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**LOS ANGELES TAXICAB REVIEW AND PERFORMANCE REPORT
(2007 to 2008 Annual Review)**



**LOS ANGELES DEPARTMENT OF TRANSPORTATION
BUREAU OF FRANCHISE AND TAXICAB REGULATION**

TAXICAB REGULATION DIVISION



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ATTACHMENTS

- Attachment A (Board Order 059 – Performance Evaluation Criteria)
- Attachment B (Board Order 008 – 2nd Unit Bandit Violation Schedule)
- Attachment C (Rate Ordinance 178050)
- Attachment D (Board Order 041 – Prohibition of Exclusive Arrangements)

LOS ANGELES TAXICAB REVIEW AND PERFORMANCE REPORT (2007-2008)

1. SUMMARY

In 2000, the City of Los Angeles re-bid all taxicab franchises in the City of Los Angeles. Each taxicab franchise is considered as a public utility, run by private organizations. The franchise system has been used to approve taxicab transportation services and companies since the early 1900's in the City of Los Angeles.

By use of a franchise system, each successful franchise grantee is provided with an ordinance and set of rules establishing the terms and conditions for taxicab service. The terms and conditions in each ordinance allow the City to require a wide range of changes in service requirements for the future such as enhanced technology, establishment of green taxicab provisions, and the requirement for each franchised organization to adhere to any proposed plans and promises as provided in the proposal process (the management business plan).

By use of a franchise system for taxicab service authorization, the City was able to require that each taxicab operator provide self-regulation and specific monitoring tasks with regard to its service, drivers, members and performance levels. In this manner, and to the benefit of taxicab consumers in all neighborhoods, the City of Los Angeles has been able to closely monitor service and performance levels with a very limited staffing level. By maintaining standards issued to an entire organization, the City has been able to improve service performance in all areas of the City while enhancing driver safety and training programs.

New franchises became effective on January 1, 2001, with the provision that each franchise would be issued for a five year period, and that, based on annual performance review, the Board of Taxicab Commissioners could approve individual organizations for annual extensions of the franchise period. The Board is authorized to extend the franchise period of any organization to a date of December 31, 2010 (a ten year franchise period).

Each year, the Los Angeles Department of Transportation provides a performance review of all Los Angeles taxicab franchise grantees. The results of the review and recommendations for action are then presented to the Board of Taxicab Commissioners. The Board then evaluates the information in order to decide if a particular franchised organization should be approved for an extension of the franchise grant, if an organization should continue under a probationary status, if an organization should be penalized for poor service or non-adherence to its management business plan, or if an organization should be recommended for termination to the City Council.

A recommendation report was submitted to the Board of Taxicab Commissioners in October 2009, providing a summary of the taxicab operator (franchisee) performance reviews for calendar years 2007 and 2008. Based on the report, all taxicab operators were recommended for either continuation or extension of their current franchise period to the maximum extension date of December 31, 2010.

The intent of this document is to provide further detail regarding the annual performance review criteria and evaluation breakdown, and provide a status review of taxicab services in the City of Los Angeles.

Besides detailing the annual performance review criteria and outcomes for 2007 and 2008, this report will also touch on other taxicab service information and statistics related to such items as: the establishment and role of the Board of Taxicab Commissioners; taxicab rules and regulations; a listing of current Los Angeles City and taxi websites; a history of taximeter meter rate changes and current index factors used to set taxicab rates; information and statistics for the bandit taxi enforcement program; a review of driver and vehicle permitting requirements and statistics; information on changes in service demand in recent years; and highlights regarding some of the program changes initiated by the City and Board of Taxicab Commissioners.

2. VEHICLE HISTORY, CURRENT OPERATORS AND SERVICE ZONES

Prior to describing the requirements and results of the annual taxicab operator performance reviews for calendar year 2007 and 2008, some general information on the changes in number of vehicles authorized in Los Angeles along with current franchise authorities and vehicle distribution will be provided.

2.1 - Vehicle Growth

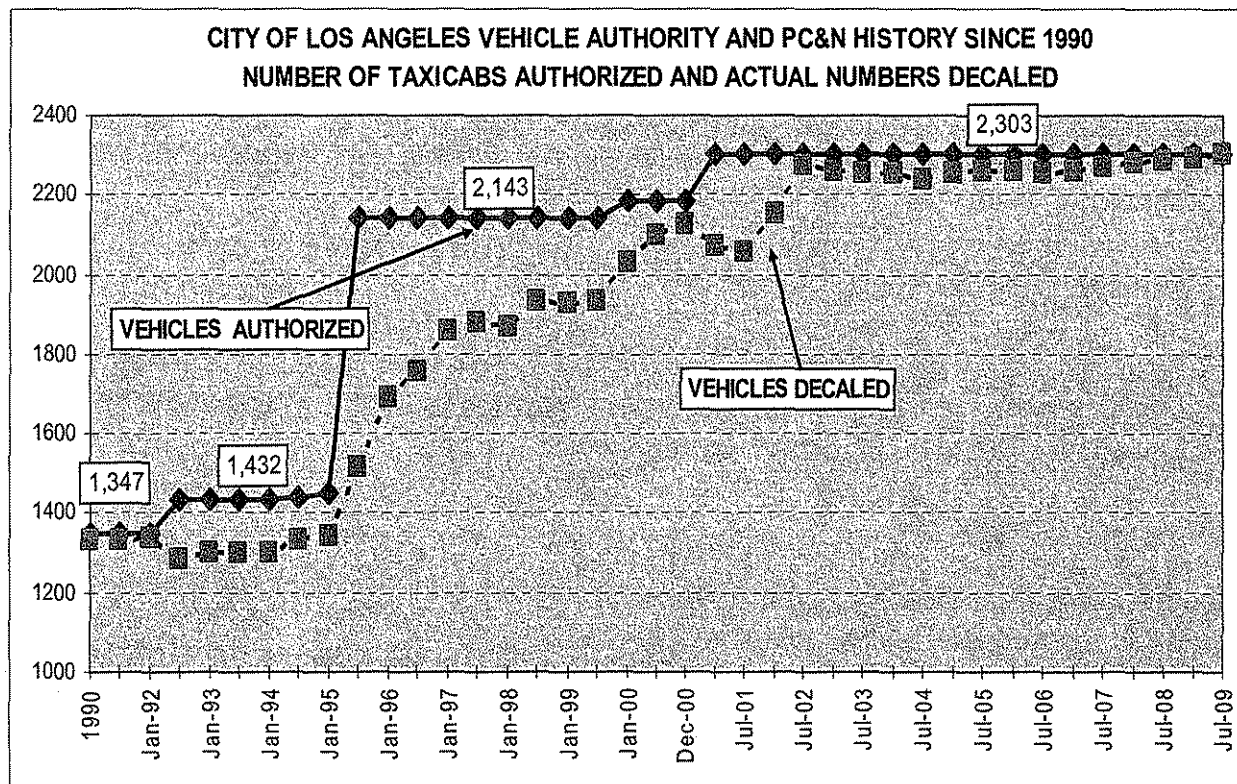
Any change in the number or type of vehicles authorized in the City is considered as a change in the current Public Convenience and Necessity (PC&N). The current number of total taxicab vehicle authorities is 2,303 including the requirement for a minimum of 170 wheelchair accessible minivans (or 7.4%). New grant funding was recently awarded to provide for 50 additional wheelchair authorities (220 total) out of a new total of 2,353 taxicab vehicles (9.3%). These vehicles should become available in 2010.

The history of taxicab vehicle growth in Los Angeles from 1990 to present is described below. Chart 2.A provides a description of authorized versus sealed taxicabs.

- From 1990 to 1992 the City authorized eight different franchised companies with a maximum number of 1,347 taxicabs.
- In April 1992, a new franchise was granted to San Fernando Valley Checker Cab in the San Fernando Valley area comprising an additional 85 vehicle authorities. This brought the authorized taxicab number to 1,432.
- From 1994 to 1995, several franchised operators requested and received additional wheelchair accessible vehicle authorities within their individual fleets. A total of 102 new wheelchair authorities were granted, providing for a total of 1,534 vehicle authorities.
- In 1995, Golden State Transit d.b.a. L. A. Yellow Cab was reinstated in the City providing for 400 additional vehicle authorizations. This brought the authorized taxicab number to 1,934.
- In 1995, Bell Cab was authorized to increase its vehicle authorities in order to bring proven bandit or illegal operators into the legitimate taxicab industry. A total of 209 new vehicle authorities were ultimately approved, bringing the new authorized taxicab number in the City to 2,143.

- In July 1998, 25 additional wheelchair accessible vehicle authorities were authorized to one franchised company, while another franchise was re-assigned to a new operator with 15 additional wheelchair vehicle authorities - providing for a total of 2,183 vehicle authorities in the City.
- In October 1998, the City Council found a need for 120 additional vehicle authorities for the central area of the City. Although these new vehicle authorities would not be awarded until January 1, 2001 (refranchising process), the authorized taxicab number was set at 2,303.

Chart 2.A Taxicab Vehicle History



2.2 - Current Operators and Vehicle Distribution

In April 2000, the City of Los Angeles authorized a competitive proposal process (Request for Proposal or RFP) for taxicab services. An organization could vie for a franchise grant to provide taxicab transportation services within the City of Los Angeles and would be required to pay all franchise and permitting fees in exchange for the operating authority privilege.

Based on the proposals received (13 in total), the City awarded nine franchises covering all areas of the City. Each organization was approved for a specific number of vehicle authorities, and had to maintain service standards in various areas of the City comprising the franchisee's "primary service area". Each organization also provided a management business plan describing how it planned to meet and exceed all proposal and service plans. An ordinance was then issued to each of the nine successful franchise proposers.

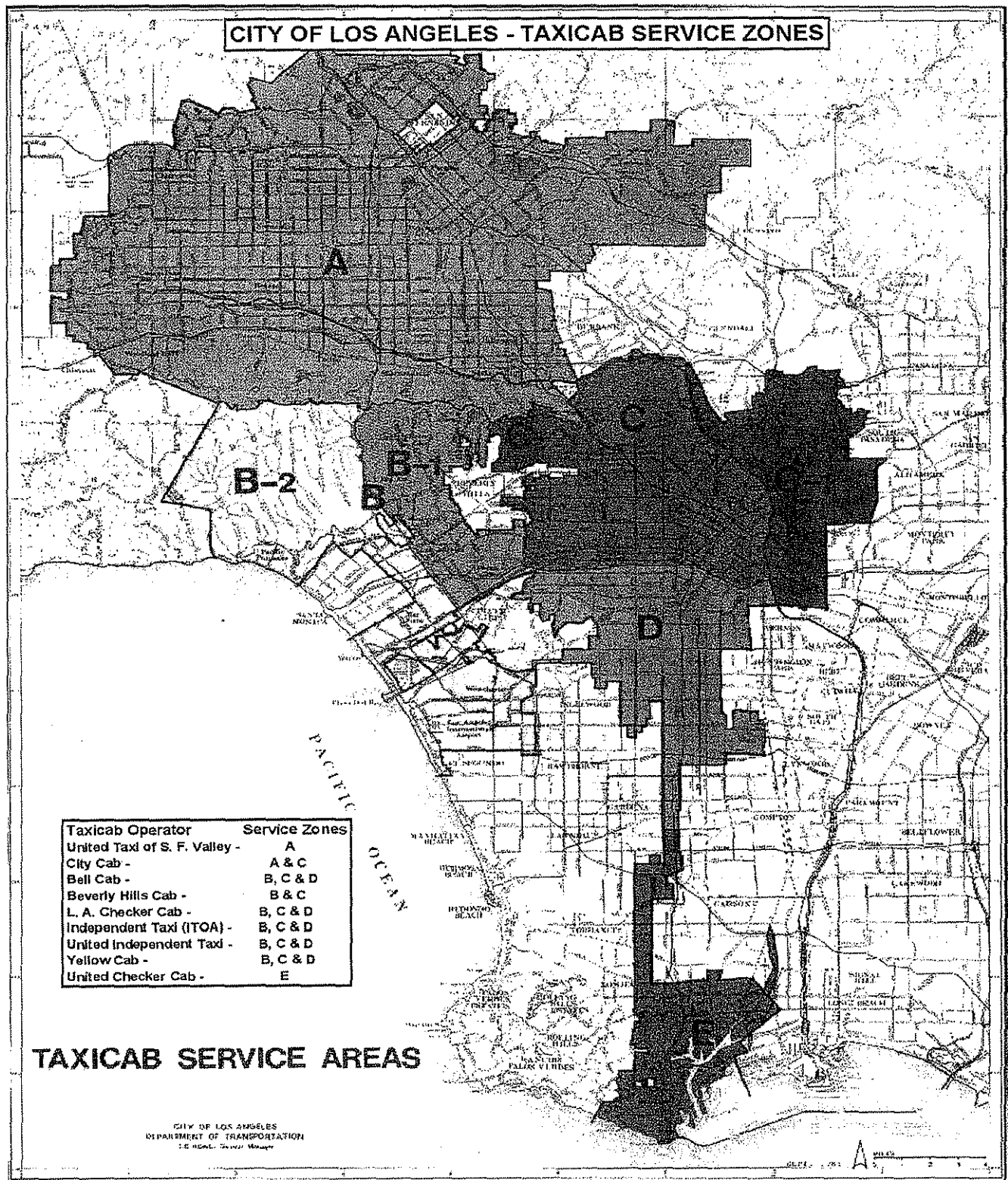
The service areas of the City include Zones A through E and the Los Angeles International Airport (LAX). Each vehicle is allowed to operate at LAX every five days per the current schedule, with the access day dependent upon the ending number of the taxicab. All operators may supply service throughout the City, but must maintain acceptable service in their primary service area in order to maintain such a privilege. While operators may respond to dispatch and flag-down (street hails) trip requests in portions of the city outside of their primary service area, they may not advertise in phone books outside of their primary service area.

A map of the service zones is provided on the next page. Zone A covers the San Fernando Valley area of the City. Zone B covers the Western area of the City. Zone C covers the Central, Downtown and Hollywood areas of the City. Zone D covers the Southern area of the City just below the Central portion. And, Zone E covers the southern most part of the City in the Harbor/San Pedro area.

The nine currently franchised organizations, the franchise ordinances, primary service areas and total number of vehicles authorities are as follows:

Franchisee	Franchise No.	No. of Vehicle Authorities	Primary Service Area (Zones)
Bell Cab Company, Inc. d.b.a. Bell Cab	173656	261	B, C & D
Beverly Hills Transit Cooperative, Inc. d.b.a. Beverly Hills Cab Co.	173652	163	B & C
L. A. Checker Cab Cooperative, Inc. d.b.a. L. A. Checker Cab	173655	269	B, C & D
Independent Taxi Owners' Association d.b.a. Independent Taxi (or ITOA)	173654	246	B, C & D
South Bay Cooperative, Inc. d.b.a. United Checker Cab Co.	173657	70	E
United Independent Taxi Drivers, Inc. d.b.a. United Independent Taxi (or UITD)	173653	289	B, C & D
San Gabriel Transit, Inc. d.b.a. City Cab	173650	166	A & C
United Independent Taxi Drivers, Inc. d.b.a. United Taxi of San Fernando Valley (or UTSSFV)	173649	100	A
L. A. Taxi Cooperative, Inc. d.b.a. Yellow Cab Co.	173651	739	B, C & D

2.3 – Taxicab Service Zone Map



3. PERFORMANCE BACKGROUND

3.1 - Franchise Ordinance Provisions

As stated in Franchise Ordinance Sections 2.2 (b), 2.2 (d) and 4.2 (i), all taxicab operators are to be reviewed and provided a performance evaluation by the Department at least annually. The results of such evaluations are to be used by the Board in determining authorization for franchise extension, continuation, probation, suspension, penalty assessment, recommendation for revocation, or any combination thereof.

Per Section 2.2 (b) of each ordinance, *"This Franchise shall expire no sooner than 11:59 P.M., December 31, 2005, and no later than 11:59 P.M., December 31, 2010, unless revoked or terminated by Council action. Grantee shall have no more than a five year effective Franchise term at any point in time during the Franchise. The Board may approve and order an extension of the Franchise based on review and evaluation of Grantee performance with the total effective Franchise term granted not to exceed five years or final Franchise expiration date, whichever is sooner. If Board approval is not provided for an extension of the Franchise term, the Franchise may expire prior to 11:59 P.M., December 31, 2010."*

Section 4.2 (i), states, in part, *"Performance review and evaluation of Grantee shall be conducted by the Department and the Board at least annually and may be reviewed more often if Grantee is in a probationary status or if the Board determines it is in the best interest of the public. Results of the review and evaluation shall be used by the Board in determining authorization for Franchise extension, continuation, probation, suspension, penalty assessment, recommendation for revocation, or any combination thereof."*

- **Extension Recommendation:** If an operator provided satisfactory service in all categories, they may be approved for a franchise extension up to a maximum five-year grant from current evaluation year (up to December 31, 2010 for the annual 2007/2008 evaluation assessment).
- **Continuation without Probation:** If an operator was considered unsatisfactory in a particular area, but has since shown good improvement, the Board may decide to allow for a simple continuance of the franchise without an extension. Should the operator continue to improve to a satisfactory performance level in the future, the Board could authorize more than a one year extension of the franchise at the following evaluation period (i.e., an operator that just missed approval for a one year extension this year could be authorized for a maximum two year franchise extension during the subsequent evaluation period).
- **Probation:** An operator may be placed on official probationary status due to unsatisfactory performance in one or more areas. Such probationary status could entail future disciplinary action including monetary penalties, suspension or franchise termination. Such a conditioned continuation would indicate that the problems found during the evaluation period have not diminished, and therefore the Board will require some type of improvement, or may take further disciplinary action.

- Penalty and/or Suspension: A monetary fine and/or suspension of service may be assessed in addition to any of the actions taken above due to failure to abide by one or more of the franchise requirements. Section 2.2 (d) of each franchise ordinance states the conditions whereby the Board may place Grantee in probationary status or suspend any and all operating rights for one or more days. Conditions for penalty assessment include service levels and performance evaluation standards below acceptable levels. Ordinance Section 2.2 (e) states that the Board may levy a monetary penalty as an alternative to, or in addition to, suspending all or part of the Franchise privilege or placing Grantee on probationary status.
- Termination: The Board may also recommend franchise termination (revocation) to the City Council, but cannot terminate a Grantee itself. Per Ordinance Section 2.2 (c), the Franchise may be terminated by the Council, by ordinance, after due notice and a public hearing.

3.2 – Conditions for Meeting Franchise Extension Approval

As part of the 2001 performance evaluation, and as revised as part of the 2003 annual review, three conditions were established by the Board to evaluate overall service performance. All three conditions must be satisfied by a taxicab franchise grantee in order to be recommended for a franchise extension, as follows.

1. Condition 1 provides minimum dispatch service performance in an individual service zone (51% “on time” response) and in the overall primary service area (66% “on time” response) of an operator. This condition was revised to add time order analysis requirements and baseline performance levels for data review of 2003 and later performance evaluations.
2. Condition 2 includes ten categories of score-able performance criteria totaling a possible 50 points. It is necessary to gain 30 out of 50 points possible in order to be eligible for franchise extension approval as part of Condition 2.
3. Condition 3 establishes the requirement to meet other franchise requirements including adherence to the management business plan.

The full language of Board approved Condition No. 1, 2 and 3 is as follows:

Condition 1: Evaluation Criteria (Taxicab Service Index item 1 - Dispatch Service Response): Operator must have minimum combined average of 66% response rating equal to a 32-point TSI Score for Item One [average based on 1) vehicle distribution weighting, by ordinance, and 2) by total trips completed, by primary Service Zone], and no less than an unsatisfactory rating (no less than 51% rating) in any individual primary service zone in order to be eligible for franchise extension. If a poor or deficient service zone rating is indicated which has not been improved as of the most recent data reporting period, the operator will be placed on probationary status.

Individual Service Zone response rating requirements include: 1) the percentage of immediate service calls responded to within 15 minutes of service request and 2) may also include the total adjusted service calls for the zone if time orders exceed 25% of the total trips completed for the Service Zone. Trip weighting used for combined performance evaluation includes immediate service calls only unless time orders exceed 25% for an individual Service Zone. All conditions stated for combined average and minimum single zone evaluation must be satisfied. Recommendation for extension also depends on other TSI evaluation criteria.

Condition 2: Evaluation Criteria (TSI Items 2-6 plus 10-12): In addition to meeting the service zone response time criteria discussed in Condition 1 (66% average and no single primary service zone less than unsatisfactory), an operator must have a total TSI score of 30 points or higher for combined TSI items 2-6 and 10-12 in order to be eligible for franchise extension. A total of 30 points represents a 3.0 average score (in the 10 categories covered), and an overall satisfactory rating. Any operator with 15 points total or less will be placed on probationary status, representing a poor to unsatisfactory rating.

Condition 3: Evaluation Criteria (TSI item 8): In addition to meeting scoring requirements for TSI item 1 (service zone response criteria) and combined TSI scoring for items 2-6 and 10-12, an operator cannot have any major occurrence of a failure to abide by the management business plan (including wheelchair and clean fuel vehicle implementation).

3.3 – Taxicab Service Index (TSI) Components

The criteria used to measure taxicab operator service performance are included as part of Board Order No. 013. This Board Order was initially adopted on August 2, 2001, and then amended by Board Order No. 021 on August 29, 2002. Separate documents were then used to assess points to Taxicab Service Index items 10, 11 and 12 and overall Conditions of Performance Review (as discussed above).

All revisions and conditions of franchise review and performance evaluation criteria were again updated and recommended to be placed into one single document as another requested revision to Board Order No. 013 in 2009 (Attachment A). This document (Board Order No. 059) represents the Taxicab Service Index (TSI) portions of the performance evaluation criteria along with the overall performance conditions to be met in order to receive franchise extensions (when possible).

All of the performance elements are included in each franchise ordinance, section 4.2.i., including, but not limited to: dispatch service response; phone service responsiveness; complaints; rule violations; vehicle inspections; late payments; hard-to-serve area and special program service; adherence to management/business plan; compliance with record keeping policies; timely submission of data information; and rule/law/code compliance. Table 3.B summarizes each component of the Taxicab Service Index and its evaluation weighting value.

Table 3.B Taxicab Service Index Items & Scoring

Item	Index Description	Max Points
1.a.	On-Time Service Response in Primary Service Area - (maximum points scored if >76% of calls are responded to within 15 minutes)	65
1.b.	On-Time Service Response in Primary Service Area - (points deducted if 10% or more of calls are responded to within 30 to 60 minutes)	0
1.c.	On-Time Service Response in Primary Service Area - (points deducted if 5% or more of calls are responded to in more than 60 minutes)	0
2.a.	Telephonic Service Response - (maximum points scored if >90% of calls are answered within 45 seconds)	5
2.b.	Telephonic Service Response - (maximum points scored if <5% of calls are placed on hold for two minutes)	5
3.	Complaint Ratio - (maximum points scored if the individual operator complaint percentage average compared to industry average is 0.50 or less)	5
4.a.	Number of Driver and Operator Violations Assessed - (maximum points scored if operator average compared to industry average is 0.50 or less)	5
4.b.	Magnitude of Driver and Operator Violations Assessed - (maximum points scored if operator average compared to industry average is 0.50 or less)	5
5.	Vehicle Inspection Rate - (maximum points scored if <7% of vehicles fail inspection compared to number of vehicles in fleet or number inspected)	5
6.	Payment Timeliness - (maximum points scored if two or less incidents per year of late payments are maintained)	5
10.	Timely Submission of All Requested & Required Information, Data, Reports and Statistics - (maximum points scored if two or less incidents of late reporting are maintained)	5
11.	Responsiveness to Board, Department or City Requests and Directives - (maximum points scored if two or less incidents of late submission are maintained)	5
12.	Compliance with all Requirements Set by Ordinance, Board Order, Rule Book and City, State and Federal Mandate - (maximum points scored if one or less incidents per year is maintained)	5
Total Points Possible		115

The Taxicab Service Index portion of the operator evaluation guidelines initially consisted of items 1-6 for a total of 100 points. As part of the 2001 operator performance analysis, specific scoring was allotted for three other measurable categories of the taxicab performance evaluation as included above in Table No. 1 (10. late data reporting; 11. late response to requests for information; and 12. total number of 2nd unit bandit arrests). Each category was awarded a potential of five points, increasing the total TSI index scoring possible to 115 points total.

3.4 – Summary of Performance Evaluations (2001-2008)

Table 3.C below provides a history of performance evaluation reviews of the individual franchised operators from 2001 to 2008.

Table 3.C Taxi Performance Review History (2001-2008)

Evaluation Criteria	2001	2002	2003	2004	2005	2006	2007	2008
Dispatch Response Weighted by Vehicles Authorized	68.7%	73.2%	75.0%	74.2%	74.9%	75.7%	77.7%	81.4%
Dispatch Response Weighted by Trips Completed	74.7%	78.7%	78.4%	77.0%	77.4%	78.5%	80.9%	84.7%
Dispatch Response in Service Zone D	50.7%	58.9%	61.6%	60.3%	59.8%	60.6%	61.9%	65.9%
TSI Average Scoring for Items 2-12	2.92 out of 5	3.54 out of 5	3.86 out of 5	4.17 out of 5	4.18 out of 5	3.96 out of 5	4.12 out of 5	4.28 out of 5
Total TSI Scoring	75.9 out of 115	87.9 out of 115	93.9 out of 115	96.3 out of 115	95.8 out of 115	94.9 out of 115	101.2 out of 115	106.8 out of 115
Operators Receiving Extension Approval	3 out of 9	5 out of 9	7 out of 9	8 out of 9	9 out of 9	9 out of 9	9 out of 9	9 out of 9
Fail Explanation (Dispatch Deficiency, TSI Score for Items 2-12 < 30 points or M/B Plan Deficiency)								
Bell Cab	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS max ext	PASS max ext	PASS max ext
Beverly Hills Cab Co.	FAIL TSI 27 & gps install	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS max ext	PASS max ext
L. A. Checker Cab	FAIL Zone D 43.6% & TSI 22	FAIL Zone D 43.2%	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS max ext
Independent Taxi (ITOA)	FAIL TSI 23 & Lacking 6 W/C Vehicles	FAIL Lacking 6 W/C Vehicles	PASS +1 yr	FAIL Zone D 50.1% + 6 months	PASS +1.5 yr w/ \$15K penalty	PASS +1 yr	PASS +1 yr	PASS max ext
United Checker Cab	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS max ext	PASS max ext	PASS max ext
United Independent Taxi	FAIL Zone D 32.7% & TSI 21	FAIL Zone D 37.8%	FAIL Zone D 38.3%	PASS +2 yr w/ \$30K penalty	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS max ext
City Cab	FAIL Zone A 48%; Zone C 16.6% & TSI 22	FAIL Zone C 23.6%	FAIL Zone C 34.1%	PASS +2 yr w/ \$30K penalty	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS max ext
United Taxi of San Fernando Valley	FAIL TSI 23.5	PASS +2 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS max ext	PASS max ext	PASS max ext
Yellow Cab Co.	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS +1 yr	PASS max ext	PASS max ext	PASS max ext

4. DETAILED PERFORMANCE REVIEW FOR 2007 AND 2008

The following sections will provide a detailed analysis of the results of the individual performance review related to 2007 and 2008 for all items and components. As described in the summary and history chart, all operators were successful in meeting the minimum requirements necessary for an extension (or continuation) of the current franchise ordinances to December 31, 2010.

4.1.1 - TSI Item 1 - Service Response Levels

Each operator is evaluated for dispatch trip service response in its primary service area as specified in each franchise ordinance. Each operator's service area consists of up to three of the five possible service zones of the City. The responsibility for service in each of the five service zones is provided in Table 4.D below. A list of operators and map of the various service zones was included in Section 2.2 and 2.3 of this report.

Table 4.D Operator Responsibility in Each City Service Zone

Operator	Zone A S.F. Valley	Zone B Western	Zone C Central	Zone D Southern Central	Zone E Harbor
Bell Cab	NO	YES	YES	YES	NO
Beverly Hills Cab	NO	YES	YES	NO	NO
L. A. Checker Cab	NO	YES	YES	YES	NO
Independent Taxi (ITOA)	NO	YES	YES	YES	NO
United Checker Cab	NO	NO	NO	NO	YES
United Independent Taxi	NO	YES	YES	YES	NO
City Cab	YES	NO	YES	NO	NO
United Taxi of S.F. Valley	YES	NO	NO	NO	NO
Yellow Cab	NO	YES	YES	YES	NO
No. of Service Providers	2	6	7	5	1

Service response levels (in each primary service zone) are summarized in Tables 4.E.1, 4.E.2 and 4.E.3, below. Service ratings were attributed to the 15 minute time response levels (percentage of completed calls responded to within 15 minutes of service request), using points assessed in B.O. 013 (as amended) and the following criteria:

- 1) excellent for 81% or greater;
- 2) good for 76% up to 80%;
- 3) satisfactory for 66% up to 75%;
- 4) unsatisfactory for 51% up to 65%;
- 5) poor for 36% up to 50%; and
- 6) deficient for less than 36% response capability.

Per Board Order 013, service response for TSI index items 1.a, 1.b and 1.c accounts for a maximum 65 point score out of 115 points possible. *Table 4.E.1*, below, provides a summary of the 2005 through 2008 service response levels measured in the City of Los Angeles. *Table 4.E.2* is specific to 2007 evaluation review and *Table 4.E.3* is specific to 2008 evaluation review.

Table 4.E.1 Overall Operator Dispatch Service Response (2005-2008)

Oper	Zone A Response	Zone B response	Zone C response	Zone D Response	Zone E Response	Average by Vehicle	Average by Trip
Bell Cab '08-65 pts '07-65 pts '06-65 pts	n/a	'08-85.3% '07-83.2% '06-79.7% '05-80.6%	'08-95.3% '07-93.1% '06-89.1% '05-89.2%	'08-66.6% '07-63.2% '06-61.4% '05-62.6%	n/a	'08-85.4% '07-83.0% '06-79.7% '05-80.3%	'08-92.9% '07-90.4% '06-85.7% '05-85.7%
Bev Hills '08-65 pts '07-65 pts '06-65 pts	n/a	'08-85.3% '07-81.3% '06-77.8% '05-78.3%	'08-82.5% '07-77.8% '06-76.3% '05-76.4%	n/a	n/a	'08-84.1% '07-79.8% '06-77.2% '05-77.5%	'08-84.3% '07-80.0% '06-77.4% '05-77.7%
L. A. Chkr '08-65 pts '07-65 pts '06-50 pts	n/a	'08-80.2% '07-72.7% '06-68.4% '05-68.8%	'08-90.6% '07-84.3% '06-81.1% '05-81.8%	'08-70.5% '07-66.3% '06-57.7% '05-68.1%	n/a	'08-83.0% '07-76.8% '06-72.0% '05-75.1%	'08-88.9% '07-82.7% '06-79.6% '05-80.2%
ITOA '08-56 pts '07-44 pts '06-41 pts	n/a	'08-76.0% '07-71.7% '06-69.3% '05-67.7%	'08-80.4% '07-75.8% '06-74.7% '05-72.6%	'08-56.8% '07-57.1% '06-60.3% '05-51.2%	n/a	'08-73.8% '07-69.7% '06-69.4% '05-65.6%	'08-78.5% '07-73.9% '06-72.5% '05-69.4%
UCC '08-65 pts '07-65 pts '06-65 pts	n/a	n/a	n/a	n/a	'08-83.8% '07-84.0% '06-78.9% '05-83.6%	'08-83.8% '07-84.0% '06-78.9% '05-83.6%	'08-83.8% '07-84.0% '06-78.9% '05-83.6%
UITD '08-65 pts '07-59 pts '06-53 pts	n/a	'08-84.7% '07-81.1% '06-80.0% '05-78.7%	'08-82.5% '07-78.3% '06-76.4% '05-74.9%	'08-57.9% '07-60.3% '06-59.7% '05-57.2%	n/a	'08-77.1% '07-74.7% '06-73.4% '05-71.7%	'08-82.8% '07-78.9% '06-77.6% '05-76.0%
City Cab '08-65 pts '07-50 pts '06-41 pts	'08-76.0% '07-72.4% '06-68.9% '05-65.3%	n/a	'08-76.4% '07-73.1% '06-69.1% '05-70.0%	n/a	n/a	'08-76.2% '07-72.7% '06-68.9% '05-67.3%	'08-76.1% '07-72.45% '06-68.9% '05-65.8%
UTSFV '08-65 pts '07-62 pts '06-53 pts	'08-81.7% '07-75.5% '06-72.7% '05-72.7%	n/a	n/a	n/a	n/a	'08-81.7% '07-75.5% '06-72.7% '05-72.7%	'08-81.7% '07-75.5% '06-72.7% '05-72.7%
Ylw Cab '08-65 pts '07-65 pts '06-65 pts	n/a	'08-87.3% '07-83.9% '06-82.5% '05-79.9%	'08-91.1% '07-89.3% '06-88.9% '05-87.3%	'08-68.7% '07-62.0% '06-61.6% '05-59.8%	n/a	'08-83.9% '07-80.4% '06-79.8% '05-77.9%	'08-87.1% '07-84.1% '06-82.6% '05-80.0%
Oper	Zone A Response	Zone B Response	Zone C Response	Zone D Response	Zone E Response	Average by Vehicle	Average by Trip
Average %	'08-78.9% '07-74.0% '06-70.8% '05-69.1% (196 cabs)	'08-83.9% '07-80.0% '06-77.5% '05-76.6% (550 cabs)	'08-87.7% '07-84.3% '06-82.5% '05-81.6% (1010 cabs)	'08-65.9% '07-61.9% '06-60.6% '05-59.8% (477 cabs)	'08-83.8% '07-84.0% '06-78.9% '05-83.6% (70 cabs)	'08-81.4% '07-77.7% '06-75.7% '05-74.9% (2303 cabs)	'08-84.7% '07-80.9% '06-78.5% '05-77.4%

Table 4.E.2

2007 Dispatch Service Response Detailed Summary

FULL YEAR 2007 DISPATCH SERVICE RESPONSE BY SERVICE ZONE (A through E)
BY PRIMARY SERVICE PROVIDERS - NOW CALLS OR ALL CALLS IF TIME ORDERS > 25%

Service Response in Zone A										
	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	% of ttl trips	TSI Index
City Cab	96	72.37%	21.58%	5.30%	0.75%	93.95%	14.6	175,841	100.0%	50.0
United Taxi of San Fernando Valley	100	75.54%	20.01%	3.98%	0.47%	95.55%	12.8	188,100	89.6%	62.0
Service Response in Zone B										
	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	% of ttl trips	TSI Index
United Independent Taxi	88	81.07%	16.39%	2.29%	0.25%	97.46%	11.4	170,287	81.6%	65.0
Independent Taxi Owners' Association	72	71.72%	24.47%	3.49%	0.32%	96.19%	13.2	69,634	100.0%	50.0
L. A. Taxi Co-Operative (Yellow Cab)	160	83.92%	14.45%	1.53%	0.10%	98.37%	10.0	178,110	100.0%	65.0
Beverly Hills Cab Co.	93	81.28%	15.93%	2.57%	0.22%	97.21%	11.2	146,779	75.1%	65.0
Los Angeles Checker Cab Co.	67	72.74%	22.47%	4.39%	0.40%	95.21%	12.7	20,064	86.1%	53.0
Bell Cab Company	70	83.15%	13.58%	2.99%	0.28%	96.73%	8.9	36,667	100.0%	65.0
Service Response in Zone C										
	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	% of ttl trips	TSI Index
City Cab	70	73.11%	17.43%	8.22%	1.25%	90.54%	17.5	22,209	100.0%	53.0
United Independent Taxi	130	78.29%	17.72%	3.52%	0.47%	96.01%	12.2	152,217	91.4%	65.0
Independent Taxi Owners' Association	110	75.75%	20.25%	3.61%	0.39%	96.00%	12.7	135,080	87.3%	62.0
L. A. Taxi Co-Operative (Yellow Cab)	370	89.26%	8.94%	1.56%	0.23%	98.20%	8.4	341,969	88.0%	65.0
Beverly Hills Cab Co.	70	77.77%	18.90%	3.04%	0.29%	96.67%	12.0	81,783	82.3%	65.0
Los Angeles Checker Cab Co.	134	84.26%	13.54%	1.94%	0.26%	97.80%	10.3	168,548	94.6%	65.0
Bell Cab Company	126	93.11%	5.50%	1.23%	0.16%	98.61%	5.4	202,972	93.7%	65.0
Service Response in Zone D										
	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	% of ttl trips	TSI Index
United Independent Taxi	71	60.30%	27.92%	10.21%	1.57%	88.22%	17.0	15,639	87.8%	9.0
Independent Taxi Owners' Association	64	57.08%	28.99%	12.13%	1.79%	86.07%	18.5	5,301	76.6%	0.0
L. A. Taxi Co-Operative (Yellow Cab)	209	62.02%	23.15%	11.81%	3.02%	85.17%	17.3	77,988	82.8%	15.0
Los Angeles Checker Cab Co.	68	66.27%	27.39%	5.63%	0.71%	93.68%	14.3	3,377	86.2%	32.0
Bell Cab Company	65	63.20%	22.98%	11.47%	2.36%	86.18%	16.6	10,863	82.3%	18.0
Service Response in Zone E										
	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	% of ttl trips	TSI Index
United Checker Cab Company	70	83.99%	14.37%	1.55%	0.09%	98.36%	9.8	104,564	93.0%	65.0

WEIGHTED BY VEHICLE AUTHORITY

Service Response in Primary Zones										
	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	ttl trips	Rating	TSI Index
Bell Cab Company	261	82.99%	12.02%	4.25%	0.74%	95.01%	9.1	250,502	excellent	65.0
Beverly Hills Cab Co.	163	79.77%	17.21%	2.77%	0.25%	96.98%	11.6	228,662	good	65.0
Los Angeles Checker Cab Co.	269	76.84%	19.27%	3.48%	0.41%	96.11%	11.9	191,989	good	65.0
Independent Taxi Owners' Association	246	69.71%	23.76%	5.79%	0.73%	93.47%	14.3	210,015	satisfactory	44.0
United Checker Cab Company	70	83.99%	14.37%	1.55%	0.09%	98.36%	9.8	104,564	excellent	65.0
United Independent Taxi	289	74.72%	19.82%	4.79%	0.67%	94.54%	13.1	338,143	satisfactory	59.0
City Cab	166	72.68%	19.83%	6.53%	0.96%	92.51%	15.8	197,850	satisfactory	53.0
United Taxi of San Fernando Valley	100	75.54%	20.01%	3.98%	0.47%	95.55%	12.8	188,100	good	62.0
L. A. Taxi Co-Operative (Yellow Cab)	739	80.40%	14.16%	4.45%	0.99%	94.55%	11.3	598,067	good	65.0
Total	2303	77.72%	17.13%	4.42%	0.72%	94.85%	12.0	2,307,792	good	65.0

WEIGHTED BY NUMBER OF TRIPS COMPLETED

Service Response in Primary Zones										
	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	ttl trips	Rating	TSI Index
Bell Cab Company	261	90.36%	7.44%	1.93%	0.27%	97.80%	6.4	250,502	excellent	65.0
Beverly Hills Cab Co.	163	80.02%	16.99%	2.74%	0.25%	97.02%	11.6	228,662	good	65.0
Los Angeles Checker Cab Co.	269	82.74%	14.72%	2.26%	0.28%	97.46%	10.6	191,989	excellent	65.0
Independent Taxi Owners' Association	246	73.94%	21.87%	3.79%	0.40%	95.81%	13.0	210,015	satisfactory	56.0
United Checker Cab Company	70	83.99%	14.37%	1.55%	0.09%	98.36%	9.8	104,564	excellent	65.0
United Independent Taxi	289	76.86%	17.52%	3.21%	0.41%	96.38%	12.0	338,143	good	65.0
City Cab	166	72.45%	21.11%	5.63%	0.81%	93.57%	14.9	197,850	satisfactory	50.0
United Taxi of San Fernando Valley	100	75.54%	20.01%	3.98%	0.47%	95.55%	12.8	188,100	good	62.0
L. A. Taxi Co-Operative (Yellow Cab)	739	84.12%	12.43%	2.89%	0.58%	96.55%	10.0	598,067	excellent	65.0
Total	2303	80.87%	15.59%	3.11%	0.43%	96.46%	11.0	2,307,792	excellent	65.0

Table 4.E.3

2008 Dispatch Service Response Detailed Summary

**FULL YEAR 2008 DISPATCH SERVICE RESPONSE BY SERVICE ZONE (A through E)
BY PRIMARY SERVICE PROVIDERS - NOW CALLS OR ALL CALLS IF TIME ORDERS > 25%**

Service Response in Zone A										
	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	% of ttl trips	TSI Index
City Cab	96	76.04%	20.41%	3.28%	0.28%	96.45%	13.6	170,107	100.0%	65.0
United Taxi of San Fernando Valley	100	81.69%	15.73%	2.35%	0.23%	97.42%	11.1	165,460	88.6%	65.0
Service Response in Zone B										
	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	% of ttl trips	TSI Index
United Independent Taxi	88	84.69%	13.66%	1.52%	0.13%	98.35%	10.4	165,217	80.3%	65.0
Independent Taxi Owners' Association	72	76.03%	21.23%	2.52%	0.21%	97.26%	12.2	65,903	100.0%	65.0
L. A. Taxi Co-Operative (Yellow Cab)	160	87.26%	11.61%	1.08%	0.06%	98.87%	9.1	193,538	100.0%	65.0
Beverly Hills Cab Co.	93	85.28%	13.05%	1.53%	0.15%	98.33%	9.9	144,827	81.9%	65.0
Los Angeles Checker Cab Co.	67	80.17%	16.31%	3.08%	0.43%	96.48%	10.9	24,968	87.8%	65.0
Bell Cab Company	70	85.26%	12.42%	2.15%	0.17%	97.68%	8.7	33,496	100.0%	65.0
Service Response in Zone C										
	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	% of ttl trips	TSI Index
City Cab	70	76.39%	18.78%	4.44%	0.39%	95.17%	16.8	39,581	100.0%	65.0
United Independent Taxi	130	82.52%	14.94%	2.31%	0.23%	97.46%	10.9	153,590	90.7%	65.0
Independent Taxi Owners' Association	110	80.39%	16.79%	2.57%	0.25%	97.18%	11.5	132,975	87.3%	65.0
L. A. Taxi Co-Operative (Yellow Cab)	370	91.08%	7.76%	1.04%	0.13%	98.84%	7.8	364,214	89.5%	65.0
Beverly Hills Cab Co.	70	82.52%	15.11%	2.17%	0.21%	97.63%	10.6	81,991	84.9%	65.0
Los Angeles Checker Cab Co.	134	90.65%	8.01%	1.12%	0.22%	98.66%	8.0	163,279	95.1%	65.0
Bell Cab Company	126	95.26%	4.11%	0.58%	0.05%	99.37%	5.3	218,015	95.6%	65.0
Service Response in Zone D										
	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	% of ttl trips	TSI Index
United Independent Taxi	71	57.93%	31.98%	9.09%	1.01%	89.91%	16.7	10,939	86.1%	8.0
Independent Taxi Owners' Association	64	59.93%	28.20%	10.60%	1.26%	88.13%	17.3	5,149	100.0%	9.0
L. A. Taxi Co-Operative (Yellow Cab)	209	68.72%	20.81%	8.62%	1.86%	89.53%	14.8	78,981	82.9%	41.0
Los Angeles Checker Cab Co.	68	70.52%	23.26%	5.45%	0.78%	93.78%	13.7	3,599	87.3%	47.0
Bell Cab Company	65	68.56%	23.62%	8.86%	0.97%	90.18%	15.0	10,242	89.7%	35.0
Service Response in Zone E										
	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	trips	% of ttl trips	TSI Index
United Checker Cab Company	70	83.80%	12.52%	3.10%	0.57%	96.32%	10.0	101,487	94.6%	65.0

WEIGHTED BY VEHICLE AUTHORITY

Service Response in Primary Zones										
	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	ttl trips	Rating	TSI Index
Bell Cab Company	261	85.43%	11.20%	3.06%	0.31%	96.63%	8.6	281,753	excellent	65.0
Beverly Hills Cab Co.	163	84.09%	13.93%	1.80%	0.18%	98.03%	10.2	226,618	excellent	65.0
Los Angeles Checker Cab Co.	269	82.95%	13.93%	2.70%	0.41%	96.88%	10.2	191,846	excellent	65.0
Independent Taxi Owners' Association	246	73.79%	21.06%	4.64%	0.50%	94.85%	13.2	204,027	satisfactory	56.0
United Checker Cab Company	70	83.80%	12.52%	3.10%	0.57%	96.32%	10.0	101,487	excellent	65.0
United Independent Taxi	289	77.14%	18.74%	3.73%	0.39%	95.88%	12.2	329,746	good	65.0
City Cab	166	76.19%	19.72%	3.77%	0.33%	95.91%	15.0	209,688	good	65.0
United Taxi of San Fernando Valley	100	81.69%	15.73%	2.35%	0.23%	97.42%	11.1	165,460	excellent	65.0
L. A. Taxi Co-Operative (Yellow Cab)	739	83.93%	12.28%	3.19%	0.50%	96.21%	10.1	636,733	excellent	65.0
Total	2303	81.40%	14.91%	3.25%	0.44%	96.31%	10.9	2,327,358	excellent	65.0

WEIGHTED BY NUMBER OF TRIPS COMPLETED

Service Response in Primary Zones										
	cabs	0-15 min	16-30 min	31-60 min	>60 min	0-30 min	ave min	ttl trips	Rating	TSI Index
Bell Cab Company	261	92.88%	6.94%	1.10%	0.10%	98.79%	6.1	281,753	excellent	65.0
Beverly Hills Cab Co.	163	84.28%	13.79%	1.76%	0.17%	98.07%	10.2	226,618	excellent	65.0
Los Angeles Checker Cab Co.	269	88.91%	9.38%	1.46%	0.26%	98.28%	8.6	191,846	excellent	65.0
Independent Taxi Owners' Association	246	78.47%	18.51%	2.76%	0.26%	96.98%	11.9	204,027	good	65.0
United Checker Cab Company	70	83.80%	12.52%	3.10%	0.57%	96.32%	10.0	101,487	excellent	65.0
United Independent Taxi	289	82.79%	14.86%	2.14%	0.21%	97.66%	10.8	329,746	excellent	65.0
City Cab	166	76.11%	20.10%	3.50%	0.30%	96.21%	14.2	209,688	good	65.0
United Taxi of San Fernando Valley	100	81.69%	15.73%	2.35%	0.23%	97.42%	11.1	165,460	excellent	65.0
L. A. Taxi Co-Operative (Yellow Cab)	739	87.15%	10.55%	1.99%	0.32%	97.69%	9.1	636,733	excellent	65.0
Total	2303	84.75%	12.87%	2.12%	0.26%	97.62%	9.9	2,327,358	excellent	65.0

- ▶ **Based on Performance Condition 1 findings (average of 66% overall service response in primary service zones [area] and no individual primary service zone with less than 51% immediate service response), all operators met or exceeded Condition 1 requirements and may be eligible for franchise extension based on dispatch service response results for 2007 & 2008.**

4.1.2 - Annual Service Response Comparisons

The average 15-minute service response capability for the City of Los Angeles increased slightly in 2008 as compared to 2005-2007. In 2005, the average for all operators was 77.4%. This figure increased to 78.5% in 2006, increased to 80.9% in 2007, and then increased to 84.7% for the entire year 2008 evaluation period.

The significant increase attributed to calendar year 2008 is due, in part, to a decrease in taxicab service demand in the last quarter of 2008, and the addition of arrival (on-site) time stamping by several operators in late 2008. Service response is measured to actual on-site arrival when available, generally decreasing overall service response time by a few minutes prior to the meter-on time stamp. All operators were required to provide this technology in 2008, thus placing them on the "same page" when measuring on-site service arrival trip responsiveness.

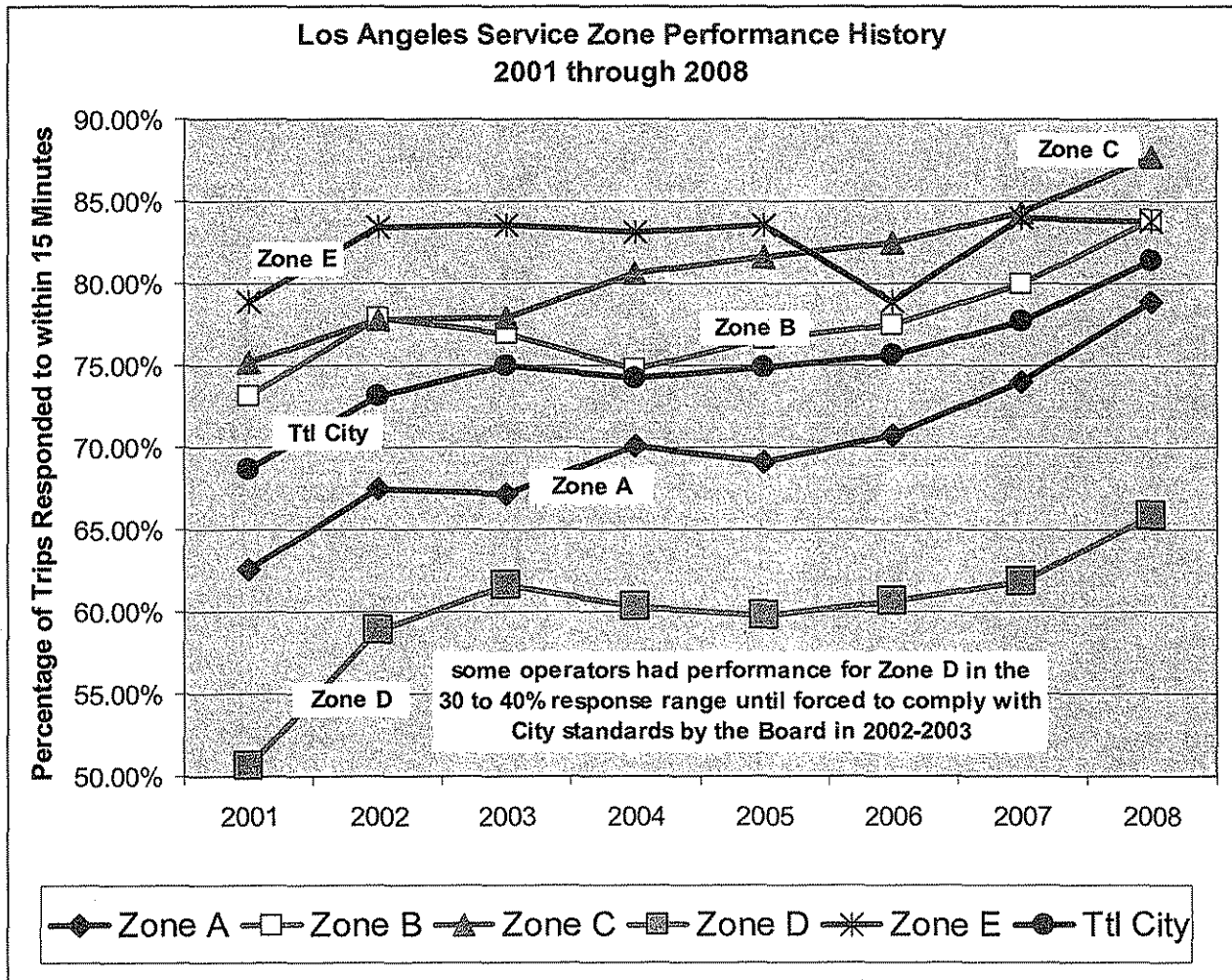
Service Response History - One of the main components of the franchising system initiated in 2001 was to ensure that all Los Angeles operators used computerized dispatch with digital information transfer to provide the best possible service to the riding public. Based on such computerized dispatch, staff has been able to collect and analyze all dispatch data in various areas of the City. Based on franchise terms and conditions, the Board of Taxicab Commissioners has held each taxicab operator accountable for maintaining acceptable service in all primary service zones.

When some operators failed to achieve minimum standards in Zone D (southern/central area), and Zone C for another operator, the Board placed operators on probation and denied extensions. This eventually forced operators to initiate improved methods for implementing higher service standards in these areas (generally through bonuses to drivers for servicing these trips in a timely manner), all paid for through membership fees. Some operators initiated disincentives such as time-off from the computer dispatch system when trips were not accepted in these areas when requested.

Chart 4.F is provided below indicating a history of average annual service response in each of the five service zones of the City from 2002 through 2008. It should be noted that based on a franchising system that included an ordinance which held an entire organization responsible and accountable for service standards in all parts of the City, the Department and the Commission was able to mandate, measure, and enforce minimum service standards. In no way could such an accountability system be delivered with singularly held permits.

As noted for several operators, if the Commission did not force the improved service standards in various low-income and low-trip generator areas, service would have been even more sub-par than currently provided. This aspect of the franchising system will be fully viewed and developed in any recommendations for future service provisions.

Chart 4.F Service Zone Performance History 2002 through 2008



4.2 - TSI Item 2.a. and 2.b. - Telephonic Service Response

TSI index numbers 2.a. and 2.b. deal with telephonic responsiveness for both time to answer a call (reaching a live attendant) and time placed on hold. All calls established via the phone switch or switches which normally handle service order requests are to be included whether or not the call was actually for a taxicab service request.

- Five points are possible for TSI Index item no. 2.a. if the number of calls answered in more than 45 seconds is 10.0% or less of the total calls received through the phone switch (i.e., >90% of calls are answered within 45 seconds).
- Another five points is possible for TSI index item no. 2.b. if the number of calls placed on hold for more than two minutes during the reservation process is less than 5% of the total calls received.

The summary of telephonic service response for 2007 and 2008 as compared to 2006 is provided in Table 4.G, below.

Table 4.G 2007 & 2008 Telephonic Answer and Hold Time Service Response Evaluation

Operator	% calls answered < 45s	TSI Scoring Item 2.a.	% calls placed on hold for 2 min	TSI Scoring Item 2.b.
Bell Cab	'08 = 99.9% '07 = 99.8% '06 = 99.8%	'08 = 5 points '07 = 5 points '06 = 5 points	'08 = 0.1% '07 = 0.1% '06 = 0.1%	'08 = 5 points '07 = 5 points '06 = 5 points
Bev Hills Cab	'08 = 99.9% '07 = 99.8% '06 = 99.8%	'08 = 5 points '07 = 5 points '06 = 5 points	'08 = 3.0% '07 = 4.5% '06 = 4.7%	'08 = 5 points '07 = 5 points '06 = 5 points
LA Chkr Cab	'08 = 99.5% '07 = 99.7% '06 = 99.9%	'08 = 5 points '07 = 5 points '06 = 5 points	'08 = 2.1% '07 = 2.3% '06 = 2.2%	'08 = 5 points '07 = 5 points '06 = 5 points
ITOA	'08 = 99.9% '07 = 99.8% '06 = 99.6%	'08 = 5 points '07 = 5 points '06 = 5 points	'08 = 2.6% '07 = 4.5% '06 = 3.6%	'08 = 5 points '07 = 5 points '06 = 5 points
United Chkr	'08 = 99.0% '07 = 98.3% '06 = 94.8%	'08 = 5 points '07 = 5 points '06 = 5 points	'08 = 0.3% '07 = 0.5% '06 = 0.4%	'08 = 5 points '07 = 5 points '06 = 5 points
UITD	'08 = 94.0% '07 = 87.1% '06 = 82.7%	'08 = 5 points '07 = 3 points '06 = 2 points	'08 = 1.0% '07 = 1.4% '06 = 1.5%	'08 = 5 points '07 = 5 points '06 = 5 points
City Cab	'08 = 88.5% '07 = 83.5% '06 = 99.9%	'08 = 4 points '07 = 2 points '06 = 5 points	'08 = 0.4% '07 = 0.7% '06 = 0.1%	'08 = 5 points '07 = 5 points '06 = 5 points
UTSFV	'08 = 94.0% '07 = 87.1% '06 = 82.7%	'08 = 5 points '07 = 3 points '06 = 2 points	'08 = 1.0% '07 = 1.4% '06 = 1.5%	'08 = 5 points '07 = 5 points '06 = 5 points
Yellow	'08 = 81.6% '07 = 83.7% '06 = 79.4%	'08 = 1 points '07 = 2 points '06 = 0 points	'08 = 4.7% '07 = 3.5% '06 = 0.9%	'08 = 5 points '07 = 5 points '06 = 5 points
Average	'08 = 92.7% '07 = 90.1% '06 = 89.8%	'08 = 4.4 points '07 = 3.9 points '06 = 3.8 points	'08 = 2.3% '07 = 2.4% '06 = 1.7%	'08 = 5.0 points '07 = 5.0 points '06 = 5.0 points

As indicated in the table above, there was a slight improvement in total calls answered in less than 45 seconds from 89.8% in 2006, to 90.1% in 2007, and up to 92.7% for 2008. Yellow Cab maintained the lowest score for both calls answered within 45 seconds and calls placed on hold more than two minutes.

4.3.1 - TSI Item 3 - Complaint Ratio and Complaint Types

TSI index item 3 includes assessment for complaints received by the City of Los Angeles. Each franchised taxicab operator also reported complaints to the City, but because these figures could not be verified, only the number of complaints received and verified by the City are to be used in the performance evaluations (operator provided figures are included for reference only). As described in the following sections, a ratio of complaints per active vehicles is compared for each organization as part of the evaluation process.

Each type of complaint received is placed into a particular category. *Table 4.H*, below, provides the 12 basic complaint categories used by the City.

Table 4.H Complaint Categories

Complaint Type	Complaint Description
1	Company Service Refusal (refusal to accept or schedule service request, failure to answer phone, etc.)
2	Driver Service Refusal (entry refusal, early drop-off; failure to take flag down, etc.)
3	Service Time Response (no-show, long arrival time, long time to answer phone, lost order, failure to inform customer of service delay, etc.)
4	Driver Discourtesy (courtesy, rudeness, threatening behavior, etc.)
5	Driver Service (appearance, language proficiency, location and route knowledge, assistance with mobility aid, etc.)
6	Driver Safety and Ability (reckless or unsafe driving, illegal parking, etc.)
7	Overcharge (meter or flat rate overcharge, circuitous route, credit card abuse, scrip voucher abuse, etc.)
8s	Payment Acceptance (failure to accept or attempt to refuse scrip payment)
8cc	Payment Acceptance (failure to accept or attempt to refuse credit card payment)
9	Vehicle Condition (damaged, dirty, unsafe, lack of heating or a/c, etc.)
10	Dispatch knowledge and Courtesy (courtesy, language proficiency, location and service knowledge, etc.)
11	Insurance (failure to provide insurance info, failure to contact, failure to respond to a claim or settlement issue, etc.)
12	Other Miscellaneous (other types of complaints or service issues)

4.3.2 – 2007 and 2008 Complaint Figures

2007 - There were a total of 441 complaints received by the City for the months of January through December 2007. Of these 441 items, only 225 were verifiable complaints issued to one of the franchised taxicab operators during 2007. Eighty-two percent (82%) of the complaints were received through the Transit Store, which utilizes the customer service complaint/comment stickers placed in each vehicle. The rest of the complaints were received directly by Department staff. Some of the remaining items in the complaint log book and transit store records were complaints against non-Los Angeles taxicab operators, a few more were commendations, and many were complaints raised regarding non-franchised bandit activities.

2008 - There were a total of 332 complaints received by the City for the months of January through December 2008. Of these 332 items, only 169 were verifiable complaints issued to one of the franchised taxicab operators during 2008. Eighty-five percent (85%) of the complaints were received through the Transit Store, while the remaining 15% of complaints were received directly by Department staff.

The numbers of complaints received in 2008 showed a good decrease, perhaps in part to the City's and operator further work to deter overcharging to customers as part of the new smart meter program. Drivers are required to supply printed receipts and components of each trip are now downloaded to the company to compare actual GPS trip distances and charges to that registered by the meter. This technology has aided the City and the franchisees in removing some of the fraudulent driver activity of the past. In addition, a downturn in business demand beginning in the second half of 2008

has also led to a lower number of trip refusals and an increase of on-time service performance.

4.3.3 – Evaluation and Scoring of Complaint Figures

As the City has increased and improved its avenues of communication open to the public to make complaints and comments regarding taxicab service (websites, Transit Store complaint lines, comment/complaint stickers and contact information in each taxicab), the number of complaints to reach the City (beginning in 2002) has increased substantially. The majority of complaints are now received via the “Transit Store”, incorporating website and phone contact (25% of 83 complaints in 2002 were from the “Transit Store” website as compared to 51% of 259 complaints in 2004, 81% of 247 complaints in 2005, 90% of 319 complaints received in 2006; 82% of 225 complaints in 2007; and 85% of 169 complaints in 2008). Because the number of complaints may therefore vary each year, a comparison rating between operators is currently used to assess performance levels.

In order to fairly address changes in complaints, the number of complaints was compared to the number of active vehicles in the same time period for all operators. *Tables 4.1.1 and 4.1.2* provide a summary of the number of cabs sealed and active versus the number vehicles authorized for each franchise Grantee for 2007 and 2008. These figures will also be used again in the next two TSI items (4.a and 4.b) covering Rule Book violations.

Table 4.1.1 Sealed vs. Active Taxicabs in Service 2007

Taxicab Operator	No. Cabs Authorized	2007 Total Cabs Sealed for 12 months	2007 Average Number of Cabs Sealed	% of Cabs Sealed vs. Authorized	2007 Total Active Cabs for 12 months	2007 Average Number of Cabs in Active Dispatch	% of Cabs Active vs. Authorized
Bell Cab	261	2,755	229.6	88.0%	2,548	212.3	81.4%
Beverly Hills Cab Co.	163	1,956	163.0	100.0%	1,956	163.0	100.0%
L. A. Checker Cab	269	3,228	269.0	100.0%	3,120	260.0	96.7%
Independent Taxi	246	2,952	246.0	100.0%	2,922	243.5	99.0%
United Checker Cab	70	840	70.0	100.0%	815	67.9	97.0%
United Independent Taxi	289	3,462	288.5	99.8%	3,427	285.6	98.8%
City Cab	166	1,991	165.9	99.9%	1,866	155.5	93.7%
United Taxi of San Fernando Valley	100	1,200	100.0	100.0%	1,189	99.1	99.1%
Yellow Cab	739	8,868	739.0	100.0%	8,714	726.2	98.3%
Total	2,303	27,252	2,271	98.6%	26,557	2,213	96.1%

Table 4.1.2

Sealed vs. Active Taxicabs in Service 2008

Taxicab Operator	No. Cabs Authorized	2008 Total Cabs Sealed for 12 months	2008 Average Number of Cabs Sealed	% of Cabs Sealed vs. Authorized	2008 Total Active Cabs for 12 months	2008 Average Number of Cabs in Active Dispatch	% of Cabs Active vs. Authorized
Bell Cab	261	2,950	245.8	94.2%	2,736	228.0	87.4%
Beverly Hills Cab Co.	163	1,956	163.0	100.0%	1,956	163.0	100.0%
L. A. Checker Cab	269	3,228	269.0	100.0%	3,169	264.1	98.2%
Independent Taxi	246	2,952	246.0	100.0%	2,930	244.2	99.3%
United Checker Cab	70	840	70.0	100.0%	806	67.2	96.0%
United Independent Taxi	289	3,467	288.9	100.0%	3,441	286.8	99.2%
City Cab	166	1,992	166.0	100.0%	1,948	162.3	97.8%
United Taxi of San Fernando Valley	100	1,200	100.0	100.0%	1,186	98.8	98.8%
Yellow Cab	739	8,868	739.0	100.0%	8,778	731.5	99.0%
Total	2,303	27,453	2,288	99.3%	26,950	2,246	97.5%

As provided for in Board Order No. 013, individual operator figures for the number of complaints received were divided by the total number of vehicles in active service during the annual evaluation period. The individual complaint percentage (complaints per vehicles in service) was then compared to the total industry average (total complaints received divided by total vehicles in active service) to establish the complaint ratio factor for each organization.

Example: An organization had 50 complaints for the year with an average of 240 vehicles in service per month. The annual vehicle figure for the year would be 2,880 (240 cabs x 12 months), and the individual complaint percentage would be 1.74% (50 complaints per 2,880 annual vehicles). If the industry average for all complaints divided by vehicles in active service were 3.00%, then the individual complaint ratio factor for this organization would be 1.74% divided by 3.00%, or 0.58.

Per Board Order 013, if an operator had a ratio factor of 0.50 or less ($\frac{1}{2}$ of the industry complaint average), then the full 5 point TSI assessment was awarded. If an individual operator had 0.51 to 0.75 complaint ratio, they would receive 4 points. A value of 0.76 to 1.25 ratio of the number of complaints (per vehicles in active service) as compared to the overall taxicab industry, would be considered as average, and the operator would receive three out of five points possible in this category. This same logic applies to a score of 2, 1 and 0 points as listed in Board Order 013. Using the example provided above, the sample organization would score 4 out of 5 points possible based on a 0.58 complaint ratio. *Table 4.J* below provides complaint ratio assessment and scoring for each operator for 2007 and 2008 as compared to the 2006 annual figure.

Table 4.J Complaint Ratio Assessment for 2007 and 2008

Operator	2006-2008 No. of City Complaint Received	2006-2008 Operator Reported Complaint	2006-2008 No. of Active Cabs x 12 months	2006-2008 Complaints % per Active Cab	2006-2008 Complaint Ratio Compared to Industry Ave	2006-2008 Complaint TSI Score (5 max)
Bell Cab	'08 = 15 '07 = 17 '06 = 32	'08 = 43 '07 = 66 '06 = 106	'08 = 2,736 '07 = 2,548 '06 = 2,425	'08 = 0.55% '07 = 0.67% '06 = 1.32%	'08 = 0.87 '07 = 0.79 '06 = 1.08	'08 = 3 '07 = 3 '06 = 3
Beverly Hills Cab	'08 = 13 '07 = 24 '06 = 20	'08 = 103 '07 = 100 '06 = 109	'08 = 1,956 '07 = 1,956 '06 = 1,954	'08 = 0.66% '07 = 1.23% '06 = 1.02%	'08 = 1.06 '07 = 1.45 '06 = 0.84	'08 = 3 '07 = 2 '06 = 3
L. A. Checker Cab	'08 = 21 '07 = 32 '06 = 54	'08 = 155 '07 = 203 '06 = 187	'08 = 3,169 '07 = 3,120 '06 = 3,140	'08 = 0.66% '07 = 1.03% '06 = 1.72%	'08 = 1.06 '07 = 1.21 '06 = 1.41	'08 = 3 '07 = 3 '06 = 2
ITOA	'08 = 23 '07 = 27 '06 = 25	'08 = 49 '07 = 58 '06 = 63	'08 = 2,930 '07 = 2,922 '06 = 2,890	'08 = 0.78% '07 = 0.92% '06 = 0.87%	'08 = 1.25 '07 = 1.09 '06 = 0.71	'08 = 3 '07 = 3 '06 = 4
United Checker Cab	'08 = 6 '07 = 3 '06 = 10	'08 = 17 '07 = 21 '06 = 28	'08 = 806 '07 = 815 '06 = 811	'08 = 0.74% '07 = 0.37% '06 = 1.23%	'08 = 1.19 '07 = 0.43 '06 = 1.01	'08 = 3 '07 = 5 '06 = 3
UITD	'08 = 17 '07 = 34 '06 = 46	'08 = 118 '07 = 171 '06 = 536	'08 = 3,441 '07 = 3,427 '06 = 3,410	'08 = 0.49% '07 = 0.99% '06 = 1.35%	'08 = 0.79 '07 = 1.17 '06 = 1.11	'08 = 3 '07 = 3 '06 = 3
City Cab	'08 = 17 '07 = 25 '06 = 24	'08 = 23 '07 = 29 '06 = 35	'08 = 1,948 '07 = 1,866 '06 = 1,791	'08 = 0.87% '07 = 1.34% '06 = 1.34%	'08 = 1.39 '07 = 1.58 '06 = 1.10	'08 = 2 '07 = 1 '06 = 3
UTSFV	'08 = 5 '07 = 13 '06 = 15	'08 = 115 '07 = 190 '06 = 515	'08 = 1,186 '07 = 1,189 '06 = 1,197	'08 = 0.42% '07 = 1.09% '06 = 1.25%	'08 = 0.67 '07 = 1.29 '06 = 1.03	'08 = 4 '07 = 2 '06 = 3
Yellow Cab	'08 = 52 '07 = 50 '06 = 93	'08 = 570 '07 = 562 '06 = 528	'08 = 8,778 '07 = 8,714 '06 = 8,601	'08 = 0.59% '07 = 0.57% '06 = 1.08%	'08 = 0.94 '07 = 0.68 '06 = 0.89	'08 = 3 '07 = 4 '06 = 3
Total & Average	'08 = 169 '07 = 225 '06 = 319	'08 = 1,193 '07 = 1,400 '06 = 2,107	'08=26,950 '07=26,557 '06=26,219	'08 = 0.63% '07 = 0.85% '06 = 1.22%	'08 = 1.03 '07 = 1.08 '06 = 1.02	'08 = 3.00 '07 = 2.89 '06 = 3.00

The average complaints received per active number of cabs decreased in both 2007 (at 0.85%) and 2008 (at 0.63%) as compared to 1.22% in 2006. This correlates to the drop in total complaints received from 319 in 2006 down to 169 in 2008. The average scoring remained very close, ranging from 2.89 to 3.0 points out of five possible.

While most operators had a lower number of overall verifiable complaints in 2008, those indicating the most improvement include L. A. Checker Cab (down from 54 complaints in 2006 to 21 in 2008), United Independent Taxi (down from 46 in 2006 to 17 in 2008), and United Taxi of San Fernando Valley (down from 15 complaints in 2006 to 5 complaints in 2008).

A further breakdown in the type of complaints received in 2006 through 2008 is included in Table 4.K below. Some complaints would count in more than one category (i.e., driver overcharged passenger and was discourteous – counting as a type 4 and type 7 complaint, or vehicle response was late and driver would not accept scrip payment – counting as type 3 and type 8s complaint categories).

Table 4.K Breakdown of Type of Complaints Received 2006-2008

Complaint Type	2006	2007	2008
	# and % of total	# and % of total	# and % of total
1) Company Service Refusal	1 – 0.3%	3 – 1.0%	1 – 0.4%
2) Driver Service Refusal	31 – 7.9%	22 – 7.4%	17 – 7.2%
3) Service Time Response	61 – 15.6%	26 – 8.8%	12 – 5.1%
4) Driver Discourtesy	91 – 23.3%	80 – 27.0%	63 – 26.8%
5) Driver Service	7 – 1.8%	8 – 2.7%	19 – 8.1%
6) Driving Safety and Ability	29 – 7.4%	34 – 11.5%	23 – 9.8%
7) Overcharge	93 – 23.8%	61 – 20.6%	58 – 24.7%
8) Payment Acceptance (Scrip & CC)	62 – 15.9%	43 – 14.5%	34 – 14.4%
9) Vehicle Condition	9 – 2.3%	12 – 4.1%	4 – 1.7%
10) Dispatch Service	1 – 0.3%	1 – 0.3%	1 – 0.4%
11) Insurance	1 – 0.3%	0 – 0.0%	0 – 0.0%
12) Other Operator Problems	4 – 1.0%	6 – 2.0%	3 – 1.3%
Total	390	296	235

While the total number of complaints received has decreased in both 2007 and again in 2008, the breakdown has remained consistent with the exception of a decrease in the percentage of late or no-show service response complaints for 2008 (possibly due to business down-turn), and an increase in driver service issues (language, knowledge, etc.) in 2008.

Payment acceptance of credit cards and scrip vouchers also remains an issue. With upcoming changes in scrip payment to a new City debit card - with less paperwork and administration charges assessed to the driver - it is anticipated that drivers will now readily accept this payment as required.

4.4.1 - TSI Items 4.a. and 4.b. - Operator and Driver Violations

Evaluation of driver and operator violations is divided into two index components, 4.a. and 4.b., each worth 5 points maximum. Index 4.a. deals with the number of violations assessed (guilty) regardless of their severity, while Index 4.b. considers the magnitude of the offenses by summarizing the penalty points and suspension days assessed.

Similar to the complaint ratio, the total number of violations or points assessed is compared to the number of vehicles in active service. These figures are then compared to the industry average to equate a violation ratio factor. An organization with a violation ratio of 0.50 or less (as compared to the industry average), would be assigned the full five points allotted for either TSI index 4.a. or 4.b.

Any violations which remain open (unresolved) or those that were dismissed, cancelled, voided or established for driver signature withdrawal (removal of driver authority) were not included in the analysis.

Because the number of violations assessed to taxicab operators and their drivers will increase or decrease each year dependent upon staffing levels for the Department and Airport Police, a comparison rating is conducted among all operators for performance review in this category. As more staff is available for routine vehicle/driver operating checks and field enforcement, the percentage of violations per active vehicles will increase to some degree. The opposite is true if there is less staff available for field

enforcement in the City and at the airport.

In consideration of the varied staffing levels during the year, violation assessment and scoring is compared for each company to the industry average established for the year (an organization's total violations per active cabs compared to the industry's total violations per total active vehicles).

4.4.2 – Scoring of Index Item 4.a. for No. of Violations Assessed

Again, TSI item 4.a. considers the total number of rule violations assessed against an operator as compared to the average for the industry. Index 4.b. then compares the total number of points assessed for these violations as compared to the industry average. Table 4.L, below, provides for assessment of TSI item 4.a.

Table 4.L Number of Violations Assessed for 2006 to 2008

Operator	2006-2008 Violations Assessed	2006-2008 Active Cabs	2006-2008 Violations per Vehicle	2006-2008 Violation Ratio	2006-2008 TSI Score (5 max)
Bell Cab	'08 = 177 '07 = 133 '06 = 102	'08 = 2,736 '07 = 2,548 '06 = 2,425	'08 = 6.47% '07 = 5.22% '06 = 4.21%	'08 = 0.69 '07 = 0.78 '06 = 0.49	'08 = 4 '07 = 3 '06 = 5
Beverly Hills Cab	'08 = 120 '07 = 111 '06 = 123	'08 = 1,956 '07 = 1,956 '06 = 1,954	'08 = 6.13% '07 = 5.67% '06 = 6.29%	'08 = 0.65 '07 = 0.85 '06 = 0.74	'08 = 4 '07 = 3 '06 = 4
L. A. Checker Cab	'08 = 395 '07 = 313 '06 = 337	'08 = 3,169 '07 = 3,120 '06 = 3,140	'08 = 12.46% '07 = 10.03% '06 = 10.73%	'08 = 1.32 '07 = 1.50 '06 = 1.26	'08 = 2 '07 = 2 '06 = 2
ITOA	'08 = 329 '07 = 214 '06 = 264	'08 = 2,930 '07 = 2,922 '06 = 2,890	'08 = 11.23% '07 = 7.32% '06 = 9.13%	'08 = 1.19 '07 = 1.10 '06 = 1.07	'08 = 3 '07 = 3 '06 = 3
United Checker Cab	'08 = 86 '07 = 39 '06 = 63	'08 = 806 '07 = 815 '06 = 811	'08 = 10.67% '07 = 4.79% '06 = 7.77%	'08 = 1.13 '07 = 0.72 '06 = 0.91	'08 = 3 '07 = 4 '06 = 3
UITD	'08 = 354 '07 = 230 '06 = 316	'08 = 3,441 '07 = 3,427 '06 = 3,410	'08 = 10.29% '07 = 6.71% '06 = 9.27%	'08 = 1.09 '07 = 1.00 '06 = 1.09	'08 = 3 '07 = 3 '06 = 3
City Cab	'08 = 107 '07 = 76 '06 = 96	'08 = 1,948 '07 = 1,866 '06 = 1,791	'08 = 5.49% '07 = 4.07% '06 = 5.36%	'08 = 0.58 '07 = 0.61 '06 = 0.63	'08 = 4 '07 = 4 '06 = 4
UTSFV	'08 = 64 '07 = 54 '06 = 102	'08 = 1,186 '07 = 1,189 '06 = 1,197	'08 = 5.40% '07 = 4.54% '06 = 8.52%	'08 = 0.57 '07 = 0.68 '06 = 1.00	'08 = 4 '07 = 4 '06 = 3
Yellow Cab	'08 = 910 '07 = 606 '06 = 833	'08 = 8,778 '07 = 8,714 '06 = 8,601	'08 = 10.37% '07 = 6.95% '06 = 9.68%	'08 = 1.10 '07 = 1.04 '06 = 1.14	'08 = 3 '07 = 3 '06 = 3
Total & Average	'08 = 2,542 '07 = 1,776 '06 = 2,236	'08=26,950 '07=26,557 '06=26,219	'08 = 9.43% '07 = 6.69% '06 = 8.53%	'08 = 0.92 '07 = 0.92 '06 = 0.92	'08 = 3.33 '07 = 3.22 '06 = 3.33

The analysis of the number of violations assessed in 2007 was less than the number assessed in 2006, while the number assessed in 2008 was greater than both the figures for 2006 and 2007. As discussed earlier, these numbers change with the amount of enforcement available. The average number of violations per cab decreased from

8.53% in 2006 to 6.69% in 2007. This figure then increased to 9.43% in 2008 along with a close to full staffing level of Transportation Investigators. The mean average score was similar for all years changing from 3.33 in 2006 to 3.22 in 2007 and back to 3.33 in 2008 (out of five points possible). No single operator varied to any great degree from previous years.

4.4.3 – Scoring of Index Item 4.b for Magnitude of Violations Assessed

This violation index accounts for the total magnitude of the violations assessed in Index 4.a. Some violations are assessed different point categories (leading to days off or fines paid) based on the severity of the infraction. Some violations entail both driver and operator assessment, while other violations only affect either the driver or the operator individually.

Again, because the number of violations (and number of points) assessed to taxicab operators and their drivers will increase or decrease each year dependent upon staffing levels for the Department and Airport Police, a comparison rating is conducted among all operators for performance review in this category as provided in *Table 4.M*, below.

Table 4.M Magnitude of Violations Assessed 2006 to 2008

Operator	2006-2008 Points Assessed	2006-2008 Active Cabs	2006-2008 Points per Vehicle	2006-2008 Point Ratio	2006-2008 TSI Score (5 max)
Bell Cab	'08 = 387 '07 = 296 '06 = 239	'08 = 2,736 '07 = 2,548 '06 = 2,425	'08 = 14.14% '07 = 11.62% '06 = 9.86%	'08 = 0.60 '07 = 0.68 '06 = 0.51	'08 = 4 '07 = 4 '06 = 4
Beverly Hills Cab	'08 = 295 '07 = 233 '06 = 304	'08 = 1,956 '07 = 1,956 '06 = 1,954	'08 = 15.08% '07 = 11.91% '06 = 15.56%	'08 = 0.64 '07 = 0.70 '06 = 0.80	'08 = 4 '07 = 4 '06 = 3
L. A. Checker Cab	'08 = 1013 '07 = 961 '06 = 869	'08 = 3,169 '07 = 3,120 '06 = 3,140	'08 = 31.97% '07 = 30.80% '06 = 27.68%	'08 = 1.36 '07 = 1.81 '06 = 1.42	'08 = 2 '07 = 0 '06 = 2
ITOA	'08 = 813 '07 = 498 '06 = 508	'08 = 2,930 '07 = 2,922 '06 = 2,890	'08 = 27.75% '07 = 17.04% '06 = 17.58%	'08 = 1.18 '07 = 1.00 '06 = 0.90	'08 = 3 '07 = 3 '06 = 3
United Checker Cab	'08 = 217 '07 = 90 '06 = 134	'08 = 806 '07 = 815 '06 = 811	'08 = 26.92% '07 = 11.04% '06 = 16.52%	'08 = 1.14 '07 = 0.65 '06 = 0.85	'08 = 3 '07 = 4 '06 = 3
UITD	'08 = 812 '07 = 632 '06 = 732	'08 = 3,441 '07 = 3,427 '06 = 3,410	'08 = 23.60% '07 = 18.44% '06 = 21.47%	'08 = 1.00 '07 = 1.09 '06 = 1.10	'08 = 3 '07 = 3 '06 = 3
City Cab	'08 = 294 '07 = 154 '06 = 252	'08 = 1,948 '07 = 1,866 '06 = 1,791	'08 = 15.09% '07 = 8.25% '06 = 14.07%	'08 = 0.64 '07 = 0.49 '06 = 0.72	'08 = 4 '07 = 5 '06 = 4
UTSFV	'08 = 126 '07 = 121 '06 = 242	'08 = 1,186 '07 = 1,189 '06 = 1,197	'08 = 10.62% '07 = 10.18% '06 = 20.22%	'08 = 0.45 '07 = 0.60 '06 = 1.04	'08 = 5 '07 = 4 '06 = 3
Yellow Cab	'08 = 2,390 '07 = 1,524 '06 = 1,834	'08 = 8,778 '07 = 8,714 '06 = 8,601	'08 = 27.23% '07 = 17.49% '06 = 21.32%	'08 = 1.16 '07 = 1.03 '06 = 1.09	'08 = 3 '07 = 3 '06 = 3
Total & Average	'08 = 6,347 '07 = 4,509 '06 = 5,114	'08 = 26,950 '07 = 26,557 '06 = 26,219	'08 = 23.55% '07 = 16.98% '06 = 19.50%	'08 = 0.91 '07 = 0.90 '06 = 0.94	'08 = 3.44 '07 = 3.33 '06 = 3.11

Similar to the number of violations assessed, the analysis of the magnitude of violations (points assessed) in 2007 was less than 2006, but then increased in 2008. The average number of violation points per cab also decreased in 2007, moving from 19.50% in 2006 down to 16.98% in 2007. This figure then increased to 23.55% in 2008. The mean average scoring improved in both 2007 and 2008 slightly with values of 3.33 in 2007 and 3.44 in 2008 as compared to 3.11 in 2006. L. A. Checker dipped in 2007 with a score of 0, but returned to an index score of 2 in 2008 - still the lowest value of all operators in both number and magnitude of violations assessed.

4.5 - TSI Item 5 - Vehicle Inspection Failures

TSI item 5 includes assessment for vehicle inspection failures. Each taxicab is scheduled for an annual Department vehicle inspection. In addition, all vehicles are to be maintained in good condition at all times with weekly operator/LAX inspections. A total failure percentage is determined by summation of Taxicab Rule No. 444 and 457 infractions divided by total number of vehicles in service for the year requiring an annual inspection. Taxicab Rules 444 and 457 include failures to pass annual vehicle inspections by either not presenting the vehicle or by documentation of a vehicle failure that could not be repaired during the inspection period.

Unlike the comparative ratio analysis recommended for industry complaint and violation averages, staff does not believe the assessment category for vehicle inspection failure requires a rating curve (or comparison to industry average). There are a set number of vehicles to be inspected each year for each organization. If vehicles are adequately maintained and provided pre-inspection checks, there should be no reason to fail a Department scheduled inspection in amounts greater than 7.0% of total vehicle inspections attempted. Table 4.N, shown below, provides the vehicle inspection failure data for 2007 and 2008 as compared to 2006.

Table 4.N Vehicle Inspection Failures 2006 to 2008

Operator	2006-2008 Inspection Failures	2006-2008 No. of Vehicles to be Inspected	2006-2008 Failure Percentage	2006-2008 TSI Score (5 max)
Bell Cab	'08 = 1 '07 = 6 '06 = 6	'08 = 241 '07 = 223 '06 = 216	'08 = 0.41% '07 = 2.69% '06 = 2.78%	'08 = 5 '07 = 5 '06 = 5
Beverly Hills Cab	'08 = 8 '07 = 2 '06 = 11	'08 = 163 '07 = 163 '06 = 163	'08 = 4.91% '07 = 1.23% '06 = 6.75%	'08 = 5 '07 = 5 '06 = 5
L. A. Checker Cab	'08 = 3 '07 = 10 '06 = 28	'08 = 269 '07 = 269 '06 = 269	'08 = 1.12% '07 = 3.72% '06 = 10.41%	'08 = 5 '07 = 5 '06 = 3
ITOA	'08 = 16 '07 = 6 '06 = 33	'08 = 246 '07 = 246 '06 = 246	'08 = 6.50% '07 = 2.44% '06 = 13.41%	'08 = 5 '07 = 5 '06 = 1
United Checker Cab	'08 = 6 '07 = 2 '06 = 8	'08 = 70 '07 = 70 '06 = 70	'08 = 8.57% '07 = 2.86% '06 = 11.43%	'08 = 3 '07 = 5 '06 = 1
UITD	'08 = 17 '07 = 14 '06 = 55	'08 = 289 '07 = 288 '06 = 287	'08 = 5.88% '07 = 4.86% '06 = 19.16%	'08 = 5 '07 = 5 '06 = 0

City Cab	'08 = 0	'08 = 166	'08 = 0.00%	'08 = 5
	'07 = 3	'07 = 166	'07 = 1.81%	'07 = 5
	'06 = 10	'06 = 164	'06 = 6.10%	'06 = 5
UTSFV	'08 = 4	'08 = 100	'08 = 4.00%	'08 = 5
	'07 = 5	'07 = 100	'07 = 5.00%	'07 = 5
	'06 = 19	'06 = 100	'06 = 19.00%	'06 = 0
Yellow Cab	'08 = 48	'08 = 739	'08 = 6.50%	'08 = 5
	'07 = 37	'07 = 739	'07 = 5.01%	'07 = 5
	'06 = 107	'06 = 737	'06 = 14.52%	'06 = 1
Total & Average	'08 = 103	'08 = 2,283	'08 = 4.51%	'08 = 4.78
	'07 = 85	'07 = 2,264	'07 = 3.75%	'07 = 5.00
	'06 = 277	'06 = 2,252	'06 = 12.30%	'06 = 2.33

Per Board Order No. 013, an operator must maintain less than 7.0% vehicles failing annual scheduled inspection in order to obtain the full five points possible. If vehicles were first added to the fleet after December 31, 2006, they would not be required to pass an annual inspection in 2007, and were therefore not included in the assessment calculation. This also pertains to 2008 vehicle inspection figures.

After a very poor result occurring in 2006 (12.30% average failure rate), the industry has rebounded well (average failure rate of 3.75% in 2007 and 4.51% in 2008). This means that more vehicles are being inspected and maintained prior to City inspections. Hopefully, this is true at all times. The average scoring in this category increased from 2.33 out of five points possible in 2006 to 5.00 in 2007 and 4.78 in 2008.

4.6 - TSI Item 6 - Late Payments

TSI item 6 includes assessment for total number of late payments received for invoiced billings such as franchise fees, operator penalty points, taxicab vehicle permit fees, bandit assessment fees and Board ordered penalties. If a payment is overdue for a second consecutive billing cycle, it is again considered as a late payment.

In order to receive the full five points possible, an organization must have less than three late payment events for the year (total of two or less). Three to four late payments equates to a TSI score of 2.5 out of five possible points, while five or more late payments leads to a score of zero points.

This type of failure to make timely payments reflects both on the management ability of the organization and in its potential financial viability. Table 4.0 below includes the number of late payments for each organization for full calendar year 2007 and 2008. These figures are again compared to 2006 evaluation results.

Table 4.O

Late Payment Assessment 2007 to 2008

Operator	2007-2008 No. Late Payments	Type of Late Payment	2007-2008 TSI Score (5 max)
Bell Cab	'08 = 0 '07 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'08 = 5 '07 = 5
Beverly Hills Cab	'08 = 0 '07 = 1	0 franchise; 0 penalty point; 1 bandit; 0 vehicle permit fee; 0 other	'08 = 5 '07 = 5
L. A. Checker Cab	'08 = 0 '07 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'08 = 5 '07 = 5
ITOA	'08 = 0 '07 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'08 = 5 '07 = 5
United Checker Cab	'08 = 0 '07 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'08 = 5 '07 = 5
UITD	'08 = 0 '07 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'08 = 5 '07 = 5
City Cab	'08 = 0 '07 = 1	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'08 = 5 '07 = 5
UTSFV	'08 = 0 '07 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'08 = 5 '07 = 5
Yellow Cab	'08 = 0 '07 = 0	0 franchise; 0 penalty point; 0 bandit; 0 vehicle permit fee; 0 other	'08 = 5 '07 = 5
Total & Average	'08 = 0 '07 = 1	0 franchise; 0 penalty point; 1 bandit; 0 vehicle permit fee; 0 other	'08 = 5.00 '07 = 5.00

Only one late payment was received for calendar year 2007 (Beverly Hills Cab Co. operator bandit assessment fee), and no operator is currently in arrears with the Department. For each payment missed or paid late, a 10% late fee and 1.5% interest fee is charged and recovered. A marked improvement occurred in 2005 to 2007 (one late payment each year) as compared to 2004 (14 late payments). The average scoring for this category is five points out of five points possible for both 2007 and 2008.

4.7 - TSI Item 10 - Timely Submission of Information, Stats, Data and Reports

Regularly required data reports and statistics are covered in this section. Additional requests for information and data are covered as part of the next section under responsiveness to requests and directives. There are seven basic monthly reports or lists to be submitted to the Department, three quarterly reports and two annual updates, for a total of 98 requirements for the year per operator. These reports include:

- Monthly service data for dispatch and phone, service summary reports, driver lists, service statistics and complaint records (84 annual);
- Quarterly reports for accidents, affirmative action employment records and membership lists (12 annual); and
- Annual updates for financial statements and the management business plan (2 annual).

While all operators had to be sent reminder notices from time to time covering missing data, some operators were considerably late in responding to reporting requirements.

Late reporting is considered after more than two weeks overdue and usually after a reminder letter or fax has been sent.

Table 4.P, below, provides a summary analysis of responsiveness to regular data reporting requirements. Based on the number of late responses, a rating is provided for each organization, as follows:

excellent	(0 to 2 incidents)	= 5 TSI points;
good	(3 to 4 incidents)	= 4 TSI points;
satisfactory	(5 to 6 incidents)	= 3 TSI points;
unsatisfactory	(7 to 8 incidents)	= 2 TSI points;
poor	(9 to 10 incidents)	= 1 TSI point; and
deficient	(11 or more incidents)	= 0 TSI points.

Table 4.P 2006-2008 Late Response to Regular Reporting Requirements

Taxicab Operator	2007 Incidents of Late Submission of Regular Data, Statistics and Reports	2008 Incidents of Late Submission of Regular Data, Statistics and Reports	Comparison Rating/Score 2006-2008
Bell Cab	All reports submitted on time. (0 incidents annual 2007 – Excellent).	All reports submitted on time. (0 incidents annual 2008 – Excellent).	'08 (0) = 5 Pnts '07 (0) = 5 Pnts '06 (0) = 5 Pnts
Beverly Hills Cab	Late submission of 2 nd quarter affirmative action plan, membership list and accident report. (3 incidents annual 2007 - Good).	All reports submitted on time. (0 incidents annual 2008 – Excellent).	'08 (0) = 5 Pnts '07 (3) = 4 Pnts '06 (0) = 5 Pnts
L. A. Checker Cab	Late submission of December 2007 driver list. (1 incident annual 2007 – Excellent).	All reports submitted on time. (0 incidents annual 2008 – Excellent).	'08 (0) = 5 Pnts '07 (1) = 5 Pnts '06 (0) = 5 Pnts
Independent Taxi	All reports submitted on time. (0 incidents annual 2007 – Excellent).	Late submission of December 2008 driver list. (1 incident annual 2008 – Excellent).	'08 (1) = 5 Pnts '07 (0) = 5 Pnts '06 (0) = 5 Pnts
United Checker Cab	Late submission of July 2007 driver list, 1 st quarter accident list and 3 rd quarter affirmative action plan. (3 incidents annual 2007 – Good).	Late submission of 2 nd & 3 rd quarter affirmative action plan & company financial statement. (3 incidents annual 2008 – Good).	'08 (3) = 4 Pnts '07 (3) = 4 Pnts '06 (0) = 5 Pnts
United Independent Taxi	Late submission of 4 th quarter affirmative action plan and accident report. (2 incidents annual 2007 – Excellent).	Late submission of February 2008 cab stats. (1 incident annual 2008 – Excellent).	'08 (1) = 5 Pnts '07 (2) = 5 Pnts '06 (0) = 5 Pnts
City Cab	All reports submitted on time. (0 incidents annual 2007 – Excellent).	All reports submitted on time. (0 incidents annual 2008 – Excellent).	'08 (0) = 5 Pnts '07 (0) = 5 Pnts '06 (0) = 5 Pnts
United Taxi of San Fernando Valley	Late submission of 4 th quarter affirmative action plan and accident report. (2 incidents annual 2007 – Excellent).	Late submission of February 2008 cab stats. (1 incident annual 2008 – Excellent).	'08 (1) = 5 Pnts '07 (2) = 5 Pnts '06 (0) = 5 Pnts
Yellow Cab	Late submission of July 2007 driver list, 1 st quarter accident report and 3 rd quarter affirmative action plan. (3 incidents annual 2007 – Good).	Late submission of 2 nd & 3 rd quarter affirmative action plan & company financial statement. (3 incidents annual 2008 – Good).	'08 (3) = 4 Pnts '07 (3) = 4 Pnts '06 (0) = 5 Pnts
Total & Average	2007 – 14 incidents of late or non-submitted regular data reports.	2008 – 8 incidents of late or non-submitted regular data reports.	'08 = 4.78 '07 = 4.67 '06 = 5.00

The average industry scoring decreased slightly in 2007 and 2008 with the reoccurrence of some late data reporting. No organization fared worse than 4 out of 5

points, and all data was provided to the City, even if it took a reminder and was considered late. In comparison to past ratings, the industry held 22 late reports for 2004 and four (4) for 2005, prior to showing a perfect score in 2006. All operators were considered good to excellent in their ability to promptly provide regularly required reports to the City.

4.8 - TSI Item 11 - Responsiveness to Requests and Directives

Responsiveness to additional requests and directives for information outside normal reporting requirements is included in this section. As noted in *Table 4.Q* below, some operators were late or non-responsive to additional requests for information as requested by the Board, the Department or the City.

Because there were a limited number of special requests made in 2006-2008, the occurrence of each incident is considered more severe than late data reporting. Again, a comparative rating is provided based on the number of equivalent annual incidents, as follows:

- excellent (0 to 1 incidents) = 5 TSI points;
- good (2 incidents) = 4 TSI points;
- satisfactory (3 incidents) = 3 TSI points;
- unsatisfactory (4 incidents) = 2 TSI points;
- poor (5 incidents) = 1 TSI point; and
- deficient (6 or more incidents) = 0 TSI points.

Table 4.Q 2006-2008 Late or Non-Response to Special Directives/Requests

Taxicab Operator	2007 Incidents of Late Response to Special Board, Department or City Requests	2008 Incidents of Late Response to Special Board, Department or City Requests	Comparison Rating/Score 2006-2008
Bell Cab	All special reports and requests for info were submitted on time. (0 incidents annual 2007 - Excellent).	All special reports and requests for info were submitted on time. (0 incidents annual 2008 - Excellent).	'08 (0) = 5 Pnts '07 (0) = 5 Pnts '06 (0) = 5 Pnts
Beverly Hills Cab	Late submission of changes requested for general insurance endorsement. (1 incident annual 2007 - Excellent).	Late response to smart meter programming status; Late response to meter-on and paid mile reporting status. (2 incidents annual 2008 - Good).	'08 (2) = 4 Pnts '07 (1) = 5 Pnts '06 (2) = 4 Pnts
L. A. Checker Cab	Late response to drug test program update. (1 incident annual 2007 - Excellent).	All special reports and requests for info were submitted on time. (0 incidents annual 2008 - Excellent).	'08 (0) = 5 Pnts '07 (1) = 5 Pnts '06 (4) = 3 Pnts
Independent Taxi	Late submission of smart meter inventory request. (1 incident annual 2007 - Excellent).	Late response to smart meter info request. (1 incident annual 2008 - Excellent).	'08 (1) = 5 Pnts '07 (1) = 5 Pnts '06 (5) = 1 Pnts
United Checker Cab	Late submission of smart meter inventory; Late submission of general insurance endorsement; Late response to drug test program update; Late response to smart meter program questions. (4 incidents annual 2007- Unsatisfactory).	All special reports and requests for info were submitted on time. (0 incidents annual 2008 - Excellent).	'08 (0) = 5 Pnts '07 (4) = 2 Pnts '06 (0) = 5 Pnts
United Independent Taxi	Late response to membership expiration decision; Late response to drug test program update. (2 incidents annual 2007 - Good).	Late response to drug test program update. (1 incident annual 2008 - Excellent).	'08 (1) = 5 Pnts '07 (2) = 4 Pnts '06 (1) = 5 Pnts

City Cab	Late response to drug test program update. (1 incident annual 2007 – Excellent).	Late response to drug test program update. (1 incident annual 2008 – Excellent).	'08 (1) = 5 Pnts '07 (1) = 5 Pnts '06 (0) = 5 Pnts
United Taxi of S.F. Valley	Late response to drug test program info request; Late response to drug test program update. (2 incidents annual 2007 – Good).	Late response to drug test program update. (1 incident annual 2008 – Excellent).	'08 (1) = 5 Pnts '07 (2) = 4 Pnts '06 (1) = 5 Pnts
Yellow Cab	Late submission of smart meter inventory; Late submission of general insurance endorsement; Late response to smart meter program questions. (3 incidents annual 2007 - Satisfactory)	All special reports and requests for info were submitted on time. (0 incidents annual 2008 – Excellent).	'08 (0) = 5 Pnts '07 (3) = 3 Pnts '06 (0) = 5 Pnts
Average	2007 – 15 incidents of late or non-submitted requests for special data or info	2008 – 7 incidents of late or non-submitted requests for special data or info	'08 (7) = 4.89 '07 (15) = 4.22 '06 (13) = 4.11

As indicated in Table 4.Q above, all operators rated as good to excellent in this category for 2008. L. A. Checker Cab and Independent Taxi indicated very good improvement as compared to 2006 while both United Checker Cab and Yellow Cab improved in 2008.

The average score received for TSI Item 10 (Responsiveness to Special Requests and Directives) for 2007 (at 4.22) is slightly above the score achieved in 2006 (4.11 points for 13 incidents), while 2008 shows very good improvement with only 7 late incidents and a score of 4.89 out of five points possible.

4.9 - TSI Item 12 – Compliance with Rules, Mandates and Laws

“Second Unit” (2nd unit) violations are described herein for all taxicab operators (bandit activity of driver/member/vehicles within the organization which are not permitted as taxicabs within the City of Los Angeles). Violation of normal taxicab rules has already been evaluated as part of TSI item 4 (sections 4.4.2 and 4.4.3 above). Failure to implement full vehicle schedules (number and type) as specified by ordinance will be addressed as part of TSI Item 8, adherence to the management business plan.

No operators have been determined to violate any laws other than 2nd Unit (bandit operations) within their organizations.

Table 4.R, below, describes violations assessed for 2006-2008 2nd unit bandit arrests. Similar to the rating schedule prescribed for the 2001 through 2005 annual operator evaluations, organizations are rated based on total equivalent assessed violations for the year. Based on the improved or lowered 2nd unit totals for previous years, a slight scoring change is recommended which creates a 0 point score for 10 or more bandit incidents in a one year period, as follows:

	<u>Previous</u>	<u>New Change</u>	<u>TSI Score</u>
excellent	(0 to 1 incident)	no change	= 5 TSI points;
good	(2 to 3 incidents)	no change	= 4 TSI points;
satisfactory	(4 to 6 incidents)	(4 to 5 incidents)	= 3 TSI points;
unsatisfactory	(7 to 9 incidents)	(6 to 7 incidents)	= 2 TSI points;
poor	(10 to 12 incidents)	(8 to 9 incidents)	= 1 TSI point; and
deficient	(13 or more incidents)	(10 or more incidents)	= 0 TSI points.

The second unit bandit activity figures and TSI item 12 scoring for 2006 through 2008 is provided below.

Table 4.R 2006-2008 Second Unit Bandit Arrests

Operator	No. of Assessed Second Unit Violations 2006 – 2008	Penalty Amount Assessed 2006 – 2008	Rating & TSI Scoring 2006 – 2008
Bell Cab	'08 = 0 arrests '07 = 0 arrests '06 = 0 arrests	'08 = \$0 '07 = \$0 '06 = \$0	'08 = Excellent (5 Pnts) '07 = Excellent (5 Pnts) '06 = Excellent (5 Pnts)
Beverly Hills Cab	'08 = 0 arrests '07 = 3 arrests '06 = 0 arrests	'08 = \$0 '07 = \$3,000 '06 = \$0	'08 = Excellent (5 Pnts) '07 = Good (4 Pnts) '06 = Excellent (5 Pnts)
L. A. Checker Cab	'08 = 2 arrests '07 = 12 arrests '06 = 3 arrests	'08 = **\$pending '07 = \$43,000 '06 = \$3,000	'08 = Good (4 Pnts) '07 = Deficient (0 Pnts) '06 = Good (4 Pnts)
ITOA	'08 = 6 arrests '07 = 5 arrests '06 = 1 arrests	'08 = **\$pending '07 = \$8,000 '06 = \$1,000	'08 = Unsatisfactory (2pnts) '07 = Satisfactory (3 Pnts) '06 = Excellent (5 Pnts)
United Checker Cab	'08 = 0 arrests '07 = 0 arrests '06 = 0 arrests	'08 = \$0 '07 = \$0 '06 = \$0	'08 = Excellent (5 Pnts) '07 = Excellent (5 Pnts) '06 = Excellent (5 Pnts)
UITD & UTSFV	'08 = 5 arrests '07 = 0 arrests '06 = 0 arrests	'08 = **\$pending '07 = \$0 '06 = \$0	'08 = Satisfactory (3 Pnts) '07 = Excellent (5 Pnts) '06 = Excellent (5 Pnts)
City Cab	'08 = 1 arrests '07 = 2 arrests '06 = 2 arrests	'08 = **\$pending '07 = \$3,000 '06 = \$2,000	'08 = Excellent (5 Pnts) '07 = Good (4 Pnts) '06 = Good (4 Pnts)
Yellow Cab	'08 = 0 arrests '07 = 0 arrests '06 = 0 arrests	'08 = \$0 '07 = \$0 '06 = \$0	'08 = Excellent (5 Pnts) '07 = Excellent (5 Pnts) '06 = Excellent (5 Pnts)
Total	'08 = 14 arrests total '07 = 22 arrests total '06 = 6 arrests total	'08 = **\$pending '07 = \$57,000 '06 = \$6,000	'08 = 4.11/5 TSI Score '07 = 4.00/5 TSI Score '06 = 4.78/5 TSI Score

*Note – several arrests to ITOA and UITD attached to new company name – still tied to the current franchisee, but may be unable to assess fines due to a name change.

** Note – pending final adjudication.

Due to the additional regulations set forth in Board Order No. 008 in 2001 (whereby operators are assessed significant penalties when a non-permitted vehicle from their organization operates illegally in the City of Los Angeles), there has been a good decline in this activity from 2002 to 2006. 2nd Unit bandit arrests were reduced from 27 total in 2001 down to 8, 7, 10, 4 and 6, respectively, in calendar years 2002, 2003, 2004, 2005 and 2006. Board Order No. 008 is included as Attachment B.

Unfortunately, this 2nd unit bandit activity picked up again in 2007 for L. A. Checker Cab and Independent Taxi. With added Los Angeles Police Department (LAPD) bandit enforcement personnel in the City, additional vehicles were caught providing unauthorized taxi services in the City in 2007 and 2008. These were all driver initiated activities (non-sanctioned by the perspective taxicab franchisee). L. A. Checker Cab recently appealed the violations in excess of ten in a twelve-month period, and the Board authorized a reduction in the fine from \$10,000 per violation down to \$7,500 per violation for the 11th and 12th citations accrued in 2007.

As noted above, several of the 2nd unit bandit arrests could not officially be assessed a fine to the current taxicab operator. In 2007 and later, a few of our taxicab franchisees separated their existing organizations into new company names to cover the operations they provide in other cities. These new companies are still in the same location as the existing franchisee, are managed by the same individuals (our taxicab franchisees) and also share insurance policies.

Although we have not yet been able to assess fines to our current operators for these bandit taxi services, we still hold these companies as responsible sister organizations, and are therefore including these violations as part of the total 2nd unit bandit taxi incidents for the Board's review.

The average TSI item 12 score for this performance indicator for 2006 is 4.78 (out of five points possible) with a total of 6 documented 2nd unit arrests. In 2007, due in great part to L. A. Checker and ITOA drivers, the number of arrests increased to 22 total. While further arrests completed in 2008 are still in the adjudication process as part of the court hearing and due process system, it appears that the potential total figure for arrests in 2008 will be lowered to at least 14 total annual 2nd unit arrests.

4.10 – Summary of Index Items 1-6 and 10-12

Overall scoring of Taxicab Service Index Items 2 – 6 and 10 - 12 are included in the assessment of Performance Condition 2. Out of a possible 50 points (five each points in 10 different categories), an operator must achieve an overall score of 30 or greater. This constitutes an average score of 3.0 points per category and would be deemed as satisfactory. Table 4.S1 and Charts 4.S2 and 4.S3 provide for the scoring summary for the TSI indicators (1-6 and 10-12) for years 2007 and 2008. Table 4.S1 provides the comparison and history information in a table format while Charts 4.S2 and 4.S3 also provide graphs of the various scoring totals and individual Taxicab Service Index scoring results.

2007 Review: As noted in Table 4.S1 below, L. A. Checker Cab had the lowest overall score achieved for Taxicab Service Index Items 2-6 and 10-12 at 35/50 points possible for 2007, while ITOA (Independent Taxi) and City Cab had the lowest overall performance score in 2007 at 86 and 91 points, respectively, out of 115 points possible. These operators are within acceptable standards to meet approval conditions for franchise extension by the Board. Average scoring for items 2-6 and 10-12 increased from 39.6 in 2006 to 41.2 in 2007.

2008 Review: All operators had improved scores for Taxicab Service Index Items 2-6 and 10-12. Independent Taxi still maintained the lowest overall total score, but it was now rated at 97 out of 115 points possible in 2008 as compared to 86 for 2007. The average score for items 2-6 and 10-12 increased from 41.2 in 2007 to 42.8 in 2008.

Table 4.S1

2006-2008 TSI Scoring Totals for Items 2-6, 10, 11 & 12

Operator	TSI Scoring Items 1a-1c (65 points max) 2006 - 2008	TSI Scoring Items 2-6 & 10-12 (50 points max) 2006 - 2008	Total TSI Scoring Evaluation - Items 1-12 115 points maximum 2006 - 2008
Bell Cab	2008 - 65/65 pts 2007 - 65/65 pts 2006 - 65/65 pts	2008 - 46/50 pts 2007 - 45/50 pts 2006 - 47/50 pts	2008 - 111 points (97%) 2007 - 110 points (96%) 2006 - 112 points (97%)
Beverly Hills Cab	2008 - 65/65 pts 2007 - 65/65 pts 2006 - 65/65 pts	2008 - 45/50 pts 2007 - 42/50 pts 2006 - 44/50 pts	2008 - 110 points (96%) 2007 - 107 points (93%) 2006 - 109 points (95%)
L. A. Checker Cab	2008 - 65/65 pts 2007 - 65/65 pts 2006 - 50/65 pts	2008 - 41/50 pts 2007 - 35/50 pts 2006 - 35/50 pts	2008 - 106 points (92%) 2007 - 100 points (87%) 2006 - 85 points (74%)
Independent Taxi	2008 - 56/65 pts 2007 - 44/65 pts 2006 - 41/65 pts	2008 - 41/50 pts 2007 - 42/50 pts 2006 - 37/50 pts	2008 - 97 points (84%) 2007 - 86 points (75%) 2006 - 78 points (68%)
United Checker Cab	2008 - 65/65 pts 2007 - 65/65 pts 2006 - 65/65 pts	2008 - 41/50 pts 2007 - 44/50 pts 2006 - 40/50 pts	2008 - 106 points (92%) 2007 - 109 points (95%) 2006 - 105 points (91%)
United Independent Taxi	2008 - 65/65 pts 2007 - 59/65 pts 2006 - 53/65 pts	2008 - 42/50 pts 2007 - 41/50 pts 2006 - 36/50 pts	2008 - 107 points (93%) 2007 - 100 points (87%) 2006 - 89 points (77%)
City Cab	2008 - 65/65 pts 2007 - 50/65 pts 2006 - 41/65 pts	2008 - 44/50 pts 2007 - 41/50 pts 2006 - 46/50 pts	2008 - 109 points (95%) 2007 - 91 points (79%) 2006 - 87 points (76%)
United Taxi of San Fernando Valley	2008 - 65/65 pts 2007 - 62/65 pts 2006 - 53/65 pts	2008 - 46/50 pts 2007 - 42/50 pts 2006 - 36/50 pts	2008 - 111 points (97%) 2007 - 104 points (90%) 2006 - 89 points (77%)
Yellow Cab	2008 - 65/65 pts 2007 - 65/65 pts 2006 - 65/65 pts	2008 - 39/50 pts 2007 - 39/50 pts 2006 - 35/50 pts	2008 - 104 points (90%) 2007 - 104 points (90%) 2006 - 100 points (87%)
Totals and Averages	2008 - 64.0 ave 2007 - 60.0 ave 2006 - 55.3 ave	2008 - 42.8 ave 2007 - 41.2 ave 2006 - 39.6 ave	2008 - 106.8 points (93%) 2007 - 101.2 points (88%) 2006 - 94.9 points (83%)

- ▶ **Based on Performance Condition 2 findings, all nine franchised taxicab operators met or exceeded the requirements for Condition 2, including the indicators for combined TSI items 2-6 & 10-12 with a score of 30 or greater out of 50 points possible for calendar years 2007 and 2008.**

Chart 4.S2 2007 Taxicab Service Index Scoring Summary

Operator	Zones	Cabs	Average Veh Wtd Service Response	Trips Compltd	Average Trip Wtd Service Response	1. service response (65 pts)	2.a. phone answer	2.b. phone hold	3. cmplnts	4.a. violation number	4.b. violation points	5. Inspct failure	6. late payment	10. rortng	11. late response	12. 2nd unit	Total 2-12 (50 pts)	TSI Ave 2-12	TSI Total (115 pts)	% of Total (115)
Bell Cab	B, C, D	261	83.0%	250502	90.4%	65	5	5	3	3	4	5	5	5	5	5	45.0	4.5	110	96%
Beverly Hills Cab	B, C	163	79.8%	228562	80.0%	65	5	5	2	3	4	5	5	4	5	4	42.0	4.2	107	93%
LA Checker Cab	B, C, D	269	76.8%	191989	82.7%	65	5	5	3	2	0	5	5	5	5	0	35.0	3.5	100	87%
ITOA	B, C, D	246	69.7%	210015	73.9%	44	5	5	3	3	3	5	5	5	5	3	42.0	4.2	86	75%
UCC	E	70	84.0%	104564	84.0%	65	5	5	5	4	4	5	5	4	2	5	44.0	4.4	109	95%
UITD	B, C, D	289	74.7%	338143	78.9%	59	3	5	3	3	3	5	5	5	4	5	41.0	4.1	100	87%
City Cab	A, C	166	72.7%	197850	72.5%	50	2	5	1	4	5	5	5	5	5	4	41.0	4.1	91	79%
UTSFV	A	100	75.5%	188100	75.5%	62	3	5	2	4	4	5	5	5	4	5	42.0	4.2	104	90%
Yellow Cab	B, C, D	739	80.4%	598067	84.1%	65	2	5	4	3	3	5	5	4	3	5	39.0	3.9	104	90%
Average	all	2303	77.7%	2307792	80.9%	60.0	3.9	5.0	2.9	3.2	3.3	5.0	5.0	4.7	4.2	4.0	41.2	4.12	101.2	88%

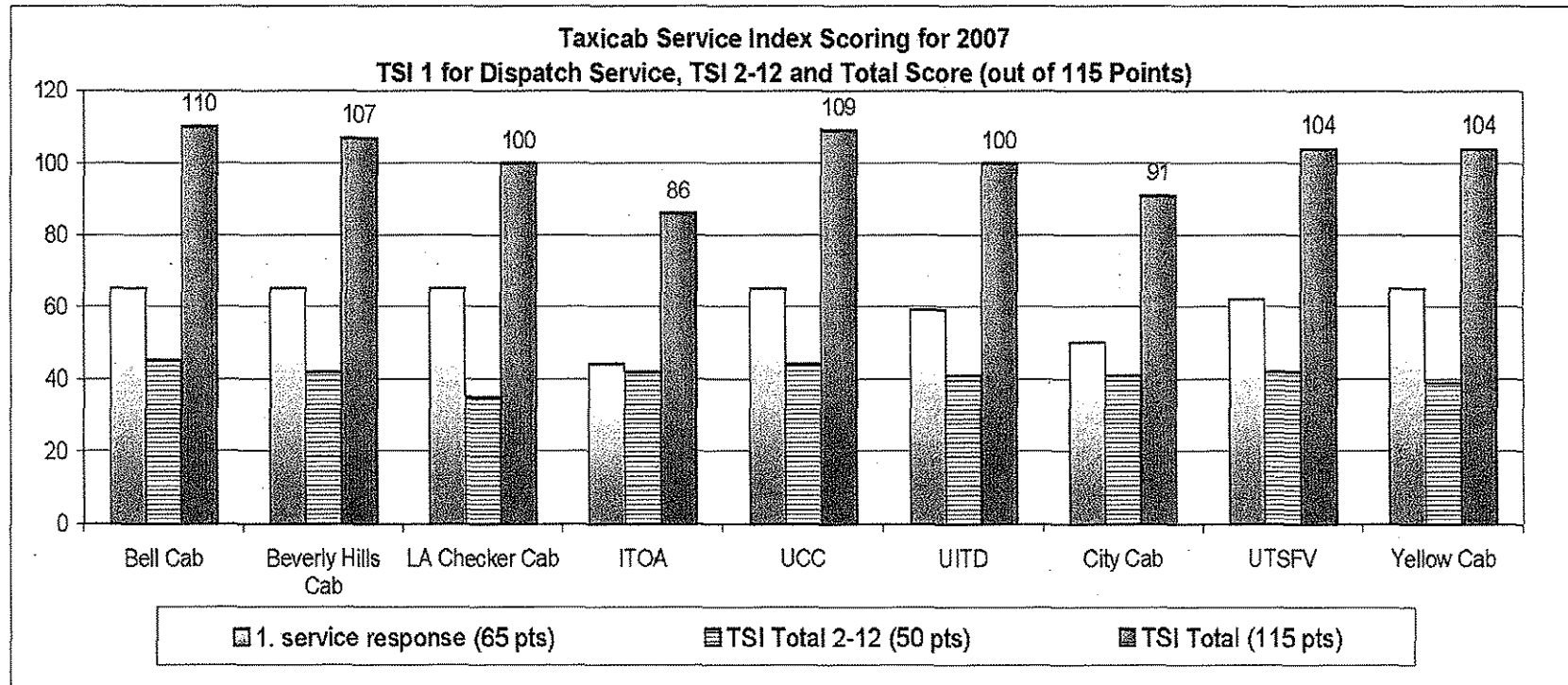
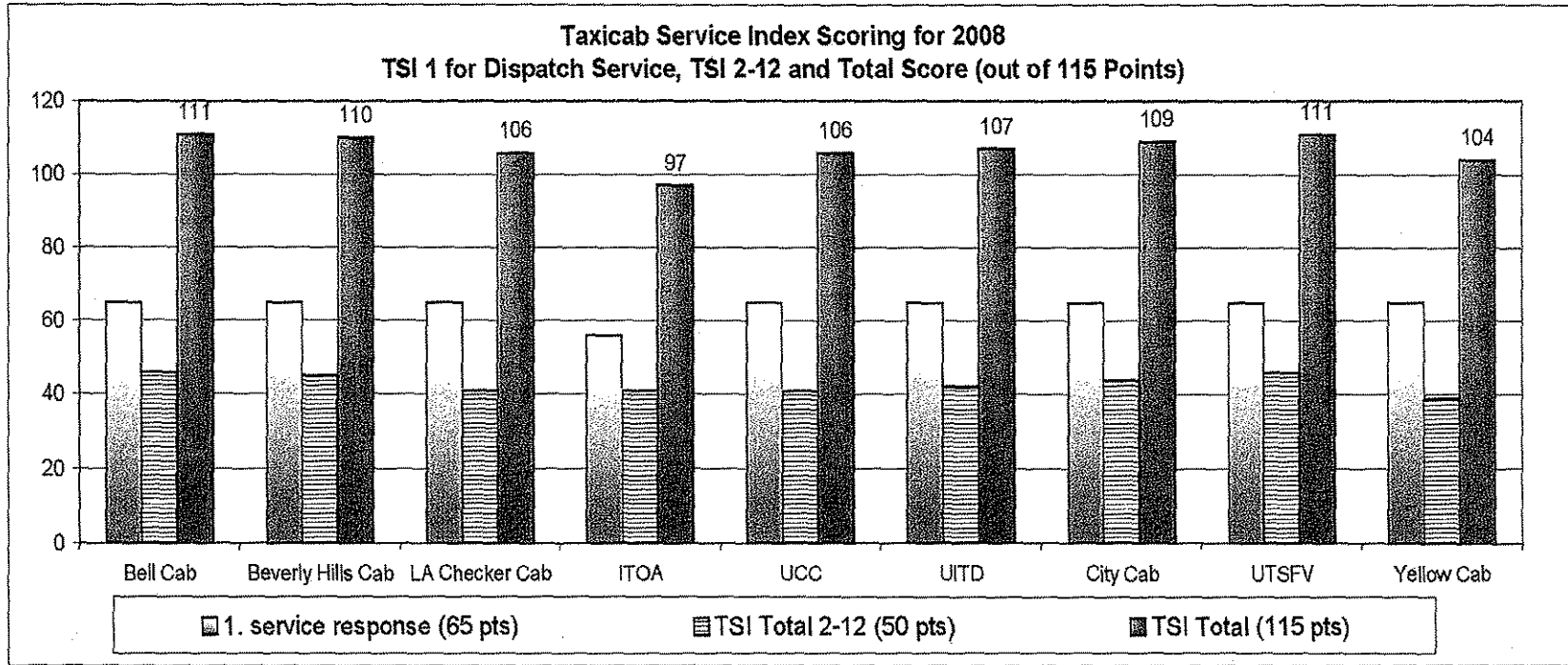


Chart 4.S3 2008 Taxicab Service Index Scoring Summary

Operator	Zones	Cabs	Average Veh Wtd Service Response	Trips Compltd	Average Trip Wtd Service Response	1. service response (65 pts)	2.a. phone answer	2.b. phone hold	3. complnts	4.a. violation number	4.b. violation points	5. inspot failure	6. late paymirt	10. late rptng	11. late respise	12. 2nd unit	TSI Total (50 pts)	TSI Ave (2-12)	TSI Total (115 pts)	% of Total (115)
Bell Cab	B, C, D	261	85.4%	261753	92.9%	65	5	5	3	4	4	5	5	5	5	5	46.0	4.6	111	97%
Beverly Hills Cab	B, C	163	84.1%	226618	84.3%	65	5	5	3	4	4	5	5	5	4	5	45.0	4.5	110	96%
LA Checker Cab	B, C, D	269	83.0%	191846	88.9%	65	5	5	3	2	2	5	5	5	5	4	41.0	4.1	106	92%
ITOA	B, C, D	246	73.8%	204027	78.5%	56	5	5	3	3	3	5	5	5	5	2	41.0	4.1	97	84%
UCC	E	70	83.8%	101487	83.8%	65	5	5	3	3	3	3	5	4	5	5	41.0	4.1	106	92%
UITD	B, C, D	289	77.1%	329746	82.8%	65	5	5	3	3	3	5	5	5	5	3	42.0	4.2	107	93%
City Cab	A, C	166	76.2%	209688	76.1%	65	4	5	2	4	4	5	5	5	5	5	44.0	4.4	109	95%
UTSFV	A	100	81.7%	165460	81.7%	65	5	5	4	4	5	5	5	5	5	3	46.0	4.6	111	97%
Yellow Cab	B, C, D	739	83.9%	636733	87.1%	65	1	5	3	3	3	5	5	4	5	5	39.0	3.9	104	90%
Average	all	2303	81.4%	2327358	84.7%	64.0	4.4	5.0	3.0	3.3	3.4	4.8	5.0	4.8	4.9	4.1	42.8	4.28	106.8	93%



4.11.1 - Remaining Taxicab Service Index Items

The Taxicab Service Index also includes additional items for which specific scoring criteria have not been developed, and due to the nature of the index, a score may not be appropriate. These indices cover such items as special programs for hard-to-serve areas (TSI item 7); adherence to the Management Business Plan, including vehicle implementation requirements (TSI item 8); and, record keeping compliance (TSI item 9).

4.11.2 - TSI Item 7 - Special Programs for Hard-to-Serve Areas/Clients

There were no special programs for hard-to-serve areas established in 2007-2008, and therefore, no scoring or ratings are available for this index. Improvements in the overall service responsiveness levels to Service Zone D (Southern Los Angeles area) has been described and evaluated as part of TSI Item 1 (dispatch service performance). Wheelchair accessible service statistics and performance (also provided at service responsiveness levels below that of other clients and vehicles) is discussed further in the report as part of TSI item 8.

4.11.3 - TSI Item 8 - Adherence to the Management Business Plan

Beside various requirements to comply with ordinance provisions, rules and regulations regarding taxicab service in the City of Los Angeles, each operator provided a management business plan as part of their taxicab franchise proposal. The management business plan outlines how the operator will comply with and exceed City requirements including day-to-day operational procedures. Non-adherence to management business plan and vehicle implementation schedules is discussed as part of TSI item 8. Major conditions of non-adherence would prohibit an operator from receiving a recommendation for franchise extension.

The management business plan is divided into 12 general categories. Operators were requested to update their management business plans including any changes (required as part of Franchise Ordinance section 4.2.h). Comments received are summarized in the following sections.

- Organizational and Management Structure and Procedures: All operators have appeared to follow corporate structure and procedures. Changes in management, officers, bylaws and procedures were documented with the Department. All membership organizations (eight out of nine franchisees in the City) provide regular membership meetings and financial statements to their members. Any member is stated to have the right to further inspect their organization's financial documents, upon request, and often after stipulating to a confidentiality agreement. No such information is currently required to be shared with any lease driver as they are considered as independent contractors who rent or lease a vehicle and company services for a set period of time at a set cost. Lease drivers may change from one operator to another operator at any time, so long as they are sponsored by a new taxicab organization.

- Financial Status and Related Information: Taxicab operators, as requested, have submitted financial information regularly to the City, currently considered as confidential information due to proprietary issues.
- Dispatch and Communication: All operators have successfully implemented a computerized dispatching system using digital communication to mobile data terminals. In addition, new requirements to acquire Global Positioning Systems and "smart" printing taximeters were mandated in 2006 (for 2007 implementation). All companies purchased "smart" printing taximeters in 2007 with approximately 80% installation completion. Final units that were on back order were successfully installed in the beginning of 2008.

All companies began dispatch programming changes in 2008 and continue to report smart meter data for total meter-on count, paid mile and revenue data totals from metered trips in 2009. On-site arrival time stamping was also required to be included in dispatch records. In addition, all companies have applied new dispatch programming to compare smart meter trip distances through GPS verification as compared to trip distance from meter data. Such programming and technology was required by the Board of Taxicab Commissioners to thwart efforts by some taxi drivers to illegally tamper with the taximeter – a form of consumer fraud. Overall trip charges and distances are reviewed with flagging of any questionable trips.

In 2007, Bell Cab purchased a new digital voice recorder that can record up to 72 channels simultaneously. The new server based recorder captures and archives call data on two integrated hard drives for quick playback. Installation of the new system was planned for 2008. In November 2008, Bell Cab upgraded the dispatch servers and hard drives along with updates in all office PC's and monitors. Bell Cab also added a new machine to handle customer callouts by drivers separate from the new servers, and increased callout processing lines and ports to enhance efficiency. Credit card processing lines and ports were also enhanced to allow for up to four drivers to obtain credit card approval simultaneously.

In September 2005, Beverly Hills Cab installed added cameras in the call taker and dispatch rooms to better control and improve dispatch service. The operations department was also fully computerized to enhance customer service. In January 2007, Beverly Hills Cab enhanced its radio systems from one-way to two-way communications. One channel is dedicated to data transfer while one channel is dedicated for voice communication. The system changes should improve transfer of information from dispatch to the cabs. Beverly Hills Cab has also designed and implemented a company web site with upgrades in 2007. In 2008, Beverly Hills Cab added Hamington BI Query Software to the current dispatch program to enhance reporting capability and efficiency.

L. A. Checker Cab either changed and/or upgraded 190 radios to have multi-channel capability. New Pentium 4 servers were installed to facilitate mobile data terminals and credit card processing. LCD monitors were installed in the dispatch center for better visual tracking of vehicles.

In December 2005, United Checker Cab relocated the call-taking and dispatch operations for its Motorola Automated Dispatching fleet (MADS dispatching system) to St. George, Utah. The new location features the Call Center Services (CCS) program. The conversion began in January 2006, with United Checker Cab telephone order lines forwarded to CCS as of May 2006. A dedicated and backup point-to-point T-1 line connection will be used to ensure both data and voice communications. An additional backup satellite connection provides a third level of security. In 2007, United Checker Cab also transferred the dispatch function to CCS as well.

United Checker Cab and Yellow Cab now have a trip ordering and payment program called RideCharge whereby: 1) trips may be requested through a Blackberry smart phone that is loaded with the RideCharge application; 2) trips can be ordered through the links on their Administration Services (management group) webpage; or 3) trips can be requested through iPhone's using a program called TaxiMagic. In addition to this newest technology for requesting taxicab transportation services, registered users of this technology may also make payment for such trips directly over their smart phones. At any point after the trip has commenced, the passenger can enter a payment amount in the Blackberry. The amount is sent through the company's computers and into the taxicab, where the driver receives an automatic message over the Mobile Data Terminal (MDT) that payment has been received from the passenger. The driver's account is credited automatically the following morning.

Through their management group of Administrative Services, United Checker Cab and Yellow Cab also established a new cashless payment system for USC students entitled the University Card. The project allows USC students and employees to use their student ID cards and student accounts to pay for taxicab fares, and works for pre-ordered and flag down cab trips with either United Checker Cab or Yellow Cab vehicles. How it Works: At the beginning of the trip, the customer provides their card to the driver, who swipes the card to verify validity. At the end of the trip, the actual meter amount, plus 15% tip, is pulled from the smart meter, and the account is settled. Two receipts are provided (one for driver and one for passenger). Overrides are provided for flat rate fares and other circumstances. Charges are automatically credited to the driver's account the next morning, minus a 5% handling fee. They currently have a 99% success rate for these transactions (1% fail to process in real time). An agreement is now in place to provide this same service at Loyola Marymount University.

In October 2007, United Independent Taxi Drivers changed its archiving system from tape to digital medium and upgraded its servers. In November 2007, United Independent Taxi Drivers signed a contract to install Unibook with United Dispatch System to be used in the County of Los Angeles. Such a system allows passengers to book taxi service requests via an automated system. Customers can automatically book a trip when they call, or can request to speak to a representative.

City Cab installed upgraded radios with separate voice and data channels. City Cab updated the dispatch software to support more programming for "first up status" when a driver fulfills such service calls as market trips. This upgrade ensures that

drivers will be rewarded for servicing every call, therefore improving overall service percentages. City Cab is planning to create two additional call-taking stations to assist in dispatching call-outs, credit card approvals, and answering voice requests from drivers. City Cab is also planning to implement flat screen computers for call takers for comfort and efficiency.

- Operating Locations, Storage, Maintenance and Inspection Facilities: All operators, except for L. A. Checker Cab, are still in their existing operating locations using parking and maintenance facilities as proposed in the re-franchising proposals. In August 2009, L. A. Checker Cab began to move its operating facility to Van Nuys from its previous location in Lennox. In 2009, Beverly Hills Cab extended their facility by adding a training center and risk management office next to their main facility. In December 2008, Bell Cab added a second training room at its facility.
- Driver Training, Testing, Supervision and Social Benefits: Changes in training or social benefits are as listed below. Table 4.T details the taxicab driver social benefits currently provided by taxicab franchisees and members.

Table 4.T Driver Benefits Summary as of 2009

Oper	Type of Coverage	Coverage Value	Ded	Paid By
Bell Cab	Occupational Accident Insurance for accidental death, dismemberment and medical coverage if injured in an accident while driving a cab (on-duty) - no disability while unable to work	\$25,000 maximum	\$500 for medical coverage	Company
Beverly Hills	AIG insurance for accidental death, dismemberment and medical if injured while driving a cab (on-duty) - no disability coverage included	\$100,000 death/dismbrmnt for lease driver; \$50,000 death/dismbrmnt for member; \$10,000 medical	\$250 for medical coverage	Members
LA Chkr	Drivers may pay for and use employee Kaiser health care plan; Accidental death and disability insurance if injured while driving a cab (on-duty); if disabled for more than two weeks, may receive \$250 per week for 26 weeks	\$150,000 death/dismbrmnt maximum; \$6,500 disability maximum	n/a	Members
ITOA	May select, at driver's own cost, to be added to the accidental death and dismemberment benefit coverage for insurance coverage while driving a cab (on-duty) - no disability or medical addressed	\$100,000 maximum for death or dismemberment	n/a	Drivers
UCC	Accidental death and dismemberment policy with medical expense coverage for all injuries of driver or occupant while operating, boarding or alighting a taxicab - no disability coverage included	\$100,000 maximum death/dismbrmnt per person; \$400,000 death/dismbrmnt max per incident; \$15,000 medical	\$250 for medical coverage	Members
UITD/UTSFV	Drivers/Owners have the option to purchase their own health insurance; Accident policy for drivers covering up to \$50,000 for hospitalization or emergency treatment and \$100,000 for death or dismemberment. Disability payments of \$200 per week for 52 weeks.	\$100,000 death/dismbrmnt; \$50,000 hospital	unknown	Members
City Cab	Accidental death and dismemberment policy with medical expense coverage for all injuries of driver while on-duty. Disability maximum of \$200 per week for 26 weeks	\$100,000 maximum death/dismbrmnt; \$50,000 medical	\$500 for medical coverage	Company
Yellow	Accidental death and dismemberment policy with medical expense coverage for all injuries of driver or occupant while operating, boarding or alighting a taxicab - no disability coverage included	\$100,000 maximum death/dismbrmnt per person; \$400,000 death/dismbrmnt max per incident; \$15,000 medical	\$250 for medical coverage	Members

In December 2008, Bell Cab added a second training room at its facility. The second room is dedicated to MDT/Meter/Radio training and can accommodate up to 12 trainees.

In 2008, Beverly Hills Cab opened a new driver training center near to their main headquarters. This should be a great benefit due to the overall cramped space at their facility when many driver/operators are at the office.

L. A. Checker Cab has added refresher training courses on mobile data terminal use with the new GPS systems; a larger group of experienced drivers are now conducting "behind the wheel" training programs; and Checker Cab is conducting special sensitivity training classes for drivers with instructors provided by the Jewish Family Service group (one of its clients).

- Vehicle and Maintenance Procedures: No changes were documented for vehicle maintenance and inspection programs except for L. A. Checker Cab and City Cab. Failure to pass required annual DOT inspections and mechanical AAA inspections is evaluated as TSI item no. 4 (rule violations) and 5 (vehicle inspection failures). If an operator has not managed their routine inspection requirements, they will have increased levels of Department inspection failures.

L. A. Checker Cab states in 2008 that, in addition to regular vehicle inspections, it also provides for two pre-inspections of vehicles prior to a Department annual inspection schedule.

City Cab states that it has implemented a twice monthly preventive maintenance and taximeter inspection policy for all cabs, resulting in fewer major breakdowns and overall maintenance cost reduction.

- Procedures for Maintaining Service Levels and Addressing Service Deficiencies: All operators met vehicle in-service requirements for both wheelchair accessible taxicabs and clean emission vehicles. Although maintaining the full compliment of vehicle authorities at all times is not presently regulated by the City, (only the maximum number of vehicles which can be sealed as Los Angeles taxicabs at any one time is designated), the requirement for maintaining specific wheelchair accessible and clean fuel vehicles is stipulated. Issues and changes to address service deficiencies in specific areas of the City (e.g., Zone D) and wheelchair service are included in this section.

Bell Cab states that due to the increasing cost to provide Yellow Page advertisements, that it may not renew some of its advertisements for 2007-2008. In 2009, Bell Cab began providing for a \$15.00 payment, in addition to fares received, for wheelchair trips in order to promote this service.

L. A. Checker Cab states that it made improvements to address service deficiencies in Zone D by increasing bonuses to drivers servicing calls including \$25 each day to the driver servicing the most calls in this area and a \$10 bonus to each driver that takes a call that hasn't been responded to within 5 to 10 minutes. They also assigned more responsibility to the operations manager, supervisors and

dispatchers to monitor service in Zone D. Dispatcher evaluations are also now conducted quarterly rather than annually, and as often as every two weeks in Zone D. And, a driver is designated to work in Zone D weekly and provided an additional \$50 a week bonus in addition to any other bonuses received. More advertising through Verizon telephone books and through Checker Cab's website is planned as marketing strategies for Service Zones B and D.

United Independent Taxi Drivers incorporated a wheelchair vehicle rotation system whereby a certain number of wheelchair accessible vehicles are assigned for wheelchair service priority each day. They may take other types of calls, but must accept wheelchair trips for a particular day. In the second quarter of 2005, UITD implemented an additional incentive program providing a \$10 extra payment for wheelchair trips. Because it takes up to twice as long to service a wheelchair trip (loading and securement requirements), the normal 15-minute response time factors for service performance evaluation may be inappropriate.

At the end of 2005, UITD employed incentives to improve service to Zone D whereby drivers completing shifts are credited \$100 after four full shifts with another \$5 per trip thereafter.

Wheelchair Service Discussion:

As part of a grant funding project for additional wheelchair accessible vehicles as taxicabs, staff provided the Board with an assessment of wheelchair accessible service performance for all taxicab operators in 2009. Some operators enhanced the use of these vehicles to promote and attempt wheelchair service requests, while some operators decided to diminish their service responsiveness by either not promoting the vehicles they were required to have in service, or by not instigating performance monitoring and/or improvement programs.

Table 4.U, below, indicates a summary of wheelchair service usage and overall performance for all taxicabs operators as was previously provided to the Board of Taxicab Commissioners in 2009.

Table 4.U Wheelchair Service Performance

Operator	WC vehicles	WC Trips provided per Vehicle per Month	Time to Assign Trip to Driver	Percentage Incomplete Trips
Bell Cab	8 - 3.1% of fleet	1.2	15 min	28%
Bev Hills Cab	20 - 12.3% of fleet	1.6	8.4 min	12%
L. A. Checker	24 - 8.9% of fleet	0.35 - 1.1	13 min	18-23%
ITOA	21 - 8.5% of fleet	3.4	9.3 min	12%
UCC	2 - 2.9% of fleet	4.8	4-8 min	9-13%
UITD	50 - 17.3% of fleet	3.3	7 min	29%
City Cab	8 - 4.8% of fleet	2.8	6-14 min	13-17%
UTSFV	22 - 22.0% of fleet	2.7	3.7-8.5 min	24%
Yellow Cab	15 - 2.0% of fleet	6.1	23 min	38%
City Average	170 - 7.4% of fleet	2.9 ave	11 min ave	21% ave

50 additional grant-funded wheelchair accessible vehicles will be placed into service throughout the industry in the next several months. It is hoped that all organizations will re-emphasize their franchise commitment to continually promote and improve wheelchair vehicle service standards in the future.

- Procedures for Driver Discipline, Evaluation, Complaint Processing and Accident/Safety Control: No changes were documented for driver discipline, evaluation and commendation procedures. All operators submitted regular complaint and accident reports.

In 2008, all companies began installation and testing of digital safety cameras in all wheelchair accessible and shield exempt sedans as part of this safety pilot program. Two products, Verifeye Mark IV and Envision Cam are in use in these taxicabs. Envision Cam has proven unreliable in many areas, and may be removed from the program by the Board of Taxicab Commissioners in the future (decision pending).

Beverly Hills Cab states that as of 2008 it has hired a full-time risk manager with duties including the filing of accident reports and handling settlements for insurance claims.

L. A. Checker Cab states that its road supervisors are now trained to handle traffic accidents by its insurance carrier. United Checker Cab and Yellow Cab now scan all reports, documents and pictures regarding accident investigations into digital records.

- Special Programs, Agreement and Services: No changes were noted for special programs, agreement and services other than those listed for Bell Cab, United Checker Cab and City Cab. The new University Card payment system is also in place at USC for use with United Checker Cab and Yellow Cab taxis (see description included in the dispatch and communication section).

In September 2006, Bell Cab subcontracted for additional services to American Logistics/ Call Oscar/ ASC for the transportation of students with special needs with 12 drivers in the program. Bell Cab also reports that effective June 2007, its program to transport special needs students has ended.

In February 2007, in order to promote service to Access recipients, Bell Cab management reduced processing fees for this service from 10% down to 5%. Drivers completing 10 or more such trips per week also get a discount in the associated credit card processing fees. Bell Cab states that in November 2007, it was able to reduce credit card processing fees from 10% down to 5% - and hopes to continue this reduction. Bell Cab reports that effective October 2007, its contract with Global Paratransit (previous Access contractor) in the Western Central region was also terminated since Global did not provide a new service bid for this area.

In 2009, Bell Cab requested to place Toyota Prius Hybrid vehicles into taxicab service to test their quality as taxicab vehicles. They have placed used 2005 model year vehicles into service. These are the first official hybrid vehicles in use in the Los Angeles taxicab fleet.

In 2009, United Checker Cab has "gone green". They have adopted a bold "green" vehicle policy that applies to all non-exempt vehicles in the fleet. Exempt vehicles include wheelchair accessible cabs and up to 25% of the overall fleet for use as regular minivans. Now, as vehicles are replaced, any non-exempt cab must be replaced with either a CNG alternative fuel vehicle or a gasoline-electric hybrid vehicle meeting a minimum EPA rating of 30 miles per gallon fuel efficiency. Other clean fuel and alternative fuel vehicles will be reviewed as they become available.

In October 2007, City Cab negotiated a subcontract with Access Services West Central Paratransit for Access trips per month covering portions in Service Zones B, C and D.

- Record Keeping: No changes were noted for operator service reporting. Operators provided the Department with monthly driver lists, quarterly membership lists, monthly complaint reports and quarterly accident summaries. Each operator provided their drug/alcohol-testing contract while the program administrator supplied regular listings of drivers enrolled in the drug and alcohol-testing program. Drivers are required to submit proof of enrollment/testing when completing all permit actions (initial, renewal, replacement).

All operators currently contract with Norton Medical Industries, Inc. for drug and alcohol program administration. In 2006, L. A. Checker Cab utilized both Norton Medical Industries, Inc. and West Hollywood Urgent Care for driver drug testing requirements. As of 2007, they have moved all drivers back to the Norton program administration. In 2006, United Independent Taxi Drivers, Inc. (UITD) utilized both Norton Medical Industries, Inc. and Blueline Services, Inc. for driver drug testing requirements. As of 2007, UITD has moved all drivers back to the Norton program administration.

Bell Cab states that it is planning to transfer inactive driver records and older documents into an electronic format and retend such documents for up to seven years.

L. A. Checker Cab states that it has updated its computer program with a database to better keep detailed records for drivers, complaints, disciplinary actions, drug testing and permit information.

Beginning in June 2005, both United Checker Cab and Yellow Cab began converting its storage of certain files to paperless digital format. Included among these files are the driver files, vehicle files and accident investigation records. Software from Docuware has been installed for scanning and filing of documents. This program entails and extensive search-and-retrieve capability to be used in facilitating document access. As of 2009, waybills are now also scanned and retained electronically.

4.11.4 - TSI Item 9 - Record Keeping Compliance

All operators were also in compliance with record keeping practices (TSI item 9), with no scoring or ratings developed.

- ▶ **Based on Condition 3 findings, all operators met or exceeded Condition 3 requirements for adherence to the management business plan.**

4.12 – Summary of Performance Evaluation Results for 2007 and 2008

All operators met minimum performance standards for calendar year 2007 and 2008. Operators are therefore recommended for a one-year extension of the individual franchise grant unless their maximum extension date has already been provided. General performance levels for 2007 and 2008 as compared to 2006 are as follows:

- The average score for service response increased from 55.3 out of a possible 65 points in 2006 to 60.0 points in 2007 and 64.0 points in 2008;
- The overall citywide “on time” service performance as weighted by the number of vehicle authorities authorized in each service zone increased from 75.7% in 2006 to 77.7% for 2007 to 81.4% for 2008 (percentage of calls responded to within 15 minutes);
- The overall citywide “on time” service performance as weighted by the total number of trips completed in all service zone increased from 78.5% in 2006 to 80.9% in 2007 to 84.7% in 2008;
- Service Zone D indicates improvement in service response from 60.6% in 2006 to 61.9% in 2007 and 65.9% in 2008 (2008 improvement due greatly to the reduction in overall service demand in the City while maintaining the same number of cabs and drivers. With less total trips available, drivers were more willing to take all service trips, increasing trip acceptance and service response to Service Zone D - a normally underserved location in the City);
- The overall scores for TSI items 1-12 improved from 94.9 points in 2006 (out of 115 points possible), to 101.2 points in 2007 and 106.8 points in 2008.

As discussed in the report, part of these improvements are due to decreased service demand for taxicab services in 2008 (more cabs serving less trips = better service performance), along with on-site GPS time stamping based on the inclusion of smart meters in the taxicab fleets.

Table 4.V, below, provides a final summary of the performance ratings for 2006 to 2008, including dispatch performance, scoreable items in the Taxicab Service Index, and adherence to the requirements or promises of each management business plan.

Table 4.V

Summary of 2006-2008 Performance Review

Operator	2006 Dispatch Service Response Update (01/06 to 12/06) (65 points possible)	2007 Dispatch Service Response Update (01/07 to 12/07) (65 points possible)	2008 Dispatch Service Response Update (01/08 to 12/08) (65 points possible)	Total TSI Score for Items 2-6 plus 10-12; (50 points possible)	TSI No. 7 - Special Programs for Hard-To-Serve Areas	TSI No. 8 - Adherence to Management Business Plan	TSI No. 9 - Compliance with Record Keeping	Total TSI Score (out of 115 points possible)
Bell Cab	B - 79.7% (good); C - 89.1% (excellent); D - 61.4% (unsatisfactory) 79.7% average by vehicle distribution = 65 pnts	B - 83.2% (excellent); C - 93.1% (excellent); D - 63.2% (unsatisfactory) 83.0% average by vehicle distribution = 65 pnts	B - 85.3% (excellent); C - 95.3% (excellent); D - 66.6% (satisfactory) 85.4% average by vehicle distribution = 65 pnts	'06-47; '07-45; '08-46	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'06-112; '07-110; '08-111
Beverly Hills Cab	B - 77.8% (good); C - 76.3% (good) 77.2% average by vehicle distribution = 65 pnts	B - 81.3% (excellent); C - 77.8% (good) 79.8% average by vehicle distribution = 65 pnts	B - 85.3% (excellent); C - 82.5% (excellent) 84.1% average by vehicle distribution = 65 pnts	'06-44; '07-42; '08-45	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'06-109; '07-107; '08-110
L. A. Checker Cab	B - 68.4% (satisfactory); C - 81.1% (excellent); D - 67.7% (unsatisfactory) 72.0% average by vehicle distribution = 60 pnts	B - 72.7% (satisfactory); C - 84.3% (excellent); D - 66.3% (satisfactory) 76.8% average by vehicle distribution = 65 pnts	B - 80.2% (good); C - 90.6% (excellent); D - 70.5% (satisfactory) 83.0% average by vehicle distribution = 65 pnts	'06-35; '07-35; '08-41	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'06-85; '07-100; '08-106
Independent Taxi	B - 69.3% (satisfactory); C - 74.7% (satisfactory); D - 60.3% (unsatisfactory) 69.4% average by vehicle distribution = 41 pnts	B - 71.7% (satisfactory); C - 75.8% (good); D - 57.1% (unsatisfactory) 69.7% average by vehicle distribution = 44 pnts	B - 76.0% (good); C - 80.4% (good); D - 59.9% (unsatisfactory) 73.8% average by vehicle distribution = 56 pnts	'06-37; '07-42; '08-41	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'06-78; '07-86; '08-97
United Checker Cab	E - 78.9% (good); = 65 points	E - 84.0% (excellent); = 65 points	E - 83.8% (excellent); = 65 points	'06-40; '07-44; '08-41	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'06-105; '07-108; '08-106
United Independent Taxi	B - 80.0% (good); C - 76.4% (good); D - 59.7% (unsatisfactory) 73.4% average by vehicle distribution = 53 pnts	B - 81.1% (excellent); C - 78.3% (good); D - 60.3% (unsatisfactory) 74.7% average by vehicle distribution = 59 pnts	B - 84.7% (excellent); C - 82.5% (excellent); D - 57.9% (unsatisfactory) 77.1% average by vehicle distribution = 65 pnts	'06-36; '07-41; '08-42	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'06-89; '07-100; '08-107
City Cab	A - 68.9% (satisfactory); C - 69.1% (satisfactory) 68.9% average by trip distribution = 41 pnts	A - 72.4% (satisfactory); C - 73.1% (satisfactory) 72.5% average by trip distribution = 60 pnts	A - 76.0% (good); C - 76.4% (good) 76.1% average by trip distribution = 65 pnts	'06-46; '07-41; '08-44	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'06-87; '07-91; '08-109
United Taxi of San Fernando Valley	A - 72.7% (satisfactory); = 53 points	A - 75.5% (good); = 62 points	A - 81.7% (excellent); = 65 points	'06-36; '07-42; '08-46	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'06-89; '07-104; '08-111
Yellow Cab	B - 82.5% (excellent); C - 88.9% (excellent); D - 61.6% (unsatisfactory) 79.8% average by vehicle distribution = 65 pnts	B - 83.9% (excellent); C - 89.3% (excellent); D - 62.0% (unsatisfactory) 80.4% average by vehicle distribution = 65 pnts	B - 87.3% (excellent); C - 91.1% (excellent); D - 68.7% (satisfactory) 83.9% average by vehicle distribution = 65 pnts	'06-35; '07-39; '08-39	no special programs mandated by the Board	full vehicle compliance and adherence to the mngmnt business plan	all records submitted; no problems noted	'06-100; '07-104; '08-104
Total Fleet	A - 70.8% (satisfactory); B - 77.5% (good); C - 82.5% (excellent); D - 60.6% (unsatisfactory); E - 78.9% (good) Total City - 75.7% (good)	A - 74.0% (satisfactory); B - 80.0% (good); C - 84.3% (excellent); D - 61.9% (unsatisfactory); E - 84.0% (excellent) Total City - 77.7% (good)	A - 78.9% (good); B - 83.9% (excellent); C - 87.7% (excellent); D - 65.9% (satisfactory); E - 83.8% (excellent) Total City - 81.4% (excellent)	'06-39.6; '07-41.2; '08-42.8	no special programs mandated by the Board	all regular and w/c vehicles in service	all records submitted; no problems noted	'06-94.9; '07-101.2; '08-106.8

4.13 - Recent Technology Enhancements

It should also be noted that Los Angeles taxicab franchisees were required to implement high levels of technology improvements in 2007 and 2008 for improved driver safety, driver fraud detection and better trip and statistical data reporting capability. Enhancements are as follows:

- 1) Digital security cameras and review systems were required to be installed in all wheelchair accessible and other safety shield exempt vehicles for driver safety enhancement. Each organization is responsible for acquiring images and maintaining customer privacy of all data and images collected;
- 2) All taximeters were required to be replaced with Centrodyne "smart meters" and Global Positioning System (GPS) technologies were added to each taxicab/dispatch for better tracking and review of potential driver overcharging. GPS tracking can also be used to locate drivers in an emergency situation;
- 3) All operators had to pay for and develop dispatch and meter software programs to report and track all driver charges and trip distance comparisons to GPS data (for fraud detection);
- 4) Added reporting and statistical tracking by each operator was also required by the City to report total trips and total paid miles from the new "smart meter" functions (at least when a meter was used for a trip);
- 5) Actual on-site arrival time stamping (from GPS records) was also required to be integrated into the dispatch service records reported to the City; and
- 6) Programming changes (paid for by the City) were provided to all operators to enable the future use of the Cityride debit card which will replace the paper voucher system. The dispatch system and smart meter functions for each organization are tied to the Cityride smart card program similar to credit card payment features. Debit payment cards for the Cityride program will replace scrip paper payment beginning in October 2009. The new system will alleviate driver paperwork and overhead costs, while creating more system accountability and quicker payment to the companies and drivers. Drivers will no longer have to fill out separate Cityride waybills, submit additional paperwork, or pay an overhead fee to their organization due to the intensive book keeping involved.

5. TAXI COMMISSION ROLE AND RESPONSIBILITY

In 1998, stemming from a City Council request, the Board of Taxicab Commissioners was established to conduct all taxicab related regulation activities previously handled by the Transportation Commission. The Department of Transportation also created a Taxicab Regulation Division, including a separately appointed Taxicab Administrator, to deal with taxicab service issues and to report to the new Board of Taxicab Commissioners. The five member Board held its first meeting in March 1999.

The Commission's role is to be advisory to the Los Angeles Department of Transportation regarding all taxicab administration and service considerations, except that the Commission shall have the specific duty and responsibility to:

- Investigate and compile data to determine the proper taxi services to be provided;
- Establish rules and regulations pertaining to the taxi services to be provided – including a hearing process and penalties for violations of the rules and regulations;
- Recommend rates of fare to the City Council;
- Investigate complaints regarding taxicab services provided or rates of fare charged;
- Provide recommendations to the City Council for the conditions of franchises or permit authorities to be issued, and recommend providers to be issued those franchises or permit authorities through any competitive proposal process;
- Set performance standards and review existing taxicab service providers for compliance with all franchise/permit requirements and performance standards;
- Establish all driver and vehicle permitting requirements and vary vehicle requirements (age, type, number, emission status, insurance levels) over time.

The Board has established a Taxicab Rule Book pertaining to vehicle, driver and permitting requirements in the City of Los Angeles. In addition, the Board regularly hears appeals of rule or franchise violations. It regularly reviews taxicab meter rates and makes recommendations for changes to the City Council. The Board also reviews overall service performance at least annually.

The Commission website is located at:

http://www.ladot.lacity.org/about_commissions_taxicab_records.htm where links are provided for meeting agendas, minutes, reports, taxicab rules and the Taxi Services website.

The Taxi Services website includes additional information for authorized service providers, service areas, taximeter rates and an on-line complaint/comment submission form. The Taxi Services website is located at <http://www.taxicabsla.org/>.

As of October 2009, the Commission is represented by President, Bruce Iwasaki, Vice-President, Kim Pattillo Brownson, and Commissioners Sergio Siderman and Dennis Hernandez.

6. TAXIMETER RATE HISTORY AND BANDIT ENFORCEMENT

6.1 - Current Rate Review and Taximeter Rate History

Taximeter rates are reviewed by the Taxicab Commission on a regular basis (currently semi-annually). Although new taximeter rates must be approved by the City Council and the Mayor, the current rate ordinance provides the latitude for the Board of Taxicab Commissioners to make some revisions in the rates within certain parameters. As part of current rate Ordinance No. 178050 (*Attachment C*), the Department of Transportation reviews a Taxi Cost Index semi-annually - and reports the overall change in the index factors. The Taxicab Commission may then accept or change any recommendations made by the Department regarding its review of the Taxi Cost Index and other rate factors (service demand changes, rate surveys in other jurisdictions, etc).

The Taxi Cost Index (TCI) is comprised of various Consumer Price Index factors related to the cost of providing taxicab service such as fuel, labor (wages), vehicle insurance, vehicle maintenance, etc. If the overall TCI change is more than five percent (5%) from the currently established rates (for the cost of a five mile trip), then the Board may make an interim change in the taximeter rates within a one percent (plus or minus) value of this overall index change. *Table 6.W* lists the current Taxi Cost Index components, as follows:

Table 6.W Taxi Cost Index Factors & Weighting Established in 2008

TAXI INDEX	WGT	CONSUMER PRICE INDEX SERIES
Fuel	18%	CPI - Gasoline (All Types) - Los Angeles - Riverside - Orange County - (Series CUUSA421SETB01)
Repairs and Maintenance	5%	CPI - Motor Vehicle Maintenance - US City Average - (Series CUUS0000SETD)
Driver Returns (WAGES PART A)	25.5%	Average Hourly Earnings - Manufacturing - State of California - (Series SMU06000003000000008)
Driver Returns (WAGES PART B)	25.5%	CPI - All Items - Los Angeles - Riverside - Orange County - (Series CUUSA421SA0)
Insurance	6%	CPI - Motor Vehicle Insurance - US City Average - (Series CUUR0000SETE)
Dispatch Returns	13%	CPI - All Items - Los Angeles - Riverside - Orange County - (Series CUUSA421SA0)
Depreciation and Return on Investment	3%	CPI - Used Cars and Trucks - City Size A - (Series CUUSA000SETA02)
City Fees & Miscellaneous	4%	CPI - All Items - Los Angeles - Riverside - Orange County - (Series CUUSA421SA0)
Total	100%	Review TCI semi-annually. Revise if changes 5% or more from any current rate (interim or baseline)

Prior to the current rate ordinance, the Board reviewed annual changes in the Taxi Cost Index, along with other service factors and jurisdictional comparisons, in order to make recommendations for new taxicab rates to the City Council. In addition, fuel gas surcharges were authorized by the Commission in the past while waiting for the City Council to take action on any new taximeter rate recommendations.

In order to remove the need for interim fuel surcharges (which were disliked by many drivers and the public), and to more quickly provide for the necessary changes in the taximeter rates relative to significant changes in the cost of providing taxicab service (such as the highly volatile changes in the cost of gasoline), the 2006 taximeter rate ordinance included the new provision for semi-annual rate reviews and authority for the Board to change rates (by Board Order).

Under the current rate ordinance (*Attachment C*), should the Board approve a taximeter rate that is more than ten percent (10%) different than the baseline rate established by rate ordinance, it is also required to provide a recommendation for a new baseline taximeter rate to the full City Council. The Board is also limited to issuing interim rate changes to a maximum fifteen percent (15%) rate change (for the cost of a five mile trip) from the ordinance baseline rate level.

The 2006 baseline rate ordinance provides a \$2.45 flag drop, \$2.45 cost per mile and \$26.35 hourly waiting charge. Per semi-annual review changes, the current interim taximeter rate includes a \$2.65 flag drop, \$2.70 cost per mile, and a \$29.19 hourly waiting charge. *Table 6.X* provides a history of taximeter rate changes in the City of Los Angeles since 1986.

Table 6.X Taximeter Rate Changes from 1986 to 2009

Ordinance & Effective Date	Flag Drop	Distance Charge	Waiting or Delay Charge	Other Fees	\$ of 5 mile trip	% Change
161548 – 8/25/86	\$1.90 1/5 mile	\$0.20 1/8 mile	\$0.20 40 sec	\$24 airport flat rate; \$2.50 airport surcharge	\$9.58	11.14%
173231 – 5/18/00	\$1.90 1/9 mile	\$0.20 1/9 mile	\$0.20 36 sec	\$27 airport flat rate; \$2.50 airport surcharge	\$10.70	11.69%
174130 – 9/3/01	\$2.00 1/10 mile	\$0.20 1/10 mile	\$0.20 32 sec	\$30 airport flat rate; \$2.50 airport surcharge	\$11.80	10.28%
174131 – 9/3/01				\$0.50 gas surcharge @ \$2.22; \$1.00 gas surcharge @ \$2.68		
175365 – 9/1/03	\$2.00 1/10 mile	\$0.20 1/10 mile	\$0.20 32 sec	\$38 airport flat rate; \$2.50 airport surcharge	\$11.80	No change
177017 – 11/14/05	\$2.20 1/11 mile	\$0.20 1/11 mile	\$0.20 30 sec	\$38 airport flat rate; \$2.50 airport surcharge	\$13.00	10.17%
177018 – 11/14/05				\$0.50 gas surcharge @ \$2.73; \$1.00 gas surcharge @ \$3.28		
177844 – 10/1/06	\$0.20 bandit added					
178050 – 12/25/06	\$2.45 1/7 mile	\$0.35 1/7 mile	\$0.35 47.5 sec	\$42 airport flat rate; \$2.50 airport surcharge; \$15.00 min airport fee	\$14.35	10.38%
178050 – 8/14/08	\$2.65 1/9 mile	\$0.30 1/9 mile	\$0.30 37 sec	\$46.5 airport flat rate; \$2.50 airport surcharge \$15.00 min airport fee	\$15.85	10.45%

6.2 – Bandit Enforcement Assessment Fee & Activity Levels

In addition to the baseline and interim taximeter rates of fare discussed above, the City Council also approved Ordinance No. 177844 in October 2006 for added bandit taxicab assessment fees. This ordinance establishes a \$0.20 addition to the flag drop rate provided in any taximeter fare schedule. Based on taxicab drivers receiving this additional \$0.20 per-trip surcharge, the Department of Transportation collects a \$30 fee per authorized taxicab each month with all monies placed in a special fund (Transportation Regulation and Enforcement Trust Fund) for added bandit enforcement. This means that the actual current taximeter rate provided to the public begins at a \$2.85 flag drop for the first 1/9th mile rather than the taximeter rate of \$2.65.

The Bandit Taxi Enforcement Program (BTEP) funding is primarily expended for the use of Los Angeles Police Department (LAPD) bandit enforcement activities to help reduce illegal taxi operations and behavior. These illegal operators diminish the service levels of legal operators, and often provide unsafe, unregulated, and uninsured service to the public. Approximately 90% of the additional funds are used to cover LAPD bandit enforcement work activity, while the remaining 10% provides for additional overtime bandit enforcement by Department of Transportation Investigators. Department Investigators have limited peace officer status and have provided the cornerstone of all bandit activities for more than a decade as part of their regular day-to-day activities.

Since the BTEP was initiated in October 2006 (based on the bandit assessment fee discussed above), there has been a significant increase in the number of arrests and vehicle impounds/seizures. Previous to 2006, Department Investigators provided the only form of regular bandit enforcement activity. They were sometimes joined by LAPD undercover officers in joint operations.

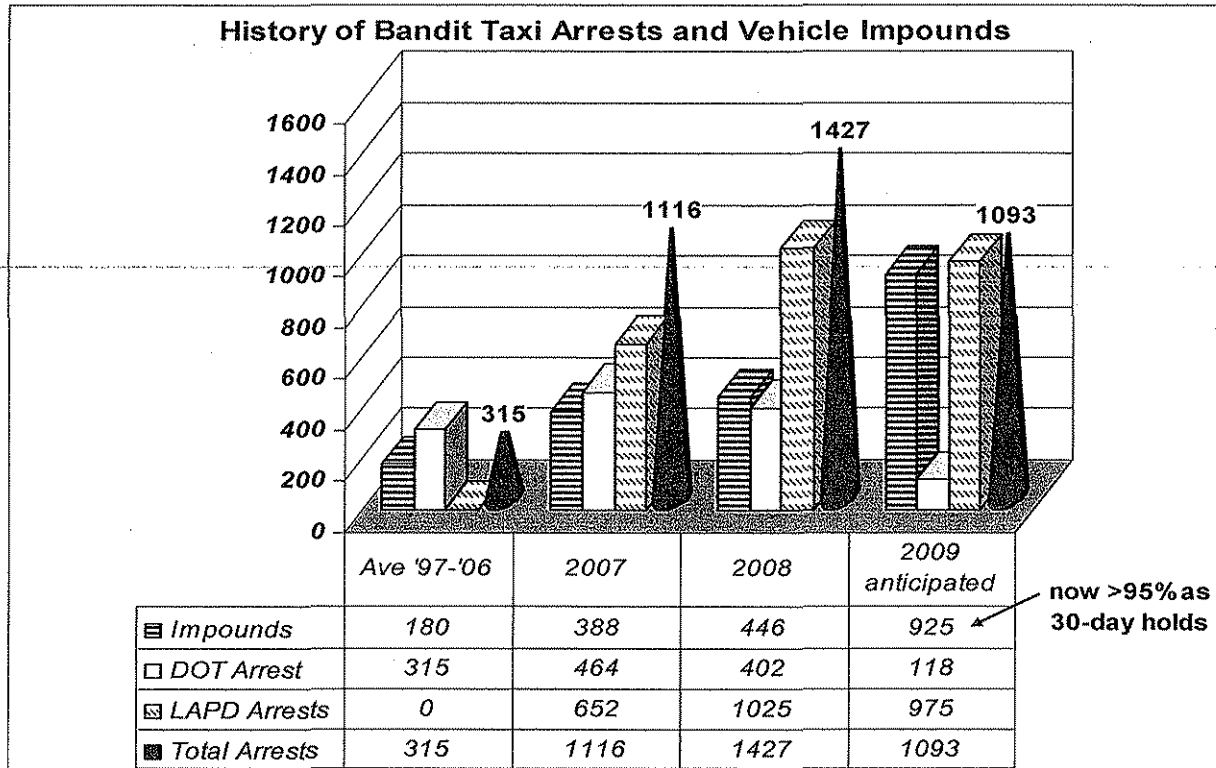
Based on regular day-to-day operations and some overtime funding, the Department of Transportation was able to average approximately 315 bandit arrests and 180 vehicle impounds per year from 1997 to 2006. Since the enhancement of the program in 2007 (based on additional funding), the arrest and impound/seizure activity levels have improved to over 1,400 arrests in 2008 along with nearly 450 vehicle seizures. Anticipated figures for 2009 will include more than 1,000 arrests and more than 900 vehicle impounds and seizures.

Based on changes in vehicle impound regulations in 2008, the total figures for vehicle impound/seizure will again increase in 2009. Rather than having a vehicle off the streets for a few days with a small fine, vehicles are now seized for a 30-day period in most arrest cases. Much of the Department Investigative staff time and funding is now being used to process vehicle seizures obtained during LAPD sting operations, and therefore, the arrest figures for Department of Transportation Investigators will be less for 2009 than achieved in 2007 and 2008. Although the overall arrest figures provided by Department Investigators will be less in 2009, the importance of impounding and seizure of these illegal vehicles is one of the largest deterrents to illegal operators.

Table 6.Y provides a chart of the improved bandit taxi enforcement figures for 2007 and 2008. Anticipated figures for 2009 are also included, as follows:

Table 6.Y

History of Bandit Taxi Arrest and Vehicle Impounds



6.3 – Bandit Awareness Programs

The City continually attempts to educate the public regarding bandit or illegal taxi transportation services in order to help them select authorized service providers that use drivers that have passed background checks and have insured and safety inspected vehicles operating at the legal rate of fare.

Information is provided in various languages on the taxicab website, radio and public news spots, and through brochures that have been mailed to City residents along with their utility bills. Information has also been posted in the City’s authorized taxicabs from time to time. An example of the current bandit taxi educational brochure is indicated below.



As indicated in the brochure, it is important to use regulated taxicabs to ensure passenger safety with inspected and insured vehicles, correct rate charges, and trained drivers that maintain current licensing with a minimum number of driving violations and verified criminal history checks.



LOOK FOR THE OFFICIAL CITY ENDORSED SEAL ON THE DOOR BEFORE YOU ENTER ANY CAB

Taxicabs bearing this seal are insured, have trained drivers and are regularly inspected by the City of Los Angeles.

Some taxicab companies operating in the City without a City seal may be "bandit" taxicabs. With no legal authorization to operate in the City of Los Angeles, there is no restitution if you are overcharged or receive poor service, nor is there any guarantee of vehicle insurance.

The City of Los Angeles has worked hard to provide you with safe and reasonably priced transportation. We hope you enjoy yourself while visiting Los Angeles!

The following is a list of authorized taxi companies in the L.A. area.

Bell Cab
Los Angeles Area
(800) 666-6664

Beverly Hills Cab
Los Angeles and Beverly Hills Areas
(800) 273-6611

City Cab
Los Angeles and San Fernando Valley Areas
(800) 750-4400

ITOA
Los Angeles and Beverly Hills Areas
(800) 521-8294

L.A. Checker
Los Angeles and West Hollywood Areas
(800) 300-5007

United Checker
Los Angeles, Long Beach and San Pedro Areas
(310) 834-1121

United Independent Taxi
Los Angeles and Beverly Hills Areas
(800) 411-0303

UITD San Fernando Valley
San Fernando Valley Areas
(800) 290-5600

Yellow Cab
Los Angeles, Long Beach and San Pedro Areas
(800) 200-1085

LADOT Information (213, 310, 323 or 818) 808-2273
9 AM – 5 PM Mon – Fri, 10 AM – 2 PM Sat

7. LOS ANGELES DRIVER AND VEHICLE INFORMATION

7.1 – Taxicab Driver Permitting Requirements

The City of Los Angeles Department of Transportation is responsible for conducting background checks and permitting of both taxicab drivers and taxicab vehicles.

As specified in the Taxicab Rule Book (Section 600), when individuals request either a new or renewal taxicab driver permit, they are checked for criminal history, number of chargeable vehicle accidents (responsible party), number of moving violations and number of Board issued Rule violations as issued in the most recent twelve-month and three-year period at the time of new or renewal permit issuance.

Drivers must provide proof of the legal right to work in the United States and must be at least 18 years of age and possess a current Class C California Drivers License. Records from the Department of Transportation, California Department of Motor Vehicles and U. S. Department of Justice are accessed to determine if a driver meets all

conditions required for issuance of either a new or renewal taxicab driver permit. In addition, drivers must be enrolled in a drug and alcohol testing program at all times (administered through their sponsored taxicab operator), and must provide an initial controlled substance test report for new permits.

Drivers attempting to obtain a first-time driver permit must also pass a written taxicab exam as administered by Department staff. English comprehension is included in the exam, but ability to comprehend instructions and conversations during the permitting process may also lead to a further investigation of the individual's English skills. The taxicab driver exam also includes items related to an individual's familiarity with Los Angeles City streets and freeways; the ability to locate (through a street atlas), addresses, intersections, and points of interest; familiarity with City rules and regulations; and knowledge of rates and ability to make correct charges and provide correct change or money returned to the customer.

All drivers are currently considered as Independent Contractors, but they must be sponsored by, and permitted to drive for, a particular taxicab organization. As part of the City's franchising requirements, each franchised taxicab operator must provide driver training to individuals prior to their attempt to pass the City's taxicab driver exam for first-time permitting.

Once permitted, a lease driver will pay a set lease fee to the vehicle owner or the franchise holder - on behalf of the vehicle owner. If the driver is the owner of the vehicle (and member of the taxicab organization), they will pay regular membership dues and assessments to the organization rather than a set lease fee.

Drivers may use the vehicle in the City as they desire (once is it permitted as a taxicab), and as long as they follow all rules and regulations provided by the City and the Board of Taxicab Commissioners. Both types of drivers (lease drivers and vehicle owners/members) will pay for their own gas, but all other costs for vehicle repairs, insurance, replacement, etc., will be the responsibility of the vehicle owner.

The taxicab operator's dispatch system and cashiering functions are fully available to the individual driver, but the taxicab driver may also use their own source of trips, including personal clients, flag-downs or street-hails, hotel trips, etc. All vehicles (and drivers) are authorized to operate at the Los Angeles International Airport (LAX) on set schedules (currently every five days based on the last digit of the taxicab identification number). While a driver is not required to work at LAX on their airport day, most find this a financially rewarding boost to their regular income as airport days generally provide a higher income level than normal dispatching trips.

Drivers will lease a vehicle for a particular shift or week. Some will have the vehicle 24 hours a day, seven days a week, while some drivers will pay a lower lease rate, but may only have the vehicle on set days or set time periods. In either case, the driver can work any hours he or she chooses during their vehicle access period. City and State rules also apply to the total amount of hours that a driver can work prior to taking a break. California Vehicle Code Section 21702(a) designates that drivers are restricted to no more than 10 straight hours of driving (without a break), and no more than 10 hours over any 15 hour period. An eight hour break is also stipulated in the Code.

7.2 – Taxicab Driver Statistics

Department staff handles all taxi and non-taxi vehicle-for-hire driver permitting functions. First time permits are approved for a one-year period, while renewal driver permits are approved for two-year periods. Drivers may also replace their permit (if it is lost or stolen), or if they decide to change to a different company. When a driver permit is replaced, all info is checked to ensure the driver still maintains permit qualifications, and the replacement permit is authorized to the same date as the original. Non-taxi driver permits include those for private ambulances, non-ambulatory vehicle services, motor bus, and other public transportation vehicles. Fees for permitting services are located in the Los Angeles Municipal Code, Section 71.06.1.

Table 7.Z, below, provides the number of permit authorizations provided by the City in fiscal years 06-07 to 08-09 for both taxi and non-taxi driver permitting functions.

Table 7.Z Driver Permits Issued from 2006-2009

No. & Type of Driver Permit Issued	06-07	07-08	08-09
No. of New Taxicab Driver Permits Issued	894	1,003	952
No. of Renewal Taxicab Driver Permits Issued	1,373	1,497	1,543
No. of Replacement Taxicab Driver Permits Issued	335	363	351
No. of Denied Taxi Driver Permits Processed	21	15	16
Total No. of Taxi Driver Permits Processed	2,623	2,878	2,862
No. of New Non-Taxi Driver Permits Issued	2,427	2,589	2,847
No. of Renewal Non-Taxi Driver Permits Issued	775	891	984
No. of Replacement Non-Taxi Driver Permits Issued	732	477	556
No. of Denied Non-Taxi Driver Permits Processed	53	43	30
Total No. of Non-Taxi Driver Permits Processed	3,987	4,000	4,417
Total No. of Driver Permits Processed – All Types	6,610	6,878	7,279

There are currently a total of approximately 3,700 taxicab drivers permitted in the City of Los Angeles who comprise a wide range of ethnic and cultural backgrounds. This is compared to the total number of 2,303 taxicab vehicle authorities.

Of the total 3,700 currently permitted taxicab drivers (as of September 2009), 221 or 6% are from the United States as original country of origin with an average age of 52.0. The other 3,487 drivers (or 94%) were born in another country and have an average age of 47.9. Of those 3,487 drivers, a total of 78 different countries are noted as the country of birth place.

The following table (*Table 7.AA*), provides a breakdown of the number of permitted taxicab drivers per each franchised organization. The total number of different members, owner/member/drivers, and lease drivers for each organization is also indicated, as follows:

Table 7.AA Number of Current Taxi Drivers by Taxicab Operator

Taxicab Operator (Franchisee)	Number of Vehicles Authorized	Number of Permitted Drivers	Number of Different Members	Number of Members Holding a Driver Permit	Number & Percentage of Permitted Lease Drivers
Bell Cab	261	297	168	114	183 (62%)
Beverly Hills Cab	163	311	120	110	201 (65%)
L. A. Checker Cab	269	472	132	63	409 (87%)
ITOA	246	428	202	151	277 (65%)
United Checker Cab	70	123	47	17	106 (86%)
UITD & UTSFV	389	737	274	264	473 (64%)
City Cab	166	197	1	0	197 (100%)
Yellow Cab	739	1,143	438	253	890 (78%)
Total	2,203	3,708	1,382	960	2,736 (74%)

As noted in *Table 7.AA* above, nearly 74% of the total driver workforce is composed of lease drivers (range of 62% to 100% per organization). San Gabriel Transit, Inc. d.b.a. City Cab is the only true fleet operation comprised solely of lease drivers. All other organizations are either considered as cooperative memberships (Bell Cab, Beverly Hills Cab, L. A. Checker Cab, United Checker Cab and Yellow Cab) or as association type memberships (Independent Taxi – ITOA and United Independent Taxi Drivers – UITD and UTSFV). The average percentage of lease drivers for all membership organizations is 72% of total drivers permitted (2,539 out of 3,511 drivers permitted).

7.3 – Taxicab Vehicle Permitting Requirements and Statistics

The franchise ordinance and the Board of Taxicab Commissioner Rule Book provide the requirements for permitting a vehicle as a taxicab in Los Angeles. All vehicle permitting is handled by the Department including vehicle inspection and permit decaling. A numbered decal (or seal) is placed on both the driver and passenger front doors of the taxicab to indicate the Taxicab Vehicle Permit number as logged in and maintained in the City’s vehicle database records.

Vehicle Type - Per Section 400 of the Rule Book, vehicles must meet standard size requirements which include large sedans, minivans, large station wagons or wheelchair accessible vans. Compressed Natural Gas full size vans and midsize hybrids have also been authorized for use as taxicabs. It is also expected that the Taxicab Commission will authorize further changes in the size and type of vehicles allowed for taxicab service in order to increase the number of “green” vehicles in each taxicab fleet. By

establishing a "green" taxicab program, the City will be able to reduce dependence on foreign oil, reduce emissions of smog pollution and green house gases, and improve overall fuel efficiency. Such programs will play an important role in any future franchising or alternative permitting systems in Los Angeles.

Each franchised organization has specific requirements for providing wheelchair accessible minivans and must maintain the specified number at all times.

Vehicle Age – Vehicles age restriction for taxicab vehicle entry and exit conditions also apply. A vehicle must be presented for first time taxi use in the City of Los Angeles prior to the fourth anniversary of the model year (defined as December 31st of the model year), and cannot remain in service past the 9th anniversary of the model year (4 in and 9 out). Exceptions have been made for wheelchair accessible vans due to the much higher purchase cost. These vehicles may be placed into taxi service by the sixth anniversary of the model year, and may remain in service until the 10th anniversary of the model year. Vehicles meeting emission standards to Ultra Low Emission Vehicle status may also be operated to the 10th anniversary of the vehicle model year. There are no restrictions as to vehicle mileage. Table 7.AB provides the distribution of current vehicles by taxicab operator and by vehicle age. The overall average vehicle age for the current taxicab industry (as of September 2009) is 5.6 years.

Table 7.AB Vehicle Age Distribution Sept 2009

Model Year	'99	'00	'01	'02	'03	'04	'05	'06	'07	'08	'09	'10	Total	Ave Age
Bell Cab	0	3	47	49	66	31	46	17	0	1	0	0	260	5.9
Beverly Hills	0	2	13	33	44	29	24	7	8	3	0	0	163	5.5
L. A. Checker	0	4	38	54	67	29	50	18	8	1	0	0	269	5.7
ITOA	1	5	40	45	61	33	39	17	5	0	0	0	246	5.8
UCC	0	1	1	10	13	18	14	9	3	1	0	0	70	4.9
UITD	1	13	40	53	62	34	54	31	0	1	0	0	289	5.8
City Cab	0	1	31	38	23	24	44	0	5	0	0	0	166	5.8
UTSFV	0	2	14	13	22	10	21	13	4	1	0	0	100	5.4
Yellow	0	10	82	121	187	97	152	51	29	9	0	1	739	5.4
Total	2	41	306	416	545	305	444	163	62	17	0	1	2302	5.6

Vehicle Records - Original vehicle registration and insurance forms must be presented in order to permit or decal a vehicle as a taxicab. The vehicle may be registered to the member of the franchise, or to the franchise itself. A lien holder is allowed, but only if it is an authorized and licensed banking, lending or leasing agency. An original meter certificate conforming to the Los Angeles County Weights and Measures standards

must be provided along with a taximeter registration form. The taxicab must be registered with the Department of Motor Vehicles as a commercial vehicle. No outstanding parking tickets are allowed at time of vehicle permitting and decaling.

Vehicle Safety Equipment – All taxicabs must have working safety shields or digital safety cameras (if authorized) to ensure driver protection. In addition, signage must be included both inside and outside of the cab indicating that driver carries only \$5 in change. Each vehicle must have equipment to extinguish lights on the right side of the taxicab (front and rear) to signal when a robbery is in progress or anticipated. Global Positioning System (GPS) signal must be established as a means for driver to communicate position to dispatch in case of emergency. A device shall be maintained in the trunk to allow opening of the trunk lid from the inside of the trunk. And, besides having a digital dispatch computer system, each taxicab must also maintain a voice radio transmitter and receiver in good working order capable of voice two-way communications to the dispatcher anywhere in the City.

Weekly Vehicle Inspections – The City requires regular weekly and annual taxicab inspections by operators and Department staff. Taxicab operators (franchisees) and their drivers are to inspect each taxicab at least weekly. Los Angeles International Airport representatives are also required to inspect vehicles on a regular basis.

Annual Vehicle Inspections - Vehicles are formally inspected annually by Department Investigators for basic operation and safety standards. In addition, for a vehicle to operate past the fifth anniversary of its model year, it must also pass a mechanical inspection by an ASE Certified mechanic and/or garage certified by the Automobile Club of America (AAA). A certified and passing smog test must also be submitted to the Department along with the required annual ASE mechanical inspection record. The Department provides notices to all operators for both types of annual inspection requirements. If a vehicle fails an inspection, or if the company or owner does not provide sufficient proof of a passing mechanical inspection, the vehicle is removed from service and penalties may apply.

Some vehicles will be provided with an inspection and re-decaling (re-permitting) prior to the scheduled annual Department inspection date. This occurs with any vehicle replacement request, a change in ownership/membership or replacement of lost or damaged decals. When a vehicle is replaced, member of record is changed, or a replacement decal is requested, the taxicab will be given a full Department inspection and a new permit/decal as part of the process. The date of the latest Department inspection will then become the revised baseline date for scheduling future annual inspections. The additional mechanical vehicle inspections required for taxicabs greater than five years of age are scheduled annually corresponding to the vehicle registration month.

Taxicab Insurance – All vehicles must be maintained in an automobile liability insurance policy at all times. Each franchised operator must include all vehicles in one or more common insurance policies. Some companies have as many as four policies which may have different limits, but are issued through the same insurance carrier for the same time period. Minimum vehicle insurance requirements include either a \$100,000/\$300,000/\$100,000 split limit policy or a \$350,000 combined single limit

policy. Deductibles up to \$25,000 are allowed, there can be no self-insured retention as part of any policy, and notwithstanding any deductible authorized, for the purposes of the City of Los Angeles, first dollar coverage must be provided.

Table 7.AC, below, provides for the total number of taxicab vehicle permits processed in fiscal years 06-07 to 08-09. In addition, the total number of annual vehicle replacements and membership transfers (often including a vehicle replacement at type of membership transfer) is provided.

Table 7.AC Taxicab Vehicle Permits Processed 2006-2009

Taxi Permit Process	06-07	07-08	08-09
Total Taxi Vehicle Permits Processed (out of 2,303 possible)	885	764	797
Number of Vehicle Replacements (out of 2,303 possible)	466	409	469
Number of Taxi Membership Transfers (out of 2,137 possible)	411	319	308

7.4 – Taxicab Vehicle Type and Emission Status

A general discussion of the main types of vehicles used as taxicabs in Los Angeles along with a description of vehicle pollution factors is provided in this section.

Vehicle Types - The most prevalent vehicle in use as a taxicab in Los Angeles remains the large Ford Crown Victoria sedan. This vehicle has been a mainstay in the industry due to its durability, low cost and availability as a used police vehicle. It can be purchased used from many police auctions at approximately \$6,000 with less than three years of service and generally under 100,000 miles. This vehicle also has a roomy interior and trunk capacity, rear wheel drive train for enhanced durability and drive quality, good overall reliability and low maintenance costs.

The next most permitted taxicab in Los Angeles is the minivan. This vehicle can also be purchased used in many cases, and provides drivers with extra seating capability. Minivans are also modified for wheelchair accessible cabs. Los Angeles requires that wheelchair accessible vehicles be side-entry and meet all entrance and interior dimensions as required by the 1990 Americans with Disabilities Act.

Vehicle Pollution – Two types of vehicle pollution emissions are considered when describing “green” taxicabs - smog and greenhouse gases.

Smog is air pollution and is created when two types of vehicle emissions – hydrocarbons (including non-methane organic compounds, or NMOG) and oxides of nitrogen (NOx) are combined with sunlight. Smog can irritate lungs, eyes, and other tissues. The Environmental Protection Agency (EPA) and the California Air Resources Board (CARB) have provided standards for smog emission ratings for various vehicle types.

Vehicles create greenhouse gas (GHG) as a result of fuel combustion. GHG is also formed during the production and distribution of the fueling agent. Greenhouse gases trap heat in the atmosphere, thereby creating a greenhouse effect. Carbon as burned from the fuel product will combine with oxygen to form CO₂. This is why greenhouse gas emissions are often termed as the carbon footprint. The emissions of CO₂ and the greenhouse gas score vary by fuel type, since each fuel type contains a different amount of carbon.

The Environmental Protection Agency (EPA) and the California Air Resources Board (CARB) provide ratings and vehicle testing for the emissions of both types of pollutants (smog) and greenhouse gas (GHG, CO₂ or carbon footprint). Vehicles may burn very cleanly with regard to overall air pollution (smog), but can still leave a large carbon footprint of greenhouse gases if they have a low fuel economy (mpg) or operate using a fuel that contains a high carbon content. Some hybrid vehicles may produce a very small carbon footprint (GHG) compared to other vehicles, but still produce a much higher level of overall pollutants (smog) than non-hybrid vehicles. A brief review of both types of pollutants or emissions is discussed below.

Changes in Pollution Levels – Over time, the smog pollution levels created by the vehicles most used for taxicab service have improved. This is due to the federal requirements for all vehicle manufacturers to provide cleaner emission vehicles every year. Standards for smog pollution levels were originally rated at Tier 1 standards for vehicles manufactured from 1998 to 2003. Tier 1 standards included emission ratings from TIER1 to TLEV-I (Transitionally Low Emission Vehicle) to LEV-I (Low Emission Vehicle) to ULEV-I (Ultra Low Emission Vehicle) - with each level providing for a cleaner, less polluting vehicle emission status.

In 2004, Tier 2 standards replaced the previous Tier 1 emission ratings. Again, categories and emission ratings were provided for vehicles in the Tier 2 standards from LEV-II (Low Emission Vehicle) to ULEV-II (Ultra Low Emission Vehicle) to SULEV-II (Super Ultra Low Emission Vehicle).

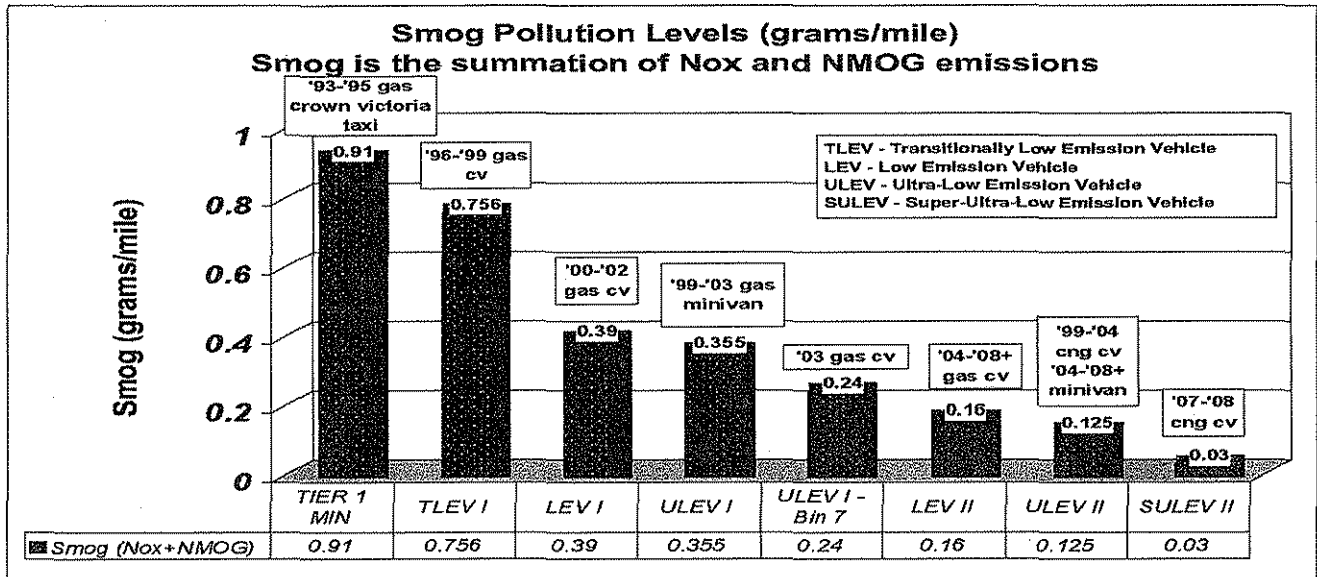
Chart 7.AD, below, provides a graph of vehicle emission changes over time for some of the basic vehicle choices used in the Los Angeles taxicab industry.

As indicated in the chart, Ford Crown Victoria sedans and various minivan vehicles have provided lower (cleaner) smog pollution emissions in the later model year vehicles. This means that as vehicles were replaced in the taxicab fleets, the overall smog pollution emission levels produced by the Los Angeles taxicab industry have been lowered. Although these vehicles are much cleaner as compared to previous model years, they are still much higher in the production of smog pollution and greenhouse gases than alternative fueled and hybrid vehicles currently manufactured.

Chart 7.AD – Vehicle Smog Pollution Ratings

Emissions at 100,000 to 120,000 max useful life (Smog pollution in grams/mile)

Emission Ratings	Nox	NMOG	CO	Smog (Nox+NMOG)	
TIER 1 MIN	0.600	0.310	4.200	0.910	'93-'95 gas crown vics
TLEV I	0.600	0.156	4.200	0.756	'96-'99 gas crown vics
LEV I	0.300	0.090	4.200	0.390	'00-'02 gas crown vics
ULEV I	0.300	0.055	2.100	0.355	'99-'03 minivans
ULEV I - Bin 7	0.150	0.090	4.200	0.240	'03 gas crown vics
LEV II	0.070	0.090	4.200	0.160	'04-'08 gas crown vics
ULEV II	0.070	0.055	2.100	0.125	'99-'04 cng crown vics & '04-'08 minivans
SULEV II	0.020	0.010	1.000	0.030	'07-'08 cng crown vics



The following table provides a breakdown of the taxicab fleet as of January 1st 2009 by both vehicle type and vehicle emission status.

Table 7.AE

Taxicab Vehicle Emission Type Summary - Current as of January 1, 2009

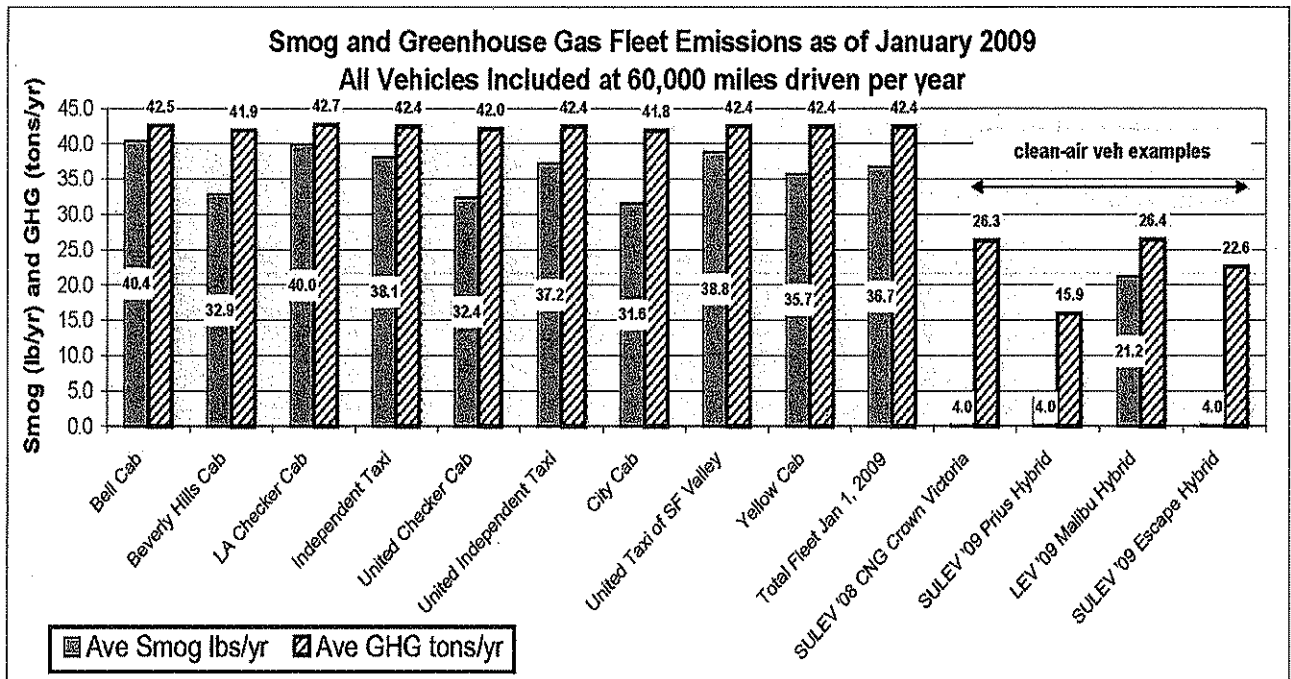
	ULEV-II CNG Fueled Sedans 00-04	SULEV-I CNG Fueled Vans 02-04	LEV-I Gasoline Fueled Sedans 98-02	ULEV-I Bin 7 Gasoline Fueled Sedans 03	LEV-II Gasoline Fueled Sedans 04-08	ULEV-I Gasoline Fueled Vans 99-03	ULEV-II Gasoline Fueled Vans 04-08	ULEV-I WC Vans 99-03	ULEV-II WC Vans 04-08	Total Fleet Count
Bell Cab	3	0	116	59	33	25	7	4	4	251
Beverly Hills Cab	22	0	39	41	34	5	2	12	8	163
LA Checker Cab	0	0	117	67	45	12	4	20	4	269
Independent Taxi	5	0	91	51	38	29	11	9	12	246
United Checker Cab	4	0	14	10	15	10	13	3	1	70
United Independent Taxi	6	0	99	53	51	23	7	25	25	289
City Cab	26	0	43	15	52	9	12	8	1	166
United Taxi of SF Valley	0	0	39	21	12	4	2	12	10	100
Yellow Cab	29	4	205	133	129	130	94	7	8	739
Total Fleet Jan 1, 2009	95	4	763	450	409	247	152	100	73	2293

Chart 7.AF, below, provides the average total pollution and greenhouse gas emission of Los Angeles taxicabs as of January 1st, 2009. These figures are then compared to the emissions that would be produced with some of the most popular green taxicabs available (Compressed Natural Gas Ford Crown Victoria, Toyota Prius Hybrid, etc.). As provided in the graph, by changing to a total "green" taxicab fleet, the amount of smog pollution emissions can be reduced almost 10-fold, while greenhouse gases can be cut in half.

Chart 7.AF Average Fleet Emissions

Average Fleet Emissions for Smog and GreenHouse Gas as of January 1, 2009

	Ave Smog lbs/yr all vehicles & 60K miles	Ave GHG tons/yr all vehicles & 60K miles	Ave Smog lbs/yr WIC's excluded	Ave GHG tons/yr WIC's excluded
Bell Cab	40.4	42.5	40.7	42.6
Beverly Hills Cab	32.9	41.9	32.6	41.9
LA Checker Cab	40.0	42.7	39.8	42.7
Independent Taxi	38.1	42.4	38.9	42.5
United Checker Cab	32.4	42.0	31.9	42.0
United Independent Taxi	37.2	42.4	38.4	42.6
City Cab	31.6	41.8	30.9	41.8
United Taxi of SF Valley	38.8	42.4	40.4	42.7
Yellow Cab	35.7	42.4	35.8	42.4
Total Fleet Jan 1, 2009	36.7	42.4	36.9	42.4
SULEV '08 CNG Crown Victoria	4.0	26.3	4.0	26.3
SULEV '09 Prius Hybrid	4.0	15.9	4.0	15.9
LEV '09 Malibu Hybrid	21.2	26.4	21.2	26.4
SULEV '09 Escape Hybrid	4.0	22.6	4.0	22.6



Values were obtained by using an estimated 60,000 miles per year and using a fuel efficiency (miles per gallon rating) at 70% City and 30% highway.

8. SERVICE DEMAND INDICATORS (PC&N)

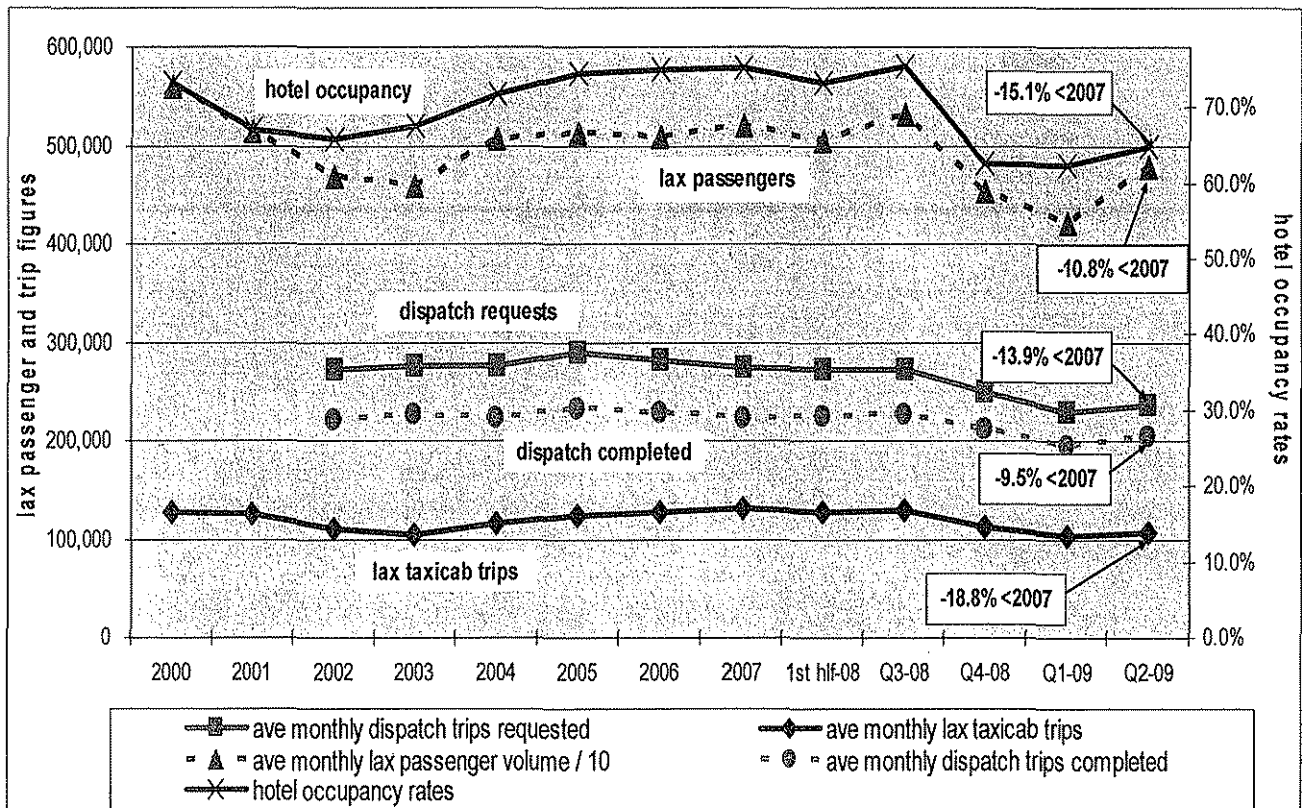
Although the City of Los Angeles currently has no specific formula or method of determining the exact number or type of taxicab vehicles needed to supply taxicab services, various service demand indicators are reviewed on a regular basis to determine potential changes in the public demand for service, described as Public Convenience and Necessity (PC&N).

Changes in the number of reported "requests for" and "completion of" dispatch service trips along with both passenger and taxicab trip volume at the Los Angeles International Airport, hotel occupancy levels and population statistics are all indicators of changes in service demand. Specific review of service response times is another important indicator of vehicle demand. A review of the number of wheelchair vehicle requests and service response times are items tracked to determine the demand for these special types of vehicles.

Changes in these service demand indicators are then compared to any rate changes as the cost of taxicab services will, of course, effect demand for these services by the public. It is always an important task to balance the taxi fare to be charged in order to allow for drivers to make a reasonable living, while not hampering the overall demand and competitive edge for this service as compared to other vehicle-for-hire alternatives.

Chart 8.AG, below, indicates changes in travel and service demand figures from 2007 to the second quarter of 2009.

Chart 8.AG Service Demand Indicator Changes 2007 to June 2009



As the economy slumped in the last quarter of 2008, so did the demand for taxicab services. Actual dispatch service trip requests and trip completion figures were reviewed along with airport passenger and taxi trip changes and hotel occupancy rates. Percentage changes in the second quarter of 2009 are compared to the same time period in 2007 (prior to the slump).

As indicated in the Chart 8.AG above, all service demand indicators have decreased by approximately 10% to 19% below the same time period in 2007. While the demand figure for dispatch trips requested has dropped by almost 14%, the actual dispatch trip completion statistics are only down by 10%. This is because the percentage of incomplete trips has decreased (from approximately 18% of all dispatch trips without a pickup to only about 14% of trips incomplete). This means that drivers are hungry for trips, and willing to pick up more passengers in all locations at all times.

9. REGULATORY PROGRAM CHANGES

Several programs have been initiated or modified in the past several years to address issues in the taxicab industry. Some of the major changes or programs addressed here include the removal of exclusive service arrangements, recent or pending legislation to improve enforcement procedures, and parking relaxation protocols used to improve hail-a-taxi service to passengers.

9.1 – Prohibition of Exclusive Service Arrangements

In the 1990's (and prior), the taxicab companies began to pay hotels and other venues for the privilege of obtaining an exclusive service arrangement where they would be the sole taxicab transportation service provider to the venue. This practice soon got out of control and became a bidding war between operators to maintain such exclusives. Rather than becoming a means to supply solid, reliable service to a hotel, rail or bus terminal, or other large trip generator, it simply became money maker for such venues, with operators supplying equivalent services at a much higher cost.

In 1996, the City Council denied a rate increase to the taxicab industry based on the millions of dollars being expended to such venues each year. In 1997, a Board Order was established stating that such exclusive agreements could not be established if compensation was provided to the venue. The City stated that such agreements should be based on service to the venue, and not because of the amount of payment issued to the venue. Even though such a Board Order was established, the City found that it was not being followed, and that certain types of compensation were being traded for exclusive service rights.

At the request of the taxicab operators and the City, the Board of Taxicab Commissioners approved Board Order No. 031 in August 2004 establishing a one-year moratorium on all exclusive service arrangements between taxicab operators and large venues. All such venues would be shared equally between all primary service providers for the specific service zone for which the venue was located.

In order to provide fair, efficient and reliable service to some of the largest venues, the taxicab industry found it necessary to hire a group of individuals, paid for by all taxicab operators, to provide taxicab starters at some of the most highly used venues. Starters ensure that drivers are fairly sent to the venue on a first-come, first-serve basis, and communicate requests for additional vehicles at peak demand periods.

In November 2005, the Board of Taxicab Commissioners approved Board Order No. 041 which permanently established a prohibition on all exclusive service arrangements between taxicab operators and large service venues (Attachment D). Operators may still hold accounts with small business providers and school run services, but cannot enter into any exclusive service arrangements with hotels, bus and train terminals, sport centers, amusement parks, and other similar entertainment centers.

Unfortunately, since the end of the exclusives, many hotel doormen and other hotel representatives have increasingly demanded that individual drivers pay them for access to hotel customers. In many instances, passenger trips that would routinely be taken by taxicabs are now referred to town-cars or other vehicles-for-hire, oftentimes in violation of the operation of charter vehicles as stipulated by the California Public Utilities Commission (PUC) for pre-arrangement requirements. Staff has been working with the Taxicab Commission and the City Attorney to develop a "doorman" ordinance in the City of Los Angeles to make it illegal for any doorman or hotel representative to request money from any vehicle-for-hire service provider in order to be provided the taxicab or other vehicle-for-hire type of trip.

9.2 - Recent or Pending Legislation

Doorman Ordinance - As discussed in the previous section, Department staff is currently working on an ordinance that would make it illegal for hotel doormen and other venue representatives to request money from taxicab/vehicle-for-hire drivers or their representative in exchange for a transportation request.

Vehicle Seizure - Per Assembly Bill 2693, changes were made in California Vehicle Code, Section 21100.4, to formalize the ability of peace officers to seize vehicles for up to a 30 day hold under certain conditions. Most of the bandit taxi arrests include such 30-day vehicle holds as part of the violation assessment process.

Waybill Inspection of PUC Licensed Vehicles - An ordinance is pending to add specific language to the Los Angeles Municipal Code to authorize Department Investigators, the Taxicab Administrator and other peace officers the right to inspect the waybills of any charter-party carrier of passengers (i.e. limousines and towncars licensed by the California Public Utilities Commission). California Public Utilities Code Section 5371.4 (h) allows such waybill verification by other entities. The pending ordinance will create a monetary penalty schedule for infractions of trip pre-arrangement and waybill documentation regulations.

9.3 – Hail-A-Taxi Program

All taxicab operators have always been allowed to accept dispatch trip requests from any area of the City, even if they were not authorized as a primary service provider in that specific service zone. Likewise, all operators were always allowed to accept street-hails (flag-downs) from passengers as immediate service requests, so long as they loaded and unloaded passengers at street locations authorized for such stopping/parking activity.

Prior to 2001, a driver could only accept such a street-hail trip request if it was in the operator's primary service area. Beginning in 2001, drivers were authorized to accept street-hail or flag-down requests in all areas of City – again, only at authorized stopping and loading positions on each street.

The problem with the hail-a-taxi provisions in Los Angeles is that many of the streets have heavy congestion issues creating many red curbs and no-stopping zones. Such "no-stopping" or loading conditions were most prevalent in the areas of the City that provided the most demand for street-hail passengers. In order to improve street-hail service in these areas, the City authorized a pilot program for Hail-A-Taxi parking provisions in the downtown and Hollywood areas of the City. The following driver guide and service flyer specify the relaxed parking/stopping conditions allowed for the immediate loading and unloading of passengers in normal "no stopping" street locations.

The pilot program which began in 2008 has been extended, and may be expanded to further areas of the City.

Driver Guide:

Hail-A-Cab Program Rules

What Drivers May Not Do

- Drivers may not stop or park in a bus zone at any time.
- Drivers may not stop under any conditions that obstruct the movement of traffic or create a safety hazard.
- Drivers may not stop or park in a normally restricted red or blue zone if they are not completing an immediate pick-up or drop-off.
- Drivers may not block the only available lane of traffic.
- Drivers may not stop or park at a crosswalk, intersection, fire hydrant, driveway or bus zone to pick-up or drop-off passengers.

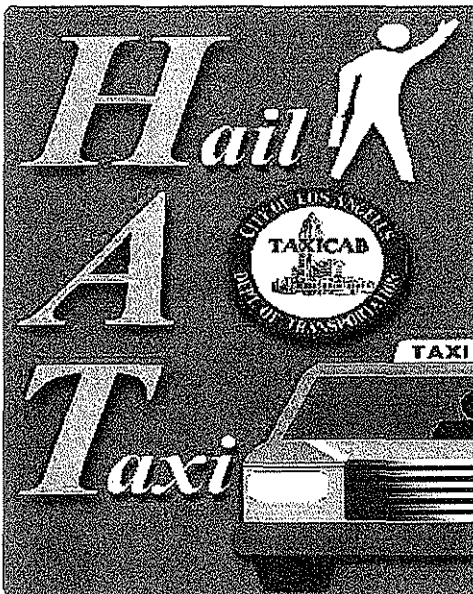
What Drivers May Do

- Drivers may stop in a no-parking or no-stopping red zone to actively load or unload passengers – must use emergency flashers.
- Drivers may stop in a blue disabled zone to actively load or unload disabled passengers – must use emergency flashers.
- Drivers may double-park to immediately load or unload passengers, but only if there is at least one remaining lane of traffic available in the direction the vehicle is headed - must use emergency flashers.

HAIL-A-TAXI

THE CITY OF LOS ANGELES ANNOUNCES A HAIL-A-TAXI PILOT PROGRAM - USING TAXICABS TO ENHANCE THE PEDESTRIAN URBAN ENVIRONMENT IN LOS ANGELES

Curbside parking restrictions and the likelihood of being issued parking tickets make many Los Angeles taxi drivers reluctant to stop for street-hails or even take short trips. It would be beneficial to residents, visitors, businesses and their employees, as well as taxi operators, for the City of Los Angeles to encourage increased street-hail taxi business.



The Los Angeles City Council, with the support of the Los Angeles Board of Taxicab Commissioners, businesses and residents, has authorized a six-month pilot program, starting July 31, 2008, in which taxi drivers will be allowed to actively load and unload passengers in some otherwise restricted curbside areas of Downtown and Hollywood. If the program is successful, it may be expanded to other areas of the City.

The Hail-A-Taxi pilot program includes efforts to educate and encourage the public to participate. We hope a street-hail taxi culture will be established in Los Angeles that will be an accepted transportation option for the public and a reliable source of driver income for years to come.

Under the program, taxi drivers will be allowed to stop in red zones (including, if necessary, double parking) for the short time that it takes to load or unload passengers. Taxis will not be allowed to stop in bus zones.

The public needs to be aware that:

- Taxis will not be allowed to pick-up or drop-off in bus zones.
- Passengers should be ready to immediately enter or leave a taxi when it is stopped in an otherwise restricted area.
- Passengers should not step into the street to hail a taxi.

The Department of Transportation has issued taxi drivers a guide for Hail-A-Taxi rules. The Department's Parking Enforcement Bureau and LAPD will issue warnings instead of tickets whenever possible - unless drivers are creating a hazard, leave their vehicles unattended or refuse a lawful request to move from a restricted area.

**BOARD ORDER NO. 059
TENTATIVE RESOLUTION OF THE
BOARD OF TAXICAB COMMISSIONERS
CITY OF LOS ANGELES
AMENDING BOARD ORDER NO. 013**

WHEREAS, the Board of Taxicab Commissioners provides for the rules and regulations regarding taxicab service and is responsible to ensure that every franchised taxicab organization undergoes a performance review and evaluation based on various service and operational criteria; and

WHEREAS, each franchise ordinance, Section 4.2 (i), specifies that the Department and the Board shall review and evaluate performance standards for each taxicab organization at least annually and more often if Grantee is in a probationary status or if the Board determines it is in the best interest of the public. Results of the review and evaluation shall be used by the Board in determining authorization for franchise extension, continuation, probation, suspension, penalty assessment, recommendation for revocation, or any combination thereof; and

WHEREAS, each franchise ordinance, Section 4.2 (i) includes various criteria to be utilized in reviewing taxicab Grantee performance and states that the performance review and evaluation criteria shall be specified in the Board's Taxicab Rule or similar Board Order; and

WHEREAS, the Board adopted Board Order No. 013 on August 2, 2001, establishing the Taxicab Operator Performance Review and Evaluation Criteria, including a Taxicab Service Index (TSI) scoring guideline in items number one through six of Board Order No. 013; and

WHEREAS, the Board adopted Board Order No. 021 on August 29, 2001, revising the Taxicab Operator Performance Review and Evaluation Criteria included as part of Board Order No. 013, with a revision in the scoring guidelines established for the Taxicab Service Index (TSI) criteria for complaint and violation assessment in order to more fairly and accurately evaluate operator complaint and violation performance; and

WHEREAS, the Board approved scoring criteria used as part of Taxicab Service Index Items 10, 11 and 12 and overall Conditions 1, 2 and 3 in 2002 as part of the overall performance evaluation criteria for Taxicab Operator Performance Review and Evaluation Criteria for calendar years 2001 through 2006; and

WHEREAS, the Board has found that a change in the scoring criteria used for Taxicab Service Index Item 12 used for review of 2nd unit bandit activity by Los Angeles taxicab operators is appropriate, and that the inclusion of the language and performance criteria for Taxicab Service Index items 10, 11 and 12 and Conditions 1, 2 and 3 for the Taxicab Operator Performance Review and Evaluation Criteria should be included as part of revisions to Board Order No. 013 to be consistent with future taxicab reviews.

THEREFORE, LET IT BE RESOLVED, that the scoring guidelines established for Taxicab Operator Performance Review and Evaluation Criteria as provided for by Board Order No. 013, as last revised by Board Order No. 021, is hereby revised again to include the specific scoring criteria used as part of Taxicab Service Index Items 10, 11 and 12 and the overall performance standards as set forth in Conditions 1, 2 and 3 – as previously approved by the Board - and that such items and conditions shall now be included in the text and language of revised Board Order No. 013, as follows:

**TAXICAB OPERATOR PERFORMANCE REVIEW AND EVALUATION CRITERIA
BOARD ORDER 013 NOW REVISED AS PART BOARD ORDER 059**

As included in each franchise ordinance Section 4.2(i), taxicab operator performance evaluations shall include, but not be limited to, the following component review:

1. Service response levels (TSI component);
2. Telephone or equivalent communication response levels (TSI component);
3. Number of complaints received by Department (TSI component);
4. Number of Board Rule violations and penalty points assessed for operator and drivers (TSI component);
5. Percentage of taxicabs passing annual Department inspections on the first attempt (TSI component);
6. Timeliness of payment for all fees and monetary payment assessments (TSI component);
7. Service level statistics and reports regarding special programs for hard-to-serve areas as determined by the Board;
8. Adherence to the Management Business Plan;
9. Compliance with vehicle, driver and member standards and record keeping policies;
10. Timely submission of all requested and required information, data, reports and statistics (TSI component);
11. Responsiveness to Board, Department or City requests and directives (TSI component);
12. Compliance with all requirements set by Ordinance, Board Order, Rule Book and City, State and Federal mandate (TSI component).

Taxicab Service Index (TSI) – Total of 115 Points Possible

- 1.a. Taxicab Service On-Time Response in Primary Service Area Within 15 Minutes - (Total of 65 Points Possible)

Total percentage of primary service area trips responded to within 15 minutes of dispatch offer

Percentage of Calls Responded to Within 15 minutes (Dispatch Offer to GPS Verified Arrival or Meter Activation)	Total Points Possible
Greater than 76% within 15 minutes (>76%)	+65 points
75.50% up to 76.00% (76%)	+62 points
74.50% up to 75.49% (75%)	+59 points
73.50% up to 74.49% (74%)	+56 points
72.50% up to 73.49% (73%)	+53 points
71.50% up to 72.49% (72%)	+50 points
70.50% up to 71.49% (71%)	+47 points
69.50% up to 70.49% (70%)	+44 points
68.50% up to 69.49% (69%)	+41 points
67.50% up to 68.49% (68%)	+38 points
66.50% up to 67.49% (67%)	+35 points
65.50% up to 66.49% (66%)	+32 points
64.50% up to 65.49% (65%)	+29 points
63.50% up to 64.49% (64%)	+26 points
62.50% up to 63.49% (63%)	+23 points
61.50% up to 62.49% (62%)	+20 points
60.50% up to 61.49% (61%)	+17 points
59.50% up to 60.49% (60%)	+14 points
58.50% up to 59.49% (59%)	+11 points
57.50% up to 58.49% (58%)	+8 points

56.50% up to 57.49% (57%)	+5 points
55.50% up to 56.49% (56%)	+2 points
Less than 55.50% (<56%)	0 (no) points

1.b. Taxicab Service On-Time Response in Primary Service Area Within 30 to 60 Minutes - (Deduction of Points)

Reduction in the number of points assessed in Item 1.a. is possible based on total percentage of trips responded to between 30 to 60 minutes of dispatch offer

Percentage of Calls Responded to from 30 to 60 minutes (Dispatch Offer to GPS Verified Arrival or Meter Activation)	Total Point Reduction
Less than 10% in 30 to 60 minutes (<10%)	No deduction
10.00% up to 15.49% (10-15%)	5 points deducted
15.50% up to 20.49% (16-20%)	10 points deducted
20.50% up to 25.49% (21-25%)	15 points deducted
25.50% up to 30.49% (26-30%)	20 points deducted
30.50% up to 35.49% (31-35%)	25 points deducted
Greater than 35.49% (>35%)	30 points deducted

1.c. Taxicab Service On-Time Response in Primary Service Area Greater Than 60 Minutes - (Deduction of Points)

Reduction in the number of points assessed in Item 1.a. is possible based on total percentage of trips responded to in more than one hour, including no shows (non-response)

Percentage of Calls with Response > 60 minutes or No Show (Dispatch Offer to GPS Verified Arrival or Meter Activation)	Total Point Reduction
Less than 5% of calls with response >60 minutes or no show (<5%)	No deduction
5.00% up to 10.49% (5-10%)	10 points deducted
10.50% up to 15.49% (11-15%)	20 points deducted
15.50% up to 20.49% (16-20%)	30 points deducted
20.50% up to 25.49% (21-25%)	40 points deducted
25.50% up to 30.49% (26-30%)	50 points deducted
Greater than 30.49% (>30%)	60 points deducted

2.a. Telephonic Phone Service Response Within 45 Seconds - (Total of 5 Points Possible)

Total percentage of telephonic calls answered within 45 seconds

Percentage of Telephonic Calls Answered within 45 Seconds	Total Points Possible
Greater than 90.00% within 45 seconds (>90%)	+5 points
87.50% up to 90.00% (87.5-90%)	+4 points
85.00 up to 87.49% (85-87.5%)	+3 points
82.50% up to 84.99% (82.5-85%)	+2 points
80.00% up to 82.49% (80-82.5%)	+1 points
Less than 80.00% (<80%)	0 (no) points

2.b. Telephonic Phone Service – Hold Time Greater Than Two Minutes - (Total of 5 Points Possible)

Total percentage of telephonic calls placed on hold for more than two (2) minutes during the reservation process

Percentage of Telephonic Calls Placed on Hold for More Than Two Minutes Total During the Reservation Process	Total Points Possible
Less than 5% of calls placed on hold for two minutes (<5%)	+5 points
5.00% up to 10.49% (5-10%)	+3 points
10.50% up to 15.49% (11-15%)	+1 point
Greater than 15.49% (>15%)	0 (no) points

3. Number of Complaints Received Through the City - (Total of 5 Points Possible)

A "percentage evaluation" is determined based on the total number of complaints received by City staff and divided by the average number of vehicles in service during the evaluation period multiplied by the number of months in the evaluation period.

* A relative factor for each organization as compared to the industry average is used to provide a complaint ratio.

Complaint Ratio Based on Operator Complaint % divided by the Industry Average Complaint %	Total Points Possible
0.50 or less relative complaint ratio (≤ 0.50)	+5 points
0.51 up to 0.75	+4 points
0.76 up to 1.25	+3 points
1.26 up to 1.50	+2 points
1.51 up to 1.75	+1 point
Greater than 1.75 (> 1.75)	0 (no) points

* Note: A complaint ratio score of 1.0 indicates that the organization's individual complaint percentage was equal to the average industry complaint percentage.

4.a. Number of Driver and Operator Violations Assessed - (Total of 5 Points Possible)

A "percentage evaluation" is determined based on the total number of violations (rules and board orders) where an assessment was made divided by the figure of average number of vehicles in service during the evaluation period multiplied by the number of months in the evaluation period (dismissal, cancellation and signature withdrawal violations are removed from the total violations.)

* A relative factor for each organization as compared to the industry average is used to provide a violation ratio.

Violation Ratio Based on Operator Violation % divided by the Industry Average Violation %	Total Points Possible
0.50 or less relative violation number ratio (≤ 0.50)	+5 points
0.51 to 0.75	+4 points
0.76 to 1.25	+3 points
1.26 to 1.50	+2 points
1.51 to 1.75	+1 point
Greater than 1.75 (> 1.75)	0 (no) points

* Note: A violation ratio score of 1.0 indicates that the organization's individual violation percentage of violations assessed was equal to the average industry violation percentage.

4.b. Magnitude of Driver and Operator Violations Assessed - (Total of 5 Points Possible)

A "percentage evaluation" is determined based on the total number of points assessed (days off and penalty points) listed in the Taxicab Rule Book for each violation where an assessment was made divided by the figure of average number of vehicles in service during the evaluation period multiplied by the number of months in the evaluation period (dismissal, cancellation and signature withdrawal violations are removed from the total violations.) Driver violation points shall be used although this figure equates to an actual fee amount or time off value.

* A relative factor for each organization as compared to the industry average is used to provide a violation point ratio.

Violation Point Ratio Based on Operator Violation % divided by the Industry Average Violation %	Total Points Possible
0.50 or less relative violation point ratio (≤ 0.50)	+5 points
0.51 to 0.75	+4 points
0.76 to 1.25	+3 points
1.26 to 1.50	+2 points
1.51 to 1.75	+1 point
Greater than 1.75 (> 1.75)	0 (no) points

* Note: A violation ratio score of 1.0 indicates that the organization's individual violation percentage of violation points assessed was equal to the average industry violation percentage.

5. Vehicle Inspection – Inspections Failed on First Attempt - (Total of 5 Points Possible)

Total points possible based on percentage of vehicles failing Department annual inspection on the first attempt (summation of taxicab rule violations 444 and 457) as compared to the average number of vehicles in service if evaluated annually or as compared to the total number of vehicle inspections conducted if evaluated less than annually.

Percentage of Cabs Failing Annual Vehicle Inspection Requirements on First Attempt (Taxicab Rule Violations 444 and 457)	Total Points Possible
Less than 7.0% vehicles failing inspection on first attempt ($< 7\%$)	+5 points
7.00% up to 10.49% (7-10%)	+3 points
10.50% up to 15.49% (11-15%)	+1 point
Greater than 15.49% ($> 15.49\%$)	0 (no) points

6. Payment Timeliness – Number of Late Payment Incidents - (Total of 5 Points Possible)

Total points possible based on number of late payments made for franchise fees, penalty assessments and other invoiced payments due by operator. If a payment is overdue for a second or consecutive month, it is again considered as a late payment incident. If the evaluation period is completed less than annually, the number of incidents per time period would be compared to a full one year time period.

Number of Late Payment Incidents Per Year (or equated to an annual basis)	Total Points Possible
Two or less per Year (0-2)	+5 points
Three to Four per Year (3-4)	+2.5 points
Five or More per Year (5+)	0 (no) points

10. Timely Submission of all Regularly Requested Reports, Data and Statistics – Number of Late or Non-Responsive Reporting Incidents of Regular Information - (Total of 5 Points Possible)

Total points possible based on number of late or missing submittals of regularly required reports, data and statistics. If the evaluation period is completed less than annually, the number of incidents per time period would be compared to a full one year time period.

Number of Late or Missing Reporting Incidents Per Year (or equated to an annual basis)	Total Points Possible
Two or less per Year (0-2)	+5 points
Three to Four per Year (3-4)	+4 points
Five to Six per Year (5-6)	+3 points
Seven to Eight per Year (7-8)	+2 points
Nine to Ten per Year (9-10)	+1 points
Greater than Ten per Year (>10)	0 (no) points

11. Responsiveness to Board, City or Department Requests for Information – Number of Late or Non-Responsive Reporting Incidents of Special Information Requests - (Total of 5 Points Possible)

Total points possible based on number of late or missing submittals of special information requests. If the evaluation period is completed less than annually, the number of incidents per time period would be compared to a full one year time period.

Number of Late or Missing Reporting Incidents Per Year (or equated to an annual basis)	Total Points Possible
One or less per Year (0-1)	+5 points
Two per Year (2)	+4 points
Three per Year (3)	+3 points
Four per Year (4)	+2 points
Five per Year (5)	+1 points
Greater than Five per Year (>5)	0 (no) points

12. Compliance with Rules, Mandates and Laws – Number of 2nd Unit Bandit Taxi Arrests - (Total of 5 Points Possible)

Total points possible based on number of 2nd unit bandit arrests in a one year period associated with a taxicab operator. If the evaluation period is completed less than annually, the number of incidents per time period would be compared to a full one year time period. 2nd unit bandit arrests include bandit violations of vehicles/drivers that are authorized to work for or associated directly with the taxicab franchisee – although such vehicle is not a Los Angeles permitted taxicab.

Number of 2 nd Unit Bandit Arrests Per Year (or equated to an annual basis)	Total Points Possible
One or less per Year (0-1)	+5 points
Two to Three per Year (2-3)	+4 points
Four to Five per Year (4-5)	+3 points
Six to Seven per Year (6-7)	+2 points
Eight to Nine per Year (8-9)	+1 points
Greater than Nine per Year (>9)	0 (no) points

Performance Condition 1 - Evaluation Criteria (Taxicab Service Index Item 1 – Dispatch Response): Operator must have minimum combined average of 66% response rating equal to a 32-point TSI Score for Item One [average based on 1) vehicle distribution weighting, by ordinance, and 2) by total trips completed, by primary Service Zone], and no less than an unsatisfactory rating (no less than 51% rating) in any individual primary service zone in order to be eligible for franchise extension. If a poor or deficient service zone rating is indicated which has not been improved as of the most recent data reporting period, the operator will be placed on probationary status.

Individual Service Zone response rating requirements include: 1) the percentage of immediate service calls responded to within 15 minutes of service request and 2) may also include the total adjusted service calls for the zone if time orders exceed 25% of the total trips completed for the Service Zone. Trip weighting used for combined performance evaluation includes immediate service calls only unless time orders exceed 25% for an individual Service Zone. All conditions stated for combined average and minimum single zone evaluation must be satisfied. Recommendation for extension also depends on other TSI evaluation criteria.

Performance Condition 2 – Evaluation Criteria (TSI Item 2-6 and 10-12): In addition to meeting the service zone response time criteria discussed in Condition 1 (66% average and no single primary service zone less than unsatisfactory), an operator must have a total TSI score of 30 points or higher for combined TSI items 2-6 and 10-12 in order to be eligible for franchise extension. A total of 30 points represents a 3.0 average score (in the 10 categories covered), and an overall satisfactory rating. Any operator with 15 points total or less will be placed on probationary status, representing a poor to unsatisfactory rating.

Performance Condition 3 – Evaluation Criteria (TSI Item 8) – Adherence to Management Business Plan: In addition to meeting scoring requirements for TSI item 1 (service zone response criteria) and combined TSI scoring for items 2-6 and 10-12, an operator cannot have any major occurrence of a failure to abide by the management business plan (including wheelchair and clean fuel vehicle implementation).

13. In addition to the twelve categories listed for review of Taxicab Operator Performance Review and Evaluation Criteria to be addressed in the assessment reports, the Department shall allow documentation to be presented by each franchised Grantee to aid in explanation or further study of the performance review and evaluation assessment, and that such information shall be considered as item no. 13 of the Taxicab Operator Performance Review and Evaluation Criteria. Such documentation and information may be used to explain service irregularities in data reported or gathered to be considered by the Department and the Board, as appropriate.

I HERBY CERTIFY THAT the foregoing Tentative Resolution, designated as Board Order No. 059, amending Board Order No. 013 (as last revised), was adopted by the Board of Taxicab Commissioners at its meeting held on October 15, 2009.

Dated at Los Angeles, California, this 15th day of October 2009.

By Order of the Board

ATTEST

Patricia Sanchez, Commission Executive Assistant
Board of Taