CITY OF LOS ANGELES

CALIFORNIA

Laura Rubio-Cornejo
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DEPARTMENT OF TRANSPORTATION
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P7XG

REQUEST FOR VEHICLE PERMIT APPLICATION PACKAGE FOR TAXI VEHICLE PERMITS

The following information regarding procedures to apply for vehicle permits is enclosed:

FOR REFERENCE	TO BE SUBMITTED	TITLE OF DOCUMENT
X		Application Procedure for Vehicle Permits
X		Regulations for Inspecting and Copying Public Records
X		Board Order 257 regarding trip records
X		Updated Taxicab Rules and Regulations
	X	Checklist

Should you have any questions, please email dot.franchise-group@lacity.org.

Sincerely,

Jarvis Murray (Oct 25, 2023 [illegible]:59 PDT)

Jarvis Murray
For-Hire Administrator

LR23_070.isk
Enclosures

CITY OF LOS ANGELES

CALIFORNIA

Connie Llanos INTERIM GENERAL MANAGER	**KAREN BASS** MAYOR	**DEPARTMENT OF TRANSPORTATION** 100 South Main Street, 10th Floor Los Angeles, California 90012 (213) 972-8470 FAX (213) 972-8410 **FOR-HIRE POLICY AND ENFORCEMENT DIVISION** (213) 928-9600 FAX (866) 316-8169

SUBJECT: APPLICATION PROCEDURE FOR TAXICAB VEHICLE PERMITS

A company permit granted by the City of Los Angeles (City) Los Angeles Board of Taxicab Commissioners is required whenever transportation service is offered to the public for any trip which originates within the City of Los Angeles, regardless of whether a fare is collected from the passenger. A separate permit is required for each vehicle, and the driver needs a permit. The primary reason for these vehicle and driver permits is public safety.

A vehicle permit authorizes the grantee to provide a transportation service in the City of Los Angeles. A permit is not an exclusive license, and the City does not guarantee profitability or freedom from competition. The Board of Taxicab Commissioners (Board) has also established various Board Orders which regulate the operation of permitted vehicles. Rules and regulations pertaining to vehicles for hire in the City of Los Angeles can be found in the Los Angeles Municipal Code, Chapter 7, Sections 71.00 – 71.27, as well as in the attached documents.

Applications for vehicle permits are submitted to the Department of Transportation for review. All fees are non-refundable and may not be prorated. The summary of the fees as established by Ordinance No. 187449, are as follows:

Time of Assessment	Type of Fee	Fee amount
Due at application	New Company Application Fee	$ 4,463
Due at application	Initial and Renewal Taxicab Vehicle Permit Fee (per vehicle) – Required a minimum of 100 vehicles.	$ 304
After permit approval	New Company Permit Fee	$ 1,081
After permit approval	Annual Technology Fee (per vehicle)	$ 100
Annually in July	Existing Company Permit Renewal Fee	$ 1,081
After permit approval	Initial Vehicle Inspection and Decal – Taxicab (per vehicle)	$ 237
After permit approval	Annual Vehicle Inspection – Taxicab	$ 174
After permit approval	Initial Driver Permit*	$ 98
After permit approval	Driver Permit Renewal*	$ 104
After permit approval	Driver Permit Replacement*	$ 112
After permit approval	Identification Badge	$ 9
Due at application or change of ownership	Fingerprint Processing	$ 107

**See Municipal Code Section 71.00 for descriptions.*

Vehicle permits are discretionary, and the Board is at liberty to grant them in the manner that they determine will best serve the public. The Department of Transportation (Department) will evaluate the applicant's experience in providing the proposed services, and will review if the applicant had any previous state, local or federal violations. All confirmed violations - company, driver or vehicle - within the State of California will directly bear on the analysis and recommendation by the Department.

The Department will recommend either approval or denial of the application, or may recommend that the Board grant a different number of vehicle permits. Although the Department may recommend that various conditions or restrictions be applied to a vehicle permit, the Board will make the final decision at a public hearing. The Commission agenda will be emailed and/or mailed to the applicant prior to the hearing. The applicant, or a representative, should attend the hearing.

If a company permit is granted to the applicant, all vehicles must be inspected and placed in service within **120 days**. The Board may allow a longer period of time if circumstances warrant, and the Department may approve additional time based on a written request with a justification for the extension. The applicant must present proof that current registration fees have been paid to the California Department of Motor Vehicles (DMV). The vehicle will be inspected by the Department, and a decal will be affixed to the vehicle when it passes inspection.

Proof of automobile liability insurance must be submitted to the Department after a company permit has been granted. See Municipal Code Section 71.14 for details on the required limits of liability.

VEHICLE PERMIT APPLICATION - DETAILS

Your application for a vehicle permit must include the following items:

A. Cover Letter on Company Letterhead

Addressed to: City of Los Angeles Department of Transportation
Attn: For-Hire and Enforcement Division
100 S. Main Street, 1st. Floor
Los Angeles, CA 90012

The application can be mailed to the above address, or emailed to: dot.franchise-group@lacity.org

The letter should identify:

- The legal name of the company;
- The fictitious business name, if applicable;
- The owners and operating managers, with the email address and phone number for each;
- The type of legal organization as filed with the California Secretary of State (e.g. S-corp, Inc., LLC, co-op);

- The number of vehicle permits requested (minimum 100).

If the letterhead does not already have the company's business address, please include this information. If approved, Department communication will be mailed to this address.

B. Background Check for company owners, managers, and supervisors

Contact dot.franchise-group@lacity.org (email Subject Line: Background Check/SAF) for the Signature Authorization Form and Live Scan forms. The application will not proceed until the designated owner(s) or officer(s) mentioned in the cover letter are cleared by the California Department of Justice (DOJ). A company may also request Authorized Signers (managers/supervisors) pending DOJ clearance.

C. Application Fee

The application package must include two checks payable to the "City of Los Angeles, Department of Transportation." One check is for the New Company Application Fee ($4,463) and the other check is for the Initial Vehicle Permit Fees ($304 per taxicab vehicle) Fees are non-refundable. Decal fees and driver permit fees should not be submitted until the company's application has been granted by the Board.

D. Business Name and Business Information

Submit the following:

- Articles of Incorporation/Organization filed with the California Secretary of State
- Statement of Information/Statement by Domestic Stock Corporation filed with the California Secretary of State
- Fictitious Business Name Statement filed with the Los Angeles County Clerk, if applicable. Fictitious business names must be renewed every five years.
- City of Los Angeles Business Tax Registration Certificate

The applicant should submit documentation establishing the ownership structure of the company appropriate to the entity type filed with the California Secretary State. For example, corporations should submit copies of stock certificates with shares totaling the number specified in the Statement of Information. Co-ops may submit a list of owner-drivers at the time of the application. For limited liability companies, a copy of the Board meeting minutes stating current owners is sufficient.

G. Emergency Procedures, Customer Complaint Procedures and Hours of Operation

Provide information as to how drivers are trained in case of an emergency, dispatch days and hours OR dispatch hours and service hours. Customers can file complaints about service or safety by contacting MyLA 311 by phone (3-1-1 or 213-473-3231) or the website https://myla311.lacity.org or the MyLA 311 app. Training should reflect how customer complaints

are handled.

Vehicle Documents - to be submitted after Board approval

The following documents will be needed to initiate a vehicle inspection. Sections 501 and 502 of the Updated Taxicab Rules and Regulations (enclosed) describe Department-approved vehicle and fuel types. Please provide a letter on company letterhead requesting the vehicles to be placed into service, with the following information for each vehicle (a form will be provided):

1. Make, model and year of vehicle (minimum 110 cubic feet interior)
2. VIN number
3. License plate number
4. Vehicle Type: Station Wagon, Large Van, Minivan, Sedan, Sport Utility Vehicle, Wheelchair Accessible.
5. Mileage of each vehicle must be under 300,000 miles to be placed in service and may not operate beyond 400,000 miles.
6. Fuel type - cannot be 100% gasoline-fueled. Choose among:
    - Plug-in-Hybrid (PHEV)
    - Hybrid
    - Electric Vehicle
    - Fuel Cell
    - Compressed Natural Gas
    - The only exceptions to the gasoline-fuel ban are large vans (7-passenger), minivans and wheelchair-accessible vans and/or 7-passenger vans.
7. Branding: Identify whether traditional branding, light branding, or both. For non-traditional taxicabs, indicate if light-branded.

In addition to the cover letter and form, please submit for each vehicle:

- Valid California Department of Motor Vehicles (DMV) registration card for each vehicle
- Proof of insurance for each vehicle within 30 days of submission
- Los Angeles County Weights and Measures Certificate - within 30 days of submission
- Taxicab Meter Certificate from a certified mechanic - within 30 days of submission
- Camera installation report and two images, one for inside and one facing front outside – within 30 days of submission

If the vehicle(s) has not been acquired, indicate that on the cover letter. Taxicab companies/owners will have 120 days to fill the authorized permits.

It is the responsibility of managers and drivers to familiarize themselves with all relevant rules and regulations.

One requirement is that all taxicab vehicles must be equipped with a camera. The camera footage must be provided to the Department upon request (Taxicab Rulebook Section 505). Trip records must also be provided upon request (enclosed Board Order 257).

Subsequent Applications

The application process for additional vehicle permits is similar but does not require Board approval. Applications will not be accepted until all approved permits are in service.

Vehicle Permit Transfers

The following types of ownership changes have occurred with regard to vehicle permits:

- A partnership dissolves; the partners split the vehicle permits and each one starts a new business.
- A company with vehicle permits is bought by another company.
- A company with vehicle permits changes its name.
- A company with vehicle permits goes out of business.

In each case, the Department must be notified so that a report can be submitted to the Board for approval of the change. Failure to notify the Department could result in a recommendation that the vehicle permits be revoked. New owners are subject to the new company application fee of $4,463.

Driver and vehicle permits and decals are the property of the City of Los Angeles, are non-transferable, and must be surrendered upon request, on demand, and during the renewal process. In the case of any of the changes above, all permits and decals must be returned to the Los Angeles Department of Transportation (LADOT).

Public Records

Companies must agree to submit financial, operation or other operating documentation when requested by the Department. (See enclosed Regulations for Inspecting and Copying Public Records).

Although information submitted to the Department is a public record, not all of it is subject to disclosure. For instance, financial information is not subject to disclosure in accordance with Los Angeles Administrative Code Section 12.21(n). For information regarding the procedures for inspecting or obtaining copies of public records in the For-Hire Policy & Enforcement Division, go to https://ladot.lacity.org/contact and click under "Public Records Inquiries."

REGULATIONS FOR INSPECTING AND COPYING PUBLIC RECORDS

FRANCHISE REGULATION DIVISION
CITY OF LOS ANGELES DEPARTMENT OF TRANSPORTATION

Pursuant to Section 6253 of the California Public Records Act, the following regulations for inspecting and/or copying public records in the custody of the Franchise Regulation Division of the City of Los Angeles Department of Transportation are hereby promulgated. The purpose of these regulations is to protect the safety of the records against theft, mutilation or accidental damage and to prevent inspection and/or copying from interfering with the orderly function of the Division and its employees.

These rules are subject to change without prior notice.

