the end of the thirty day period following the suspension or revocation of the Vehicle Permit if a transfer to another duly authorized Franchise has not been made during that time.

R.19.12 SRA may pursue collection of any unpaid portion of the Vehicle Permit Fee from the Franchisee.

R.19.13 A Vehicle Inspection Sticker shall not be issued for a vehicle which is the subject of a suspended or revoked Vehicle Permit where the Vehicle Permit Fee has not been paid in full, regardless of the ownership of the vehicle.

R.19.14 A Franchisee may apply to the Taxicab Administrator for relief from payment of the balance of a Vehicle Permit Fee due, on a subsequently suspended or revoked Vehicle Permit.

R.20. TAXIMETER ACCURACY

R.20.1 At all times every Franchisee shall keep every Taximeter registered with SRA accurate.

R.20.2 A certificate verifying that the Taximeter is certified by the County of Riverside in accordance with County requirements shall be kept available for inspection in the Taxicab at all times.

R.20.3 A true and correct copy of the certificate shall be filed with the Taxicab Administrator.

R.20.4 The Taximeter shall be subject to inspection from time to time by the Taxicab Administrator or any peace officer.

R.20.5 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 jurisdiction 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.21. 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.21.1 The Taximeter must be presented to SRA for a final out of service reading concurrent with its removal from the previous vehicle;

R.21.2 The Taximeter must be calibrated and certified for use in the vehicle to which it is to be transferred; and,

R.21.3 The Taximeter must be properly registered with SRA to indicate the corresponding vehicle to which it is to be transferred.

R.21.4 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.21.5 Any failure to comply with the provisions of this section shall be grounds for the imposition of a penalty as described in Section 1.255(B) of the Ordinance of SSG.

R.22. CONTROLLED SUBSTANCE AND ALCOHOL TESTING PROGRAM

R.22.1 Each Franchise 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 Two of the Ordinance of SSG. To verify compliance with these regulations, the Franchisee shall, upon request, provide to the Taxicab Administration all of the following:

R.22.1.1 A copy of the Franchisee's written drug and alcohol policy meeting all of the requirements of the Ordinance of SSG;

R.22.1.2 Proof that the Franchise 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.22.1.3 A copy of the contract between the Franchise and a program administrator and authorized lab certified by the U.S. Department of Transportation; and,

R.22.1.4 The Franchise and the program administrator records shall be made available to Taxicab Administrator upon request.

R.22.2 Each Franchisee 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.23 PAYMENT OF FINES

R.23.1 The Franchisee 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 Franchisee, a Driver working for the Franchisee, or both.

R.23.2 In the event that a citation is issued to a Driver, the Franchisee will be notified by receiving a copy of the Citation Form.

R.23.3 If a fine remains unpaid after it is due and after expiration or exhaustion of any right to challenge the citation, the Franchisee is subject to summary suspension of the Franchise until such time as the fine is paid.

R.24 SUMMARY SUSPENSION OF A FRANCHISE

R.24.1 A Franchise is subject to summary suspension of all operations and of every permit issued to the Franchise under the following circumstances:

- R.24.1.1** An attempted sale, lease, transfer, assignment or other attempted disposition of a Franchise without the prior written consent of SSG.
- R.24.1.2** Failure to comply with the insurance requirements of Section 1.050 of the Ordinance of SSG affecting the Franchise as a whole.
- R.24.1.3** Failure to report a positive controlled substance or alcohol test result to SRA as required by Section 2.070(D) of the Ordinance of SSG.
- R.24.1.4** During the pendency of an appeal to the Appeal Committee after issuance of a decision to suspend or terminate a franchise where the hearing officer has determined that continued suspension or termination is necessary for the protection of the public health, safety, or welfare.
- R.24.1.5** Failure to pay a fine issued against the Franchise or any Driver for the Franchise when due and after expiration or exhaustion of any right to challenge or appeal the fine.
- R.24.1.6** When a Franchise engages in conduct which causes an immediate danger to public health, safety, or welfare.
- R.24.1.7** As otherwise provided for by the Ordinance of SSG.

R.24.2 In the event that a Franchise is subject to summary suspension, upon receipt of notice from SRA, the Franchise shall immediately cease all operations as a Taxicab Franchise 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 Franchisee receives written notice from SRA that the suspension is lifted.

R. 25 INTERFERENCE WITH DRIVER REPORTING

R.25.1 It shall be a violation of these Regulations for any employee, officer, manager, or owner of a Franchise 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.25.2 It shall be a violation of these Regulations for any employee, officer, manager, or owner of a Franchise 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.25.3 Conduct constituting a violation of R.25.1 or R.25.2 shall be counted as a separate violation for each individual Driver affected.

R.25.4 The penalty for violating the Regulations in Section 25 shall be as set forth in the Ordinance of SSG 1.255 and the penalties shall accumulate as set forth therein. Violation of the Regulations in Section R.25 may result in termination of the franchise pursuant to Ordinance of SSG 1.110.

R.25.5. It shall be a separate violation of these Regulations for any Franchise to attempt to pass through to the Driver any fine issued under Section R.25.