ELIZABETH M. O'BRIEN, Custodian of Records

A. REQUESTS TO INSPECT PUBLIC RECORDS

1. Public records of the Division are open for inspection from 8:00 a.m. through 4:30 p.m. Monday through Thursday and from 8:00 a.m. through 3:30 p.m. on Fridays, except on designated City holidays. These hours shall be restricted without notice during periods related to emergencies caused by natural disasters or civil unrest or during such other emergencies as may be determined by the Custodian of Records.

2. Files shall be reviewed by staff prior to inspection for the purpose of removing records subject to statutory exemption from inspection. Such review may result in unavoidable delays before records may be inspected.

3. All inspection of records shall be monitored by a member of the staff of the Administration and Records Section.

4. Only one file shall be available for inspection at a time. Each file shall be returned before the next one may be inspected.

5. Inspection must not be done in a manner inconsistent with the operation of the office. If a staffing conflict arises, inspection shall be subject to interruption to allow performance of required duties which cannot be delayed.

B. REQUESTS FOR COPIES OF PUBLIC RECORDS

1. All documents submitted to the Division become the immediate property of the Department. Requests for personal copies of documents being submitted are subject to all rules and fees related to requests for copies of public records.

2. All copies of public records of the Division shall be made by staff of the Administration and Records Sections except by prior arrangement with the Custodian of Records.

3. Requests for copies of public records shall be submitted in writing on a form provided by the Division.

4. Requests for copies of public records shall be accompanied by payment of the fee prescribed in Section 12.40 of the Los Angeles Administrative Code. Current fee for photocopies is $1.00 per request plus $.10 per page for records to be picked up at the Division office. The cost of First Class postage via Certified Mail must be included if records are to be sent to the requestor's address.

5. Requests for copies of more than 5 public record documents <u>OR</u> requests for copies of more than 25 public record pages shall not be filled immediately. Such requests shall be accepted by staff, together with the required fee, and requestors will be notified when the material is ready for delivery.

6. Requests shall be restricted to specific requests for copies of specific documents. General requests for classes of documents, or any requests requiring staff inspection and analysis of public records to determine which documents fit the parameters of a request, shall not be honored.

WARNING: STEALING, WILLFULLY DESTROYING, MUTILATING, DEFACING, ALTERING OR FALSIFYING, REMOVING OR SECRETING THE WHOLE OR ANY PART OF A PUBLIC RECORD IS A CRIMINAL OFFENSE PUNISHABLE BY IMPRISONMENT IN THE STATE PRISON, OR IN A COUNTY JAIL NOT EXCEEDING ONE YEAR, OR BY A FINE NOT EXCEEDING ONE HUNDRED DOLLARS ($100), OR BY BOTH SUCH FINE AND IMPRISONMENT. VIOLATORS WILL BE PROSECUTED TO THE FULL EXTENT OF THE LAW.

TAXICAB RULES AND REGULATIONS

OCTOBER 2021

Version 1.0

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SCOPE AND INTENT

These rules and regulations adopted by the Board of Taxicab Commissioners shall be followed by all of the various businesses involved in the many aspects of providing taxicab service in the City of Los Angeles; including but not limited to Taxicab Drivers, Lease Drivers, Taxicab Services Companies, Taxicab Vehicle Permittees, E-Hail Application/Dispatch Systems, and others as defined and discussed in these rules and regulations.

The Board of Taxicab Commissioners has responded to systemic issues that hinder the availability of essential taxicab services and other appropriate on-demand transportation. It is the express intention of these rules to provide for the public health, safety and convenience through management of the various business types involved in the taxicab industry in the City of Los Angeles, and to further maintain vital transportation services to the entire community including those that have been underserved due to geography, socio-economic status, physical abilities or otherwise.

These rules are not intended to be duplicative. Citations may be written for more than one similar rule violation.

SECTION 100 - DEFINITIONS

101. APP or APPLICATION shall mean digital program or software application that is downloadable to a computer or mobile device.

102. BOARD means the Board of Taxicab Commissioners of the City of Los Angeles.

103. BRIBE as used herein signifies anything of value or advantage, present or prospective, or any promise or understanding to give anything of value or advantage, asked, given or accepted with a corrupt intent to unlawfully influence the person to whom it is given in his or her action in any public or official capacity.

104. CANCELLATION means a permanent annulment of an existing permit, which cannot subsequently be renewed, replaced or reinstated. Permittee may reapply for future permits within the parameters set by the Department or Board

105. CITY means the City of Los Angeles.

106. DEPARTMENT or DOT means the Department of Transportation of the City of Los Angeles.

107. DISCRIMINATION means any action, behavior, practice or prejudicial treatment based on race, creed, color, ancestry, national origin, ethnicity, religion, age, sex, gender identity, sexual preference, marital status, medical condition or disability.

108. DISPATCH RECORDS mean original documents prepared by hand, machine time stamped at the time the document is completed, or generated through Universal Dispatching or computer generated records showing the time, date and specific information about telephone or equivalent communication orders for service, and the assignment of orders to drivers.

109. E-HAIL APPLICATION means an application that may or may not be affiliated with a Taxicab Services Company that allows customers to electronically order a permitted taxicab on demand

using a smartphone or other mobile or electronic device.

110. IMMEDIATE OUT OF SERVICE (IOS) means that after proper notice by the Department or LAWA police, placement of a taxicab or taxicabs into a state of suspension where it cannot be used as a taxicab or other passenger transportation service until such time as the vehicle is cleared to return to active service by the Department, LAWA police, or any other enforcement agency.

111. LAAC means the Los Angeles Administrative Code.

112. LAMC means the Los Angeles Municipal Code.

113. LAWA means Los Angeles World Airports as previously denoted as Department of Airports (DOA) of the City of Los Angeles.

114. LAX means Los Angeles International Airport and, for the purpose of taxicab regulation, shall include all of the upper and lower roadways of World Way and all areas and facilities adjacent thereto, the taxicab holding lot and West Imperial Terminal.

115. LAX CONTRACTOR means Taxicab Supervision and Management Contractor at LAWA/LAX or any other specified company/ management company authorized by the Board of Taxicab Commissioners and LAX.

116. LEASE DRIVER means a person who is an independent contractor possessing a valid City Driver Permit who drives a taxicab pursuant to an approved lease agreement with a Taxicab Services Company or Vehicle Permittee. By accepting a City Driver Permit and operating as a Lease Driver, each holder of said Permit materially warrants to the Board, and to all Taxicab Services Companies that the Lease Driver will continue to offer his/her/their taxicab services to the public according to the applicable Rules and Regulations adopted by the Board.

117. ON DUTY means the time between the start and end of a period of providing taxicab transportation service to the public as documented by E-Hail and/or Taxicab Services Company dispatch or communications system for each driver.

118. REVOCATION means a permanent removal of the privileges granted to the holder of an existing Permit, which cannot subsequently be renewed, replaced or reinstated.

119. STANDBY means a time period during which a taxicab driver waits for a passenger, at the passenger's request and with the taximeter activated, until the passenger returns or until the taxicab is dismissed.

120. SUSPENSION means a temporary removal of the privileges granted to a Permittee.

121. TAXI METER is a device installed in a taxicab that calculates passenger fares based on a combination of time driving and or waiting and the distance to a particular destination.

122. TAXI SOFT METER is a type of meter approved for use by the Department as a taximeter. Soft meters may use technologies such as GPS or on-board diagnostics (OBD) to calculate passenger fares based on time and distance.

123. TAXICAB DRIVER or “Driver” means any person possessing a valid City Driver Permit in immediate possession of a taxicab and driving for the purpose of providing a taxicab transportation service.

124. TAXICAB SERVICES COMPANY means every company, approved by the Board to hold an operating permit to operate taxicabs it owns or to provide leasing, branding, administrative, and/or communications services to Taxicab Drivers in the City. Taxicab Services Companies include directors, officers, members, management and administrative personnel. Taxicab Services Companies may develop procedures for forwarding transportation requests from the public to Taxicab Drivers or to an autonomous vehicle. A Taxicab Services Company may also utilize third party management or administrative entities to provide its drivers with these services.

125. TAXICAB STAND means an area on private property such as hotels, LAX, or Union Station as designated by the owner for parking taxicabs while waiting for passengers.

126. TAXICAB VEHICLE PERMIT means a non-transferable authorization to permit the operation of a vehicle to provide City authorized taxicab transportation service involving picking up or attempted picking up of passengers within the City limits of the City of Los Angeles, whether as owner, lesser, lessee or otherwise.

127. TAXICAB ZONE means a curb parking area on a public street designated and posted by the Department as provided for in LAMC 80.66.1 for the standing or parking of taxicabs while awaiting employment.

128. VEHICLE CODE means the California Vehicle Code (CVC) in its latest revision.

129. VEHICLE PERMITTEE means an individual person or business entity who has been granted a Taxicab Vehicle Permit in accordance with Section 71.02(b) of the LAMC or in accordance with provisions of an operating permit for the purpose of providing taxicab transportation service.

SECTION 200 - GENERAL RULES AND REGULATIONS

Each Taxicab Services Company and its management, employees, lease drivers, each vehicle permittee, each driver, each lease driver and each employee is individually and jointly responsible for complying with all rules and regulations of the Board; all sections of the LAMC, the Los Angeles Administrative Code and other ordinances of the City; any rule or regulation of the Department of Airports; and any section of a State Statute or Administrative Code relating to the operation of a taxicab or a vehicle for hire.

201. Every authorized Taxicab Services Company, unless it was previously a Franchise under the City Ordinance in the year 2020, shall provide branding and communications services to no less than 100 permitted vehicles.

202. Every Taxicab Services Company shall ensure that the driver maintains a valid, current California Driver License and their LADOT issued driver permit. Taxicab Services Companies shall not release a taxicab to any driver that is not in immediate possession of these documents.

203. The Taxicab Services Company may be held liable for a violation upon verification that the Taxicab Services Company knew or should have known that a driver's license was suspended or expired while operating a permitted taxicab.

204. Each Taxicab Services Company shall notify the Department via email of the termination of any driver by the Taxicab Services Company and the cause for such action by the end of the business day following termination. If the business day falls on a holiday, the next immediate business day can be substituted for email notification.

205. For the protection of the public, each Taxicab Services Company shall be responsible for reimbursing overcharges to members of the public using any taxicab that it owns, has leased to a Taxicab Driver, or which it has allowed to be operated using its branding. The Taxicab Driver shall be ultimately responsible to reimburse the Taxicab Services Company for any such overcharges in which the driver participated; however, such responsibility shall not relieve the Taxicab Services Company of its own obligations stated herein.

206. Each Taxicab Services Company shall submit to the Department and maintain on file evidence of valid liability insurance for all of its taxicabs in service and evidence of valid comprehensive general liability insurance for its premises and contractors in a form acceptable to the Department, the City Risk Manager, and the City Attorney.

207. To provide protection and service to the public, each Taxicab Services Company shall promptly investigate, and keep on file a record of, any circumstances which require a driver to report an incident to the Taxicab Services Company. Such records shall be available to the Department upon request.

208. Subject to rights of appeal as provided in Section 900 herein, each Taxicab Services Company shall pay all monetary penalties assessed within the required time period.

209. Each Taxicab Services Company shall distribute and/or make available to all passengers, drivers and customers; cards, flyers, pamphlets, or other information as determined by the Board and made available in sufficient quantities to the Taxicab Services Company by the Department. Such information may include, but is not limited to, passenger surveys and complaint procedures. Such information may also be made available to the Department via email and to customers via the Taxicab App after its content has been approved by the Department. Distribution may also include, but is not limited to, displaying material on Passenger Information Monitors (PIM), or web sites.

210. A Taxicab Services Company shall return any invalid City Driver Permit in its possession to the Department.

211. A Taxicab Services Company shall not give, offer or receive a bribe with the intent to affect an action which could be contrary to the rules and regulations of the Board, LAWA, LAX Contractor, the Los Angeles Municipal Code, operating permit, or State law, or with the intent, or purpose, of having an agent or employee of the City not perform his or her duties relating to the regulation of taxicabs. Specifically, a Taxicab Services Company shall not engage in such activity with any Department, LAWA or LAX Contractor personnel, drivers or any other person in the position to influence the operation of its taxicab.

212. Each Taxicab Services Company shall enroll all permitted drivers in the Department of Motor Vehicles Pull Notice Program and shall review such records for all drivers for compliance with company and City requirements at least annually and as additional updates are received. An operator shall file such records, by driver, in a central location and shall notify the Department

by the end of the next business day if a driver's record or ability to operate a taxicab fails to meet the requirements contained in sections 600, 700, and 800 herein.

213. A Taxicab Services Company shall notify the Department in writing of any changes to the President, General Manager, Director of Operations or other leadership personnel within the company within five business days of the change.

214. Each Taxicab Services Company shall be responsible for verifying enrollment of its permitted drivers in a controlled substance and alcohol testing program with pre-permitting, annual and random test requirements. As part of the services provided to all drivers of vehicles displaying its branding, and for the protection of the public at large, each Taxicab Services Company shall:

a. Contract with a certified program administrator;

b. Provide substance abuse training to supervisory personnel;

c. Withdraw sponsorship for any driver who has failed to maintain enrollment in the program, and advise the Department;

d. Provide Department approved policy and educational materials to all drivers and employees;

e. Maintain test results and statements of receipt of policy and educational materials on file, and

f. Immediately notify the Department of any "positive" test result including failure to test and return of the driver permit with a driver status statement such as sponsorship withdrawn or driver on temporary suspension.

215. Each Taxicab Services Company and vehicle permittee may display commercial advertising in or on the taxicab, which does not violate statutes involving unlawful or obscene matter, nor be detrimental to the public welfare.

SECTION 300 - TECHNICAL COMPLIANCE

The Rules in this section are adopted to provide better regulatory management and fleet modernization, achieve greater protection and safety for the public and to provide mechanisms for right-of-way management, digital communication, and data that would allow for planning that will improve service access for underserved communities.

301. Taxicab Services Company agrees to be responsible for integrating with and closing out MyLA311 Service Request tickets within the 311 System. Failure to respond to open Service Requests in 311 will be grounds for discipline including but not limited to denying requests to increase the number of taxicabs operating under its servicing permit, reducing the existing number of taxicabs operating under its service permit, and/or revoking the permit.

302. Permitted Taxicab Service Companies and all vehicles operating under each Taxicab Service Company’s permit shall comply with the Mobility Data Specification (MDS.)

303. Taxicab Service Companies shall provide, through their own communications platform or through a third party, accessible Application Programing Interfaces (APIs) that meet the requirements of the Los Angeles Mobility Data Specification (MDS) as published on https://github.com/openmobilityfoundation/mobility-data-specification

304. Taxicab Service Companies shall have the ability to incorporate Special Operation Zones (SOZ), Geo-Fenced areas, and underserved service areas into the digital platform as published on the MDS.

SECTION 400 - TAXI E-HAIL APPLICATION ("TAXI APPS") PROVIDER REQUIREMENTS

401. Definitions for the purpose of this section:

a. "TAXI APP" means a software-based taxi hail and/or dispatch system.

b. "DRIVER-FACING FUNCTIONALITY" means the functionality of a Taxi App that is accessible by those users of a Taxi App who are drivers.

c. "PASSENGER-FACING FUNCTIONALITY" means the functionality of a Taxi App that is accessible by those users of a Taxi App who are passengers.

d. "DRIVER USER" means a user of a Taxi App who is a driver and has access to the Driver-Facing Functionality of a Taxi App.

e. "PASSENGER USER" means a user of a Taxi App who is a passenger and has access to the Passenger-Facing Functionality of a Taxi App.

402. Minimum Functionality

General. A Taxi App may include Driver-Facing Functionality, or Passenger-Facing Functionality, or both. If a Taxi App has Driver-Facing Functionality, then it must adhere to all requirements for Driver-Facing Functionality as set forth herein. If a Taxi App has Passenger-Facing Functionality, then it must adhere to all requirements for Passenger-Facing Functionality as set forth herein:

Taxi App Functionality. A Taxi App that operates in the City of Los Angeles must:

a. Comply fully with the Mobility Data Specification (MDS) of the Department of Transportation, as such MDS may be changed from time to time in the sole discretion of the Department.
b. Provide accessible Application Programing Interfaces (APIs) that meet the requirements of the MDS, as published at: https://github.com/openmobilityfoundation/mobility-data-specification
c. Comply with all requirements of the Americans With Disabilities Act.
d. Allow a driver and passenger to communicate directly with one another once the taxicab has been dispatched, in a manner that does not disclose the phone number of the driver or

passenger to the other.

e. Allow a driver to rate a passenger on a scale of one to five.

f. Be accessible to all permitted drivers in Los Angeles, without interference or restriction by any Taxi Service Provider.

g. Not prioritize taxicabs based upon company affiliation, but rather must use a combination of geographic proximity and/or ability and likelihood to service the customer or other accepted methods of dispatch.

403. Driver-Facing Functionality. A Taxi App with Driver-Facing Functionality operating in the City of Los Angeles must:

a. Provide all necessary information, data and payment to all permitted third-party Taxi Apps with Passenger-Facing Functionality so as to allow any permitted third party Taxi App with Passenger-Facing Functionality to comply with these Rules.

b. Make all driver users of said Taxi App available for dispatch to the passenger users of all permitted Taxi Apps with Passenger-Facing Functionality.

c. Allow the Department to suspend and revoke a driver user's access to said Taxi App for violations of these Rules, as set forth herein.

d. Incorporate all policies regarding Special Operation Zones (SOZ), as may be required by the Department and/or this Board. A "Special Operation Zone (SOZ)" is a geographical area with specific additional rules governing driver behavior.

e. Include a training program that teaches a driver how to use said Taxi App.

f. Require each driver user to affirmatively acknowledge, prior to allowing said driver user to receive dispatch requests upon said driver user's first login on a given day, that the driver user will act in compliance with Department rules and regulations as well as all local and state regulations.

g. Ensure that each driver user receives the full amount of all tips and/or gratuities without any withholding, except for credit card processing fees.

404. Passenger-Facing Functionality. Any Taxi App with Passenger-Facing Functionality operating in the City of Los Angeles must:

a. Provide all necessary information, data and payment to all permitted third party Taxi Apps with Driver-Facing Functionality so as to allow any permitted third party Taxi App with Driver-Facing Functionality to comply with these Rules.

b. Provide up-front pricing for passengers prior to the start of each trip.

c. Shall provide estimated wait times for the customer.

d. Adhere to all rules governing maximum fares charged to a passenger as set forth herein.

e. Ensure that, if said Taxi App at any time offers a fare discount, the fare paid to the driver on a trip receives the maximum fare authorized by these Rules, unless the driver consents to such fare discount.

f. Be able to accept payments via credit card, via debit card, and through the Los Angeles CityRide program and provide customers with an option of keeping preferred payment methods securely on file.

g. Allow a passenger to request a Wheelchair-Accessible Vehicle (WAV), and to dispatch a WAV to said passenger, pursuant to these Rules and the MDS.

h. Provide the ability to provide pre-booking capacity for customers to book the trip in advance.

i. Maintain and operate a 24-hour ADA-accessible customer service call center.

j. Ask each passenger whether they wish to provide a tip or gratuity to the driver, and the amount of said tip or gratuity, with the default selection set to 20%.

k. Provide an itemized receipt to each passenger at the end of a trip in a digital format.

l. Allow a passenger to rate a driver on a scale of one to five.

405. App Dispatch Surcharge.

a. Any Taxi App with Passenger-Facing Functionality operating in the City of Los Angeles must charge passengers the App Dispatch Surcharge. The "App Dispatch Surcharge" is a surcharge on every ride dispatched by means of a Taxi App, in an amount approved by this Board. A Taxi App that collects an App Based Surcharge must disburse the proceeds of the App Dispatch Surcharge, on a monthly basis, as follows: Fifty Percent (50%) of the App Dispatch Surcharge may be retained by the Taxi App that dispatched a ride from a passenger user of said Taxi App; and Fifty Percent (50%) of the App Dispatch Surcharge must be paid to the Taxi App on which the driver to whom a ride was dispatched maintains their account or to the Taxi Services Company whose vehicle was dispatched for the trip if there was no additional App.

b. As of the date this Section is initially approved by the Board, the allowable App Dispatch Surcharge will be One Dollar ($1).

406. Communications.

a. To Passengers. A Taxi App with Passenger-Facing Functionality must communicate all of the following to each passenger user:

1. The customer service phone number of the Taxi App operator.

2. The name, photograph and permit number of the driver.

3. A notice directing all passenger complaints to the Los Angeles 311 service center, and contact information for the same, including a link that initiates a phone call from within the Taxi App.

4. All emergency communications, marketing materials, advertisements, information and other messages required by the Department and/or this Board to be communicated to each passenger user, in the form determined by the Department and/or this Board, which may include text, audio and/or video.

b. To Drivers. A Taxi App with Driver-Facing Functionality must communicate all of the following to each driver user:

1. The name of the passenger, only after the driver has accepted a trip request.

2. The address of a trip destination.

3. A Taxi App may not communicate any personal identifying information about a passenger, except the passenger's trip identification number and any information set forth in subsection (b) above, pursuant to rules set forth herein.

407. Enforcement.

a. The operator of a Taxi App must provide a functionality to the Department that allows the Department to suspend operations of the Taxi App in the event of said Taxi App's noncompliance with these Rules.

b. The operator of a Taxi App with Driver-Facing Functionality must provide a "suspend driver" functionality to the Department that allows the Department to prohibit all Passenger-Facing Taxi Apps from dispatching rides to a driver user.

408. Permitting.

a. The Department will grant a permit to the operator of any Taxi App that complies with these Rules and submits to a review process, all aspects of which are to be determined by the Department and/or this Board, by which the operator demonstrates the functionality of its Taxi App and its compliance with these Rules.

b. The operator of a Taxi App must comply with all insurance and performance bond requirements as determined by the Department and/or this Board.

c. The Department, or this Board reserves the right to set fees for the permitting of Taxi Apps.

SECTION 500 - TAXICAB VEHICLES AND EQUIPMENT

Department Assessment of Penalty Points and Vehicle Return to Service: For vehicle infractions cited in Section 500 requiring an Immediate Out of Service (IOS), the Taxicab Services Company may correct the violation and have the vehicle inspected and returned to service prior to the deadline established by the Department on the hearing notice. Depending on the severity of the violation, such correction of vehicle deficiency may not preclude the Department from assessing penalties against the Taxicab Services Company nor shall it preclude the Taxicab Services Company from attending the hearing or appealing the Department's assessment of the violation to the Board as described in Section 900 of these rules.

501. New vehicles added to a Taxicab Services Company's operations shall be zero emission (e.g. electric, hydrogen, etc.), plug-in hybrid electric, or gas-electric hybrid and may be registered as a commercial or personal vehicle with the Department of Motor Vehicles. Wheelchair accessible vehicles and seven passenger vans are exempt from this requirement, but may still be registered as a commercial or personal vehicle.

502. Each Taxicab Services Company or vehicle permittee shall not request inspection or the decaling of any make or model of vehicle until the Department has approved the make and model for use as a taxicab, and has approved the removal from service and decommissioning of any existing vehicle in a taxicab slot per item (E) below. At a minimum, vehicles proposed for use as taxicabs must meet the following requirements:

a. The vehicle must have at least four doors, and manufactured primarily for use on public streets, roads, and highways and rated at less than 10,000 pounds gross vehicle weight. No dedicated gasoline-only fueled vehicles will be allowed to be added to any fleet with exception of Wheelchair Accessible Vans and minivans.

b. Comply with the California Air Resources Board criteria for zero emission or low-emission vehicles.

c. <u>Wheelchair Accessible Vehicles</u>: If the vehicle is wheelchair accessible it must meet all Americans with Disabilities Act requirements including the floor area, interior height clearance, door entrance clearance and ramp or lift design specifications. All required wheelchair/passenger securement straps shall be maintained in the taxicab at all times, in good working order, with permanent markings indicating the taxicab designation/number.

d. <u>Minivans, Sport Utility Vehicles, Special Purpose Vehicles and Full Size Vans</u>: If the vehicle is a minivan, sport utility vehicle, special purpose vehicle, or full size van, it must be certified to Ultra-Low Emission Vehicle (ULEV) standard or cleaner as approved by the California Air Resources Board (CARB) when inserted into taxicab service in 2011 or later.

e. <u>Removal from service and decommissioning</u>: Taxicab Services Company's shall present a written or electronic request to remove taxicab from service including a statement that the vehicle has been officially decommissioned. Vehicle decals shall be included in the request along with pictures of the decommissioned vehicle with exterior (sides,

front and rear) and interior views. Decommissioning shall include the removal of all interior and exterior taxicab equipment (mobile data terminal, taximeter, safety equipment and top light), signage, advertisements, and the painting-over of all exterior identifying signs, numbers and markings. The Department may approve alternative decommissioning requirements on a case-by-case basis.

503. The Taxicab Services Company shall have the responsibility to repair or service any and all recalls from the vehicle manufacturer. The Operator shall advise LADOT of all recalls. If the LADOT deems that the vehicles should be placed out of service, supporting documentation must be submitted to the Department before the vehicle is placed back into service.

504. A State or Department approved taxi meter or soft meter may be installed as outlined in the definitions section, currently certified for the specific vehicle in which it is installed, and with unbroken State inspection seals affixed. Replacement meters shall be certified by a State sealer, registered with the Los Angeles County Department of Weights and Measures, and inspected by the Department within seven calendar days after the vehicle is placed into service with a new or replacement meter. The Meter or other advanced technology should be able to determine the rate of trip prior to trip start.

505. An approved security camera system with enough memory storage to hold recorded footage for a minimum of **100** hours or the ability to store video data for 30 days. The LADOT must be provided software access to review camera data. All security camera installations and systems must be approved by the Department and be maintained in working order. Any vehicle equipped with a security camera shall display signage visible on the exterior and interior of the vehicle, as approved by the Department, indicating the vehicle is equipped with a security camera and occupants will be recorded.

506. Each Taxicab Service Company and vehicle permittee shall maintain in a conspicuous place in each taxicab an affixed driver permit card holder. Displaying driver permit information on digital app screens, Passenger Information Monitors (PIMs), or within the customer app is permissible in lieu of using a cardholder.

507. Each Taxicab Service Company and vehicle permittee shall maintain the taximeter or any technology that is utilized by a taxicab for the purposes of determining the fare based on a combination of time driving and or waiting time and the distance to a particular destination in good working condition at all times.

a. Each Taxicab Operator shall electronically provide a rate of fare, based on time and distance, to the customer upon entering destination information into a meter or technology system, terminal, tablet or device prior to, or at the beginning of the trip.

b. The fare generated by the system shall be the final price to be paid by the customer and may include any additional fees authorized by the LADOT, such as Airport surcharges.

c. The Driver shall not negotiate for, or charge a fare higher than the rate established through this methodology.

d. Each Taxicab Services Company shall have the ability to set rates for its affiliated

vehicles in accordance with CA Government Code 53075.5, and shall notify the department of rate changes.

508. Each Taxicab Services Company and vehicle permittee shall maintain the Department approved vehicle color scheme or company decal, which may include but are not limited to; lighted panels, beacons, indicia affixed to the dashboard, windshield, or magnetically to the roof of the vehicle. All lighted panels, beacons and other indicia should be uniform for all vehicles affiliated with the Taxicab Services Company. A chosen color scheme or decal may not conflict with another company's chosen color scheme or decal. If a Taxicab Services Company chooses light, non-destructive branding for an affiliated vehicle, that vehicle must maintain its factory paint color, or, if necessary, be repainted its original factory paint color.

509. Each Taxicab Services Company and vehicle permittee shall maintain the taxicab vehicle number on the taxicab in positions and sizes which are legible as approved by the Department.

510. Each Taxicab Services Company or vehicle permittee shall not remove and reinstall any City decal on the same or another vehicle.

511. Taxicab decals supplied by the City remain the property of the City of Los Angeles, and are non-transferrable. City decals shall be surrendered upon request by the Department. If the City decal was destroyed or is unrecoverable, a Lost or Stolen Report shall be submitted to the Department in lieu of the decal.

512. A Taxicab Services Company or vehicle permittee shall not alter, duplicate or deface a City decal. City decals which have become worn loose, torn, or expired shall be replaced as directed by the Department.

513. A Taxicab Services Company or vehicle permittee shall notify the Department immediately of the removal or destruction, by other than the Department personnel, of any City decal issued to the taxicab operator.

514. Each Taxicab Services Company and vehicle permittee shall, upon request, take the taxicab immediately out of service and make the taxicab immediately available to the Department when:

a. The vehicle is found to be in unsafe operating condition.

b. The vehicle is found to be operating without City approved insurance.

c. A citation or hearing notice was issued for vehicle or equipment defects with due notice given to correct the deficiency but no correction was made within the time allotted and the taxicab is still in service.

d. The taxicab is operating without a valid permit or the Board has authorized the removal of the City decals.

e. The vehicle has not passed annual inspection by a City Investigator, or an approved mechanic or garage.

515. Each Taxicab Services Company and vehicle permittee shall maintain every taxicab free from:

a. Unsightly dirt, grime and stains inside and out including trunk.

b. Cracked or broken windows, headlights, taillights and interior lights.

c. Missing or broken door locks and handles and window cranks.

d. Torn floor covering, head liner, interior door liners or upholstery.

e. Unusual, mismatched, or unsightly paint defacement and body dents.

f. Projections of sheet metal or other materials inside or outside the taxicab that might cause injury or tear clothing.

g. Unauthorized signs or markings, such as bumper stickers.

516. Each Taxicab Services Company and vehicle permittee shall maintain in every taxicab a sufficient number of seat belts as specified by the manufacturer which are properly bolted in place and in good working order to accommodate each passenger and the driver. Each taxicab operator, vehicle permittee, and driver shall maintain all seat belts, clearly visible and easily usable by the passengers.

517. Each Taxicab Services Company and vehicle permittee shall make any permitted taxicab available for inspection at any time, upon reasonable notice, by authorized Department personnel.

518. All vehicles shall be inspected by the Department on a yearly basis. Each Taxicab Services Company shall assure that after reasonable notice to the operator, all appointments for vehicle inspections with the Department are maintained. Cancellations by either party shall be upon a minimum of one business day notice, unless circumstances prevent otherwise. The Department may require an additional physical inspection, mechanical inspection and/or smog check certification for any unusual engine/vehicle issues and/or tailpipe emissions as noted for any Department inspection. This annual inspection may be conducted by a Department authorized, third party facility that is certified by the National Institute for Automotive Service Excellence or a facility registered with the Bureau of Automotive Repair.

519. Each Taxicab Services Company that maintains a radio in its vehicle shall allow authorized Department personnel to utilize the taxicab radio for communication with the Taxicab Services Company's dispatcher for purposes of emergencies or inspection.

520. Each vehicle which is cited for violation under a Taxicab Rule herein which stipulates "IOS" which means, Immediate Out of Service - shall not be operated. The violation shall be corrected and the vehicle inspected and cleared by a City Investigator/Officer before the end of the next City business day following the correction of the violation. A Department of Airports Police Officer may clear violation(s) and place the vehicle back into service as a taxicab as long as the appropriate paperwork is forwarded to the Transportation Department.

521. Any new vehicle placed into taxi service with the Department for the first time shall not exceed 300,000 miles upon placement into service. Any vehicle operating as a taxicab shall not exceed 400,000 miles. This includes Wheelchair Accessible taxicabs.

522. Wheelchair Accessible Vehicles shall constitute at least two percent (2%) of the taxicabs for

which the Taxicab Services Company is providing branding and administrative services.

523. The Taxicab Services Company shall have in place and continuously keep up to date all inspection, preventative maintenance and maintenance repair records for each taxicab and make these records available to the Department for review upon request.

524. Each Taxicab Services Company shall assure at all times the lights, brakes, tires, steering, and seatbelts are working properly, that the air conditioning, heating and defrosting systems are maintained and in good working order and that evidence of vehicle insurance or financial responsibility is carried in the vehicle.

525. Each Taxicab Services Company and vehicle permittee shall post the name of company and cab number in raised characters and Grade 2 Braille on a permanent sign inside the rear seating area of the taxicab. The following specifications shall be used:

Text: The raised characters and Braille translation shall consist of the name of the taxicab company alone (without such terms as "Cab", "Taxi", "Company", "Inc.") followed by the number. The insignia or designation emblem for a number shall be omitted in raised print, but included in the Braille translation.

Finish and Contrast: Sign background and raised characters shall have a non-glare finish. Characters shall be white, light yellow, or off-white with pastel tint on a black background.

Raised Characters: Raised characters shall be raised 1/32 inch minimum above their background. Characters shall be uppercase, sans serif. Characters shall not be italic, oblique, script, highly decorative, or of other unusual forms. Character width shall be 60 percent minimum and 100 percent maximum of the height of the character, with the width based on the uppercase letter "O" and the height based on the uppercase letter "I" Character height shall be 5/8 inch minimum and 2 inches maximum. Characters shall have a stroke thickness of 10 percent minimum and 20 percent maximum of the height of the character. Characters shall be solid rather than hollow.

Braille: Braille shall be Grade 2 and shall follow specifications for Braille in CBC Title 24 as follows: Distance between two dots in same cell - center to center 1/10th inch (0.100); Distance between dots 4, 5, 6 in one cell and dots 1, 2, 3 in following adjacent cell - center to center, 2/10th inch (0.200); Height of dot - 1/40th inch (0.025). Dots shall be rounded and solid rather than hollow. Braille shall be located flush left below raised characters, with a distance of 2 inch between base of raised characters and top of Braille cells.

Installation: Sign shall be mounted on right side of armrest of rear passenger seat with raised characters and Braille facing the right-hand side of the passenger, or in a location designated and approved by the Department.

526. The Department-approved regular maintenance or inspection intervals shall not be exceeded by more than 7 days or 1000 miles past the due date for inspection, whichever is sooner.

527. When a vehicle has not passed annual inspection by the Department due to vehicle deficiency, it must be scheduled for a vehicle re-inspection on a new date or time or taken out of service.

528. Each Taxicab Services Company and vehicle permittee shall ensure that the customer service comment sign, as approved by the Department, is placed in each vehicle on either the safety shield directly behind the driver, or, in the case of a vehicle exempt from the safety shield requirement, on the inside of a window readily visible to passengers, or accessible to the passenger electronically. Customer service signs shall be required unless otherwise authorized by the Department or the Board.

529. Any problem causing the "check engine" light to be illuminated when the vehicle motor is running must be corrected within two business days or the vehicle may be removed from service and penalties assessed or the vehicle may be taken out of service until repairs are made and the vehicle reinstated subject to inspection.

530. Each Taxicab Services Company and vehicle permittee shall maintain a taximeter or soft meter capable of printing, emailing, or texting a receipt for all trips provided.

531. Taxi meters shall be accurate and in good working condition. The meter shall not be installed in a way that makes it possible to tamper with the rate setting mechanisms; and it shall not be equipped with unapproved devices attached to any part of the meter or its wiring harness.

532. The taximeter's installation and operation shall be in compliance with all laws and statutes of the City and State. Possession of a fraudulent or false taximeter is prima facie evidence of the intention to violate the law pursuant to California Business and Professions Code Section 12510.

SECTION 600 - DRIVER PERMIT REQUIREMENTS - NEW PERMITS

601. An applicant who previously held a Driver Permit and whose Permit was canceled, and not overturned by appeal, must cure the cause of the cancellation and apply for a new permit and meet all of the following requirements for a new permit.

   a. An applicant who previously held a Driver Permit and whose Permit was revoked and overturned by appeal, and applying for a new permit must meet all of the requirements for a new applicant and such other conditions as the Board may impose.

   b. An applicant for a driver permit shall file with the Department an approved application form, signed by an authorized agent of the Taxicab Services Company, containing all current information required by the rules and regulations of the Board together with the required application fee, an approved controlled substance test result or program certificate current to within 30 days, and a Medical Report, if required and available to remain on file with the Department. An applicant must furnish acceptable proof of United States Citizenship or other acceptable proof of right to work in accordance with Employment Eligibility Verification standards as set by the United States Department of Homeland Security U.S. Citizenship and Immigration Services (USCIS) Form I-9.

   c. Upon notification signed by an officer of the Taxicab Services Company of withdrawal of signature at any time during the term of a taxicab driver permit, or notification of

termination of any driver as required by Rule 205, the permit shall be immediately turned in to the Department.

602. Driver permits remain the property of the City and shall be surrendered upon request.

603. An applicant shall be a minimum of 18 years old.

604. An applicant shall possess a current California Driver's License, Class C or above.

605. An applicant shall not be afflicted with either a physical or mental incapacity that would preclude him/her from safely operating a taxicab and performing the duties normal to such profession. The applicant may be required to submit a Medical Report and have a valid medical certificate if their application or observation by Department staff indicates a physical or mental affliction. In such a situation, the applicant for a driver permit may be granted a temporary permit for 30 days pending receipt of a valid medical certificate. Upon submission of the valid medical certificate and acceptance by the Department, a regular permit shall be issued to an applicant. (Medical certificate requirements shall be in accordance with CVC 12804.9(a)(2) as required for vanpool vehicle drivers and are renewable every two years.)

606. An applicant shall be fingerprinted for a California Department of Justice and Federal Bureau of Investigation criminal record check.

607. An applicant shall be denied a new permit if he/she is required to register as a sex offender under Section 290 of the Penal Code or if he/she has been convicted of a felony involving: any type of sexual offense; the manufacture, possession for sale, transportation, or distribution of narcotics, controlled substances, or addictive or dangerous drugs; force, violence, threat or intimidation against persons; kidnapping; forgery, fraud, larceny, extortion, burglary, robbery or theft; credit card fraud; possession of firearm or dangerous weapon; resisting or obstructing a peace officer, public officer or emergency medical technician; or use of a taxicab or other vehicle for hire in the commission of a felony. Equivalent out-of-state violations shall be considered.

608. An applicant shall not have been convicted, during the preceding seven years, of any sexual offense; or of any offense relating to the use, sale, possession, transportation, manufacture or distribution of narcotics, controlled substances, or addictive or dangerous drugs; or of any act involving force, violence, threat or intimidation against persons; or of any act involving moral turpitude, including fraud or intentional dishonesty for personal gain; or of theft in either degree; or of any offense involving the possession of a firearm or dangerous weapon; or of any offense involving the solicitation or agreement to engage in or engagement in any act of prostitution; or of any act of resisting, delaying or obstructing a peace officer, public officer or emergency medical technician; or of any offense which results in a felony conviction. For the purposes of this rule, a subsequent change of plea or vacation of verdict and dismissal of charges pursuant to California Penal Code Section 1203.4 does not release the applicant from the penalties and disabilities resulting from the offense of which he or she has been convicted. Equivalent out-of-state convictions shall be considered.

609. An applicant shall have no record of habitual or excessive use or addiction to intoxicating beverages, narcotics, controlled substances or dangerous drugs. An applicant shall be denied a permit for a three-year period from the date of last test failure for two violations within a twelve-month period. An applicant shall be denied a permit if more than two violations have

occurred over any period of time.

610. An applicant shall be familiar with the Los Angeles area street and freeway system.

611. An applicant shall be able to locate, using a mapping device and/or GPS locations, street addresses, intersections, communities and points of interest in the Los Angeles area. Applicants shall be provided training by the Taxicab Services Company regarding the safe and efficient use of all in-vehicle routing equipment and devices.

612. An applicant shall be familiar with rules and regulations of the Board related to taxicabs.

613. An applicant shall be denied a new driver permit if he/she has ever been convicted of any of the following Vehicle Code Sections or equivalent out-of-state violations:

Description of Violation

20001 - Hit and Run resulting in injury or death
20003 - Hit and Run - failure to identify yourself to police or victim - injury or death involved
20004 - Hit and Run death - failure to report to police or CHP
23104 - Reckless driving - causing injury
23153 - Driving while under the influence of alcohol or drugs - causing injury to others

614. An applicant with a Department driver record shall be denied a driver permit if his/her Department driver permit violation record indicates any of the following:

a. More than five Board Taxicab Rule violations or a total of 22 or more days of suspension within the last year.

b. More than ten Board Taxicab Rule violations or a total of 30 or more days of suspension within the last three years.

c. Revocation of a City Driver Permit by the Board within the last three years.

d. Conviction during the preceding two years for commission of a crime while operating a taxicab or other vehicle for hire in the State of California.

615. An applicant shall be denied a driver permit if any portion of his/her application is found to be falsified. If the falsification is deemed to be willful and intentional, the applicant will not be allowed to reapply for a driver permit for a one year period from the time the falsification is first discovered. Should a repeat offense of falsification occur, the applicant will not be allowed to reapply for a driver permit for a seven-year period from the time the additional falsification is discovered.

616. Any applicant who is denied a driver permit based on the provisions of Section 600, may appeal such action to the Board according to the procedures stated in Section 900, provided the applicant submits a written request for a hearing within ten days of the denial.

617. An application for a new driver permit shall be denied if the applicant fails to submit all documentation required to substantiate his/her qualifications for the permit, or fails to pay any money due to the Department or otherwise resolve the matter to the satisfaction of the Department, by the deadline established by the Department.

618. A taxicab driver permit applicant who fails to attend a scheduled seminar shall not receive a permit until the seminar is completed. Failure to timely complete the seminar shall result in the driver being disqualified from receiving a permit.

SECTION 700 - DRIVER PERMIT REQUIREMENTS - RENEWAL OR REPLACEMENT

An applicant for a renewal, transfer or replacement driver permit shall comply with all requirements herein.

701. A driver shall exchange the current permit for a replacement permit whenever the driver changes affiliation with a Taxicab Services Company. The Department shall not issue a new, renewal, or replacement permit without receiving the old permit first.

702. A driver shall submit the permit replacement fee with a completed application for a driver permit for a different Taxicab Services Company signed by his/her new Taxicab Services Company. Drivers shall submit an LAPD Lost or Stolen Report with the request to replace if their current permit was lost or stolen.

703. An applicant shall be denied a renewal or replacement permit driver permit if he/she has ever been convicted of any of the following Vehicle Code Sections or equivalent out-of-state violations:

<u>Description of Violation</u>

20001 - Hit and Run resulting in injury or death
20003 - Hit and Run - failure to identify yourself to police or victim - injury or death involved
20004 - Hit and Run death - failure to report to police or CHP
23104 - Reckless driving - causing injury
23153 - Driving while under the influence of alcohol or drugs - causing injury to others

704. An applicant shall be denied a renewal or replacement driver permit if their Department of Motor Vehicles (DMV) printout indicates any of the following within three years prior to their application:

a. A conviction within the last three years of any of the following Vehicle Code sections
<u>Description of Violation</u>
20002 - Hit and Run - property damage, including vehicles
23103 - Reckless driving - no injury
23152 - Driving while under the influence of alcohol or drugs - no injury
23220 - Driver drinking alcoholic beverage while operating motor vehicle on highway

b. More than five moving violations within the last three years, or more than two violations within the last year.

c. More than three chargeable vehicle accidents within the last three years or more than two within the last year.

705. An applicant shall be denied a renewal or replacement driver permit if his/her Department driver permit violation record indicates any of the following:

a. More than five Board Taxicab Rule violations or a total of 30 or more days of suspension within the last year.

b. More than ten Board Taxicab Rule violations or a total of 40 or more days of suspension within the last three years.

c. Conviction, during the preceding two years, for commission of a crime while operating a taxicab or other vehicle for hire in the State of California.

706. If a Driver's application is found to be falsified, his/her driver permit shall be canceled by the Department; and the applicant may appeal such action to the Board according to the procedures stated in Section 900, provided the applicant submits a written request for a hearing within ten days of the cancellation. If the falsification is deemed to be willful and intentional, the applicant will be prohibited from reapplying for a driver permit for a period of one year from the time the falsification is first discovered. Should a repeat offense of falsification occur, the applicant will be prohibited from reapplying for a driver permit for a period of seven years from the time the additional falsification is discovered. If the alleged falsification relates to a conviction that was disclosed in a previous application from which the driver received a permit, then the failure to disclose in the latest application will be deemed unintentional and the driver will be given an opportunity to update his or her application without penalty.

707. Any applicant who is denied a driver permit may appeal such action to the Board according to the procedures stated in Section 900, provided the applicant submits a written request for a hearing within ten days of the denial.

708. An application for a renewal or replacement driver permit shall be denied if the applicant fails to submit all documentation required to substantiate his/her qualifications for the permit, or fails to pay any money due to the Department or otherwise resolve the matter to the satisfaction of the Department, either prior to the expiration of the permit being renewed or replaced or by the deadline established by the Department, whichever occurs later.

709. An application for a renewal driver permit may be submitted no earlier than 60 days prior to the expiration of the permit being renewed.

SECTION 800 - TAXICAB DRIVER RULES AND REGULATIONS

801. A driver shall have in their immediate possession a valid California Driver License while in charge of or driving a taxicab and shall present license upon request.

802. A driver shall not be in charge of or drive a taxicab while their California driver's license is suspended or has expired.

803. A driver shall have a valid City Driver Permit issued by the Department, in their possession while in charge of or driving a taxicab.

804. A driver is responsible for making sure their driver permit accurately shows the driver’s chosen affiliation(s) with a Taxicab Services Company or Companies. A driver may be affiliated with no more than two Taxicab Services Companies at the same time. A driver may not drive a taxicab associated with any Taxicab Services Company unless said company is shown on the driver’s

permit.

805. A driver shall not be in charge of, or drive a permitted taxicab while their City driver permit is suspended.

806. A driver shall not use another person's City driver permit for any reason.

807. A driver shall return an invalid City Driver Permit to the Department.

808. A driver of a permitted taxicab vehicle shall not knowingly allow the unauthorized use of the City permitted taxicab. This includes the following:

   a. Allowing the use of a permitted taxicab by another City permitted taxicab driver that has not been authorized by the Taxicab Services Company or vehicle permittee to drive for the taxicab.

   b. Allowing the use of permitted taxicabs by a non-permitted individual.

   c. The City driver permit is non-transferable and is not to be duplicated.

809. A driver shall at all times drive or park the taxicab:

   a. In a safe, careful and prudent manner.

   b. In compliance with City traffic regulations.

   c. In compliance with provisions of the California Vehicle Code.

810. A driver shall not engage in any unlawful act such as:

   a. The commission of a felony.

   b. Pandering.

   c. Immoral acts.

   d. Assault or battery.

   e. Reckless driving.

   f. Drunk or impaired driving.

For purposes of this rule, no violation may be charged by the Department unless there is a conviction by a court of competent jurisdiction. No penalty will be assessed against the Taxicab Services Company unless evidence indicates that the Company and/or the Vehicle Permittee was aware of such unlawful acts and allowed the driver to continue driving with that operator. A driver may be taken out of service immediately while the Department investigates such charge(s).

811. The driver shall not drink an alcoholic beverage while on duty nor have in possession an open container of any alcoholic beverage.

812. A driver shall not buy or sell alcoholic beverages while on duty.

813. A driver shall not be on duty under the influence of an alcoholic beverage, intoxicating liquor or any drug which may impair driving ability.

814. A driver and/or passenger shall not smoke, or use an electronic smoking device, while seated in the taxicab at any time.

815. A driver shall not knowingly use, sell, handle or transport illegal narcotics at any time.

816. A driver shall not drive a taxicab which is in an unsafe operating condition.

Examples of unsafe operating conditions are: bald tires; missing fuel tank caps; inoperable or inadequate windshield wipers; broken or inoperable head or tail lamps; inoperable horn; defective or inadequate brakes; missing, defective, inoperable seat belts, or missing interior trunk release. This list is intended as an informational guideline and does not consist of all potentially unsafe operating conditions. Furthermore, A driver shall ensure that at all times the air conditioning, heating and defrosting systems are in good working order and that evidence of financial responsibility is carried in the vehicle.

817. A driver shall not operate a taxicab that contains a taximeter which is not properly sealed. Taxi soft meters must be:

a. Programmed remotely by an authorized representative.

b. Password protected.

c. Taxi drivers may not access or program soft meters in their taxis.

d. Meters shall be sealed as required by the Department of Weights and Measures.

818. A driver must enter the passenger's destination into the taximeter system to obtain the rate of fare prior to the start of the trip and must adhere to the fare generated by the taximeter system regardless of route taken.

a. A driver may deviate from the upfront fare if the passenger adds a new destination to the trip.
b. If the passenger refuses to give a destination, the driver may operate the taximeter in its normal fashion without giving an upfront price.

819. A driver shall, while on standby and at the passenger's request, remain at an agreed upon safe and legal location with the taximeter activated until the passenger returns or otherwise dismisses the taxicab.

820. A driver and the Taxicab Services Company shall equally assure that the meter shall not contain any unauthorized rates or extra charges which can facilitate the perpetration of a fraud. A Taxicab Services Company penalty assessment may be reduced or waived dependent upon the Taxicab Services Company cooperation and assistance provided in detecting and notifying the City of potential tampering and fraudulent activities.

821. A driver shall assure that the meter reading is visible to any passenger at all times.

822. A driver shall maintain the interior and the exterior of the taxicab in a clean condition, sanitary and in good repair.

823. If not equipped with an approved cellular system or similar technology, a driver shall have the dispatch radio tuned to the Taxicab Services Company's assigned radio frequency and/or be connected to the computer dispatch system at all times. A driver shall assure that the radio is audible and/or the computer dispatch system is on at all times the cab is available for service.

824. A driver shall maintain current enrollment in the controlled substance and alcohol testing program authorized for the Taxicab Services Company. Any "positive, failure to test" or failing test result shall lead to suspension or revocation of the permit. Failure to comply with a test requirement shall be considered as a test failure in addition to a "positive" test result.

   a. Failure to maintain enrollment in the drug and alcohol testing program will result in a cancellation of the permit.

   b. A driver may be reinstated, after completion of rehabilitation and return to duty testing, if the number of test failures for drug and/or alcohol is no more than one in a twelve month period and less than three total. More than one test failure result for drug and/or alcohol use within a twelve month period shall be considered excessive and shall disqualify an applicant for a driver permit, for a period of three years from the last incident of a test failure result. More than two test failure results for drug and/or alcohol use within any period of time shall be cause for permanent permit revocation.

825. A driver shall provide prompt, efficient service and be courteous at all times to the general public, other City-permitted taxicab drivers, and to City Investigators/officers. Minor discourtesies may be forgiven. Unwanted conversation, verbal abuse and/or profanity shall be punished accordingly. **Discriminatory based discourtesies shall result in permit revocation.** The citing Investigator/officer shall provide a supplemental written report of the incident including the names, addresses and/or telephone numbers of all witnesses. Drivers whose permits are revoked for discrimination shall submit evidence of enrollment and passing of a recognized class in Anti-discrimination training when applying for a new driver permit. If verbal abuse and/or profanity escalates into physical abuse, threatened or otherwise, or to throwing objects, such discourtesies shall be punished accordingly.

826. A driver shall not perform mechanical maintenance on the vehicle while in a taxicab zone.

827. A driver in a taxicab zone shall not leave the taxicab unattended except to assist a passenger or for restroom breaks.

828. A driver shall occupy a taxicab zone only when available for hire.

829. Drivers shall not initiate, encourage, or enter into any financial agreement with any hotel door person to direct potential passengers to their taxicab alone.

830. Only the "first-up" driver may solicit a passenger at a taxicab zone or taxicab stand.

831. A driver may not solicit a passenger away from any other cab in line.

832. A driver shall not use any other person to solicit passengers.

833. A driver shall not refuse to transport any person except for the following reasons:

a. driver has already been dispatched on another call;

b. passenger is acting in a disorderly or threatening manner, to causes the driver to reasonably believe that his/her health or safety, or that of others, may be endangered.

c. there is a reasonable expectation that passenger may cause the taxicab to become stained or pungent smelling;

d. passenger requires the use of a litter or stretcher;

e. passenger cannot, upon request, show ability to pay fare; and

f. driver is occupying a taxicab stand or zone pursuant to Board conditions.

Pursuant to Board Order 079, Discriminatory based discourtesies, trip refusals, or passenger dismissals shall result in permit revocation.

834. A driver shall not request payment of taxicab fare in advance of delivery of passenger to desired location except that a deposit up to the estimated amount of the fare may be collected in advance to show ability to pay.

835. The Driver shall not require a cash payment for any trip.

836. A driver shall immediately notify the Taxicab Services Company of any incident of service refusal and note the time, date, supervisor's name and other details of the incident.

837. A driver shall not transport more passengers or luggage than the number of seatbelts available or the taxicab capacity will safely or legally allow.

838. Unless requested by the passenger, a driver shall not attempt to refer the passenger to another taxicab or means of transportation.

839. A driver shall not dismiss or discharge any passenger at a point other than the requested destination without adequate cause. If this occurs, the driver shall discharge the passenger only at a safe, well-lit place convenient to public transportation. **Discriminatory based dismissals or discharges shall result in permit revocation.**

840. A driver shall immediately notify the Taxicab Services Company of any incident of passenger discharge and record the time, date, supervisor's name and other details of the incident into the company's record keeping system.

841. A driver shall not accept any additional passengers, while the taxicab is engaged, without the consent of the fare paying occupants of the taxicab, except in the case of a driver participating in a shared-ride program approved by the Department.

842. A driver shall not request, demand, arrange for or collect any compensation in an amount <u>greater than</u> the taxicab rate applicable to the service provided. For any overcharge involving fraudulent Cityride scrip or credit/debit card activity, the penalty shall be revocation.

843. A driver shall use the shortest, most economical and most direct available route on all trips

unless otherwise specifically approved by the passenger.

844. A driver shall not unnecessarily and without consent, change the destination of a passenger.

845. A driver shall not refuse to transport wheelchairs, packages, luggage and animals as follows:

a. The 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 pungent smelling.

b. 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/her service animal.

The Americans 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.

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

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

848. A driver shall not engage child safety locks on the passenger doors at any time.

849. A driver shall inform the Taxicab Services Company immediately and turn over to the proper person, as soon as practicable, all found articles of property or baggage left by passengers in the driver's vehicle.

850. Upon request, a driver shall give the passenger making a payment an accurate and legible receipt that's printed by the taximeter for each trip provided. A printed or electronic receipt shall display trip information as designated by the Department, including, but not limited to, company name, vehicle number, date and time the trip began, date and time the trip ended, trip number, distance traveled, fare amount, any extra charge applied, and company phone number.

851. A driver shall not permit anyone who is not a passenger to sit in the taxicab while driver is on duty except under specific procedures which have been authorized and pre-approved by the Department.

852. A driver shall immediately comply with all lawful requests, orders and directives issued by any of the following properly identified persons:

a. Any Transportation or Airport Commissioner of the City;

b. Any official or employee of the City Department of Transportation or Airports;

c. Any individual holding peace officer status with jurisdictional authority in the City;

d. Any elected official of the City.

e. Any Agent or Employee of the Taxicab Services Company.

f. Assault/battery on a public official shall result in revocation of permit.

853. A driver shall enter LAX only with bona fide fare paying passengers or a stand ticket 24 hours a day except when LAX Contractor, the Department of Transportation or the Los Angeles World Airports specifically request additional taxicabs.

854. A driver shall obtain a valid stand ticket from LAX Contractor in order to sit at a designated taxicab stand on World Way at LAX or other authorized staging area during the posted hours of operation.

855. A driver shall wear an Identification Card approved by the Board at all times while on duty. The driver shall prominently display his/her card on the upper left side of the outermost garment covering the driver's chest.

856. A driver shall ensure that the following information is kept current and correct at all times:

a. All information on the Identification Card.

b. The driver's mailing address on file with the Department.

857. A driver shall not give, offer or receive a bribe with the intent to affect an action which could be contrary to the rules and regulations of the Board, LAWA, LAX Contractor, the Los Angeles Municipal Code, the terms of a franchise or operating permit, or State law, or with the intent, or purpose, of having an agent or employee of the City not perform his or her duties relating to the regulation of taxicabs. Specifically, a driver shall not engage in such activity with any Department, LAWA or LAX Contractor personnel, other drivers or any other person in the position to influence the operation of the driver's taxicab.

858. A driver shall immediately read and sign the DOT "Hearing Notice" that he/she is issued when cited for a rule violation.

859. A driver shall pick up passengers on World Way at LAX only at designated taxicab stands, or other authorized staging or pick-up area, except when otherwise permitted by LAWA, LAX Contractor or Department personnel.

860. A driver shall operate a taxicab at LAX pursuant to the current LAWA-LAX Contractor established plans for controlling the number of taxicabs entering the Airport for passenger pickups.

861. A driver shall not drive any combination of vehicles defined in LAMC 71.00 for more than 10 consecutive hours nor for more than 10 hours spread over a total of 15 consecutive hours in any 24-hour period. Thereafter, such driver shall not drive any taxicab or other vehicle defined in LAMC 71.00 until eight consecutive hours have elapsed. Regardless of aggregate driving time, no driver shall drive more than 10 hours in any 24-hour period unless eight consecutive hours of off duty have elapsed; CVC 21702(a). This rule is not intended to restrict the leasing of taxicabs.

862. A driver who chooses to pay monetary penalties in lieu of serving a suspension shall pay the monetary penalties at the time he/she makes the choice or by the time specified by the Board when acting on an appeal.

863. At any time a driver's record or ability to operate a taxicab fails to meet the requirements

contained in sections 600 and 700, the driver's permit shall be revoked by the Department, subject to appeal to the Board provided the permittee submits a written request for a hearing within 10 days of the revocation.

864. Each driver who is cited for a violation under a Taxicab Rule herein which stipulates "IOS" - Immediate Out Of Service - shall immediately turn over his/her Driver Permit and Identification Card to the citing Investigator/officer.

865. A driver after receiving a hearing notice for a Taxicab Rule violation shall appear at the time and place for the hearing as indicated on the hearing notice. The driver shall also appear at all subsequent hearings relating to the original hearing notice as required by the Department.

866. A driver when serving suspension time in accordance with these Taxicab Rules shall turn in the Driver Permit and Identification Card to the Department at the time and place so directed by the Department or the Board.

867. A driver shall not use a taxicab as his/her personal vehicle at LAWA or any taxi staging area for personal business at any time.

868. A driver shall not file false or misleading information or complaints with the Department.

869. Each taxicab driver shall log in when he/she begins operation and log out at the end of operation each day.

870. A driver shall accept valid Cityride program payment and/or major credit/debit card payment. Credit/debit card authorization and payment information shall be digitally relayed through the taximeter or mobile data device operating in concert with the taximeter. A driver has the right to request identification of payee and to check credit/debit card validity prior to the end of the service trip. A driver may accept payment by gift card at his or her own option and discretion. If a passenger fails to inform the driver in advance of the planned use of a credit/debit card, the driver must still accept any valid credit/debit card payment. Drivers are required to use the Taxi Services Company's credit card processing system or authorized E-Hail App to accept credit card payments. Refusal to accept valid payment, even if a trip is completed, shall be considered as a rule violation.

871. A driver shall be logged in to at least one authorized E-Hail Application while providing taxicab service or at a minimum, be logged into a system that allows the LADOT to capture driver and trip information through the Mobility Data Specification (MDS).

872. To increase public access to taxicab and passenger transportation services, each Taxicab Driver may, at their own discretion, offer their services directly to the public through the use of business cards, social media or other communication forms to advertise his, her or their availability to offer taxicab service.

SECTION 900 - PROCEDURES FOR PROCESSING VIOLATIONS

901. Suspension or Monetary Penalty for Drivers: Any permitted driver who violates any taxicab rule established by the Board or LAWA, or any provision of the LAMC or the LAAC, may have his/her drivers permit suspended or revoked.

902. Hearing Notice: For each violation, or a series of violations cited at the same time, the driver or the Taxicab Services Company shall be issued a hearing notice. When a hearing notice is issued to a driver or a Taxicab Services Company, the Department shall mail, fax, e-mail or deliver a copy of the hearing notice to the taxicab operator prior to the close of the next City business day. The hearing notice shall indicate the date, time and location of a scheduled hearing to be conducted by a Department representative. It shall include a brief description of the alleged violation(s) and the rule(s) claimed to have been violated. The hearing date shall be at least seven and not more than 14 calendar days after the date the hearing notice is issued. The form of the hearing notice shall be determined by the Department.

903. Department Hearing for Driver Violation: The Department hearing may be conducted by an Investigator, Senior Investigator, authorized Hearing Examiner, or department designee at all hearings before the Department, the driver may be represented by an attorney or company representative. Driver must submit, to the Department, written, dated and signed notification approving the representation no less than 24 hours prior to the hearing date. The driver shall submit his/her permit and ID card to the person conducting the hearing at the time the hearing is conducted. The Department shall review the violation with the taxicab driver, inform the driver of the corrections needed, and take into consideration the driver's entire record in arriving at a decision. Failure of the driver to respond to a notice to appear for a hearing is a waiver of
the right to a hearing and action may be taken without the driver being present. If after the hearings it is determined by the Department that cause for suspension exists, the Department shall assess the proper penalty as indicated in the Penalty Schedule.

904. Hearings for Driver Violation - Taxicab Services Company Representative: The vehicle permittee or representative of the Taxicab Services Company may be present at all hearings for driver violations, but shall be present if so instructed by the Department.

905. Appeal of Department Assessed Penalties - Driver and Taxicab Services Company Violations: A driver or Taxicab Services Company may appeal the decision of the Department by filing with the Department an Appeal Request Form within ten working days of the Department hearing. Such Appeal Form shall present the basis for protesting the decision of the Department.

906. Appeal Hearing by Authorized Hearing Examiner: Upon submittal of the appeal request and a determination that the matter will be presented to the Board, the Department shall schedule an appeal hearing within 30 calendar days of receipt of all necessary supporting documentation and give the appellant adequate notice of the hearing, the proposed action, the reasons therefore, a copy of the charges upon which the action is based; and the appellant shall have the right to respond, either orally or in writing. The appeal hearing may be conducted by a Hearing Examiner appointed by the Board in accordance with Section 19.24 of the Los Angeles Administrative Code. The Hearing Examiner shall prepare a written report of the hearing with findings, recommendations, and if applicable, the appropriate penalty according to the Penalty Schedule.
The Department shall schedule the Hearing Examiner's Report for a hearing by the Board. The Board may act on the report without further testimony.

Alternatively, the Department may waive the appeal hearing before a Hearing Examiner and conduct the appeal hearing before a quorum of the Board. The driver or taxicab operator may be represented by an attorney at all hearings. Failure of the appellant to respond to a notice to appear for a hearing is a waiver of the right to a hearing and action may be taken without the appellant being present. The Board, after public hearing, may suspend all or a portion of the penalty specified in these rules for any driver violation based upon testimony and findings made at the public hearing. All penalties assessed by the Board shall be applied by the Department to the appropriate record(s) effective the date of the Board's decision.

907. Department Hearing for Taxicab Services Company Violation: The Department hearing may be conducted by an Investigator or Senior Investigator, hearing officer or department representative. At all hearings before the Department, the Taxicab Services Company may be represented by an attorney. All hearings before the Department, the driver may be represented by an attorney or company representative. Driver must submit, to the Department, written, dated and signed notification approving the representation no less than 24 hours prior to the hearing date. The driver shall submit his/her permit and ID card to the person conducting the hearing at the time the hearing is conducted. At the hearing the Department shall review the violation or operational deficiencies with the Taxicab Services Company; inform the company of the corrections needed and review the penalty schedule for failing to comply with the specific rule. Failure of the taxicab operator to respond to a notice to appear for a hearing is a waiver of the right to a hearing and action may be taken without the taxicab operator being present. If after the hearing it is determined by the Department that cause for assessment exists, the Department shall then assess the proper penalty as indicated in the Penalty Schedule. The taxicab operator may appeal the Department's decision pursuant to Rules 906 and 909.

908. Violation Occurrence - Driver and Taxicab Services Company: A violation occurrence shall be every day during any portion of which the violation is committed. Each day that such a violation continues shall be considered a new and separate occurrence of the violation.

909. Appeal of Taxicab Services Company Suspension to the Board: A Taxicab Services Company may appeal the Department's assessment of a suspension by submitting a letter to the Board within 14 calendar days after receipt of the Department's suspension assessment notice listing the reasons why the assessment should not be made. The Board, after public hearing, may suspend all or a portion of the assessment based upon testimony and findings made at the public hearing.

910. Deadline - Payment of Monetary Penalties by Drivers: Monetary penalties which are provided for shall be paid and collected pursuant to Government Code 6157 and Civil Code, Chapter 522, Section 1719. Monetary penalties assessed to a driver as part of the driver violation shall be paid to the Department within three working days of the hearing date when the penalties are assessed or within the time specified by the Board when acting on an appeal. Late payment of monetary penalties is subject to Progressive Penalty Schedule for driver violation payments.

911. Deadline - Payment of Monetary Penalties by Taxicab Services Company: Monetary penalties which are provided for shall be paid and collected pursuant to Government Code 6157 and Civil Code, Chapter 522, Section 1719. Monetary penalties assessed to a Taxicab Services Company shall be invoiced to the company by the Department on a monthly basis along with a listing of all violations assessed during the billing month including information regarding date of violation occurrence, hearing notice and rule identification, and date of assessment. Payment shall be paid to the Department within 30 days after the end of the month in which assessment has accrued. If the billing invoice is provided to the taxicab operator by fax or mail later than the

15th of the month following the month that assessment has accrued, payment due date shall extend to 30 days after the end of the next month as indicated on the invoice. The payment is delinquent if not paid on or before the due date. Late payment of monetary penalties is subject to a penalty and interest charges. A penalty of 10% of the amount of the payment shall be assessed on any payment which has become delinquent. Failure to pay any delinquent payment on or before the last day of the fourth month following the date on which the payment first became delinquent will result in the assessment of a second penalty of 10% of the amount of the payment in addition to the amount of the payment and the 10% penalty first imposed. In addition to the penalties imposed, failure to pay any payment will result in the assessment of interest charges at the rate of 1-1/2% per month, or fraction thereof, on the amount of the payment, exclusive of penalties, from the date on which the payment first became delinquent until it is paid. (LAMC Section 71.02.2)

SECTION 1000 - PENALTY SCHEDULE

Every company, driver, manager, and/or owner of a Taxicab Services Company (or any operator of an independent taxicab service) who does not comply fully with any of the Boards rules~~,~~ and Chapter VII, Section 71.00 of the Los Angeles Municipal Code shall be guilty of a violation and the Department shall assess the penalty(s) as applicable.

A violation occurrence or incident may have multiple violations and each violation will be reviewed and assessed independently. Any three occurrences or incidents of violations classified as moderate or major, or combination of violations or occurrences of violations classified as moderate or major, or any violation involving public safety within a 12-month period may result in the Department's recommendation to the Board of Taxicab Commissioners (BOARD) to suspend some or all of a permitted taxicab fleet, modify the number of permitted vehicles or revoke all or some existing permits. The BOARD, at its discretion, may impose a probationary period of not less than one year, or more, during which no new applications for vehicles will be accepted. Any verified illegal transportation activities shall be considered when any new application is filed. Further, depending on the severity of the violation(s), the Board may revoke a portion of or all existing permits or slots after the first or second violation.

The record of such action of the Department or Board is separate and apart from the requirement of the driver, manager, owner to pay the penalty or complete any suspension period assessed. All violations, penalties and suspensions, along with Department actions shall be kept on record and may be considered when the company or driver submits future permit applications.

Severity of the violation shall be assigned to each rule. Penalties shall be assessed as indicated below.

TAXICAB SERVICES COMPANIES:

PENALTIES: Violations are progressive. Violations shall be assessed on a progressive scale for violations that occur within 12 months from the original violation date. Some violations may be correctable, and if

timely corrected may not result in a penalty, however, if not corrected in a timely manner, a penalty shall be assessed.

MINOR VIOLATIONS shall be assessed a monetary fine as listed below.

MODERATE VIOLATIONS shall be assessed a monetary fine as listed below. A third violation shall result in automatic suspension of 15 days.

MAJOR VIOLATIONS shall be assessed a monetary fine as listed below A third violation shall result in automatic suspension of not less than 30 days or if the violation involves public safety, possible revocation.

SAFETY VIOLATIONS

For the severest occurrences/incidents involving public safety Department staff may do any or all of the following: plus:

1. Immediate revocation of the slot, driver or all or part of the company
2. Send to the Board with a request for a permanent ban where no further requests for requests for permits will be accepted from the company involved in the incidents

TAXICAB SERVICES COMPANY VIOLATIONS

Violation Level	First violation	Second violation	Third violation or more
Minor	$100 per incident	$200 per incident	$300 per incident
Moderate	$200 per incident	$300 per incident	$500 per incident [1]
Major	$500 per incident	$1,000 per incident [1]	$2,500 per incident [2]

[1] Plus suspension of the taxicab for 15 days

[2] Plus revocation of the involved slot or company for severe violations above and beyond Major

CLASSIFICATION OF VIOLATIONS (examples only - Table is not meant to be fully inclusive)

Minor Violations	Moderate Violations	Major Violations

Dirty Vehicles Minor body damage Dirty interior Torn upholstery Loose door handles	Active engine light or other warning lights Loose hanging wires Having a meter capable of e-mailing, texting or printing a receipt	Bald Tires Operating a taxicab with the camera deactivated or otherwise inoperable camera Broken seat belts or seat belts that have been repaired or modified by other than a certified repair facility Faulty or tampered meter Abandoned passengers

DRIVER VIOLATIONS -- MONETARY PENALTIES

PENALTIES: Violations are progressive. Violations shall be assessed on a progressive scale for violations that occur within 12 months from the original violation date

MINOR VIOLATIONS: An accrual of 12 or more minor violations within a calendar year will result in the suspension and/or revocation of the driver's authorization to drive any permitted vehicle for any company within the City of Los Angeles.

MODERATE VIOLATIONS: An accrual of 8 or more moderate violations within a calendar year will result in the suspension and/or revocation of the driver's authorization to drive any permitted vehicle for any company within the City of Los Angeles.

MAJOR VIOLATIONS: An accrual of 5 or more minor violations within a calendar year will result in the suspension and/or revocation of the driver's authorization to drive any permitted vehicle for any company within the City of Los Angeles.

SAFETY VIOLATIONS shall be assessed at triple the monetary penalty listed for Major Violations. Two such violations within a calendar year shall result in the suspension or revocation of the driver's authorization to drive any permitted vehicle for any company within the City of Los Angeles. Safety violations that endanger the health and well-being of the passenger(s) whether or not the act causes any harm shall result in the immediate revocation of the driver's permit. Such revocation may be permanent.

Violation Level	First violation	Second violation	Third violation or more
Minor	$25	$50	$100
Moderate	$100 per incident	$200 per incident [1]	$300 per incident [2]
Major	$500 per incident	$600 per incident [2]	$700 per incident

[1] Plus any unpaid fees

[2] Suspension of the driver's permit for 15 days

[3] Suspension of the driver's permit for 30 days

BOARD ORDER #257
BOARD OF PUBLIC UTILITIES AND TRANSPORTATION
CITY OF LOS ANGELES

BE IT RESOLVED, by the Board of Public Utilities and Transportion of the City of Los Angeles that all franchised or permitted vehicle owners, operators and drivers shall be subject to and comply with the following rules and regulations until modified, amended or repealed by said Board.

1. All franchised or permitted vehicles shall at all times be maintained by the company, in an acceptable appearance and state of repair and safe operation condition as is also required by the California Highway Patrol.

2. All franchised or permitted vehicles shall at all times be maintained in a clean and sanitary condition by the company and the driver.

3. All franchised or permitted vehicles shall be subject to inspection by the Department by and through its Chief Public Utilities Inspector. Any vehicle not maintained in the proper manner may be removed from service by and through the order of the Chief Public Utilities Inspector and any vehicle which has been so removed from service shall not be returned to service until such vehicle has been approved by and through the Chief Public Utilities Inspector.

4. The Department, by and through the Chief Public Utilites Inspector, shall inspect all franchised and permitted vehicles on a yearly basis and maintenance records quarterly.

Dated at Los Angeles, California, this 17th day of January 1974
BY ORDER OF THE BOARD ATTEST

RUTH E. GINN, Secretary
Board of Public Utilites and Transportation
City of Los Angeles

I HEREBY CERTIFY THAT the foregoing Resolution was tentatively adopted by the Board of Public Utilities and Transportation at its meeting held January 17, 1974, and, no objection having been received pursuant to notice given, said Resolution being designated as Board Oder No. 257, was finally adopted by said Board at its meeting of February 7 1974.

Dated at Los Angeles, California, this 7th day of February 1974
ATTEST

RUTH E. GINN, Secretary
Board of Public Utilites and Transportation
City of Los Angeles
(J74260)2/15

Los Angeles Department of Transportation
NEW TAXICAB VEHICLE PERMIT
APPLICATION CHECKLIST

INCLUDE THIS SIGNED CHECKLIST WITH YOUR APPLICATION

COMPANY NAME	
FICTITIOUS BUSINESS NAME (DBA)	
COMMERCIAL ADDRESS	
OWNER CONTACT INFO (ADD ROWS FOR ADDITIONAL OWNERS)	
OPERATIONS MGR CONTACT INFO	
APPLICATION RECEIPT DATE	

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1. BACKGROUND CHECK FOR OWNER(S) AND MANAGER

Email DOT.Franchise-group@lacity.org to request the Background Check for Company Owners, Managers and Supervisors form (two double-sided pages), Signature Authorization Form (SAF) and list of Live Scan providers. Fingerprint results may take time and the application will not proceed until clearance is received. Save the SAF form for resubmitting after Board approval.

Check when submitted	Submit all the attachments in *one email* with subject line: Background Check/SAF to dot.franchise-group@lacity.org.	*Office use only*
☐	Completed and signed Background Check form for each Owner and Manager and/or Supervisor who will be authorized signers.	
☐	Completed Request for Live Scan Service form signed by the Live Scan provider, ORI #A0360	
☐	Copy of CA driver's license or state-issued ID showing the same address as on the application and on the Request for Live Scan Service. No PO Box addresses accepted.	
☐	Dated and signed letter on company letterhead indicating the Owner(s) of the company (and DBA name). Letter must be signed and dated.	
☐	Signature Authorization Form (SAF). Save the SAF for resubmitting after Board approval with the newly assigned company ID number.	*Clearance date*

2. COVER LETTER

Check all that apply		*Office use only*
☐	Company letterhead with commercial address	
☐	Company's legal name and fictitious name, if applicable	

☐	Addressed to: City of Los Angeles Department of Transportation Attn: For-Hire and Enforcement Division 100 S. Main Street, 1st Floor Los Angeles, CA 90012	
☐	Identify owner(s) – include phone number and email. Each person should have a different email address.	
☐	Identify operations manager (legal name only), phone number and email. Each person should have a different email address.	
☐	Type of legal organization as filed with the California Secretary of State (e.g. S-corp, LLC, co-op)	
☐	Number of taxi vehicle permits requested (min. 100)	
☐	Wet signature (scanned letter is acceptable to start application)	
☐	This checklist with all items being submitted with cover letter.	

3. NON-REFUNDABLE APPLICATION FEE

Make checks payable to: City of Los Angeles Department of Transportation. Deliver to City of Los Angeles, Department of Transportation, 100 S. Main Street, 1st Floor, Los Angeles, CA 90012.

		QTY	AMOUNT ($)	SUBTOTAL	CHECK NO.
A	INITIAL/RENEWAL TAXICAB VEHICLE PERMIT FEE (MIN. 100 INITIALLY)		304		RECEIPT DATE: AUTH TO ACCEPT DATE: CLEARANCE DATE:
B	NEW COMPANY APPLICATION FEE	1	4,463	4463	
C	INITIAL/RENEWAL COMPANY PERMIT FEE	1	1,081	1,081	
	TOTAL (A + B + C)				

**assessed July 1st, not pro-rated*

4. BUSINESS NAME

Check all that apply		*Office use only*
☐	Articles of Incorporation/Organization	
☐	Statement of Information filed with California Secretary of State First year sufficient if no change; otherwise, most recent filed.	
☐	Fictitious Business Name if applicable. (If there is no DBA filed with LA County and the company's name has "LLC" or "Inc.", the vehicle must show the legal name with LLC/Inc.). Company can add another DBA by letter after permit issued.	
☐	Coops should submit a notarized list of owner-drivers at the time of application.	
☐	Stock certificate for Corporations. Total number of shares must match the Statement of Information.	

5. BUSINESS TAX REGISTRATION CERTIFICATE

☐	Issued by City of Los Angeles Office of Finance, Fund/Class L194 – Transporting Persons for Hire BTRC No:	Exp date

6. DISPATCH HOURS OF OPERATION, EMERGENCY PROCEDURES AND CUSTOMER COMPLAINT PROCEDURES

☐	*Day*	*Start AM/PM*	*End AM/PM*		
	Monday				
	Tuesday				
	Wednesday				
	Thursday				
	Friday				
	Saturday				
	Sunday				
☐	24/7, 365 days				
☐	Yes, our company's driver(s) are trained in case of emergencies.				
☐	Yes, our company has complaint policies and procedures in place.				

I HAVE READ THE APPLICATION PACKAGE AND FULLY UNDERSTAND THE REQUIREMENTS.

I CERTIFY THAT THE ABOVE INFORMATION WITH ATTACHED DOCUMENTATION IS TRUE AND CORRECT.

I WILL NOT OPERATE THE VEHICLE(S) IN THE CITY OF LOS ANGELES UNTIL I HAVE COMPLETED THE PERMITTING PROCESS AS CONFIRMED BY THE CITY OF LOS ANGELES.

SIGN HERE: _____ *DATE:*_____
PRINT NAME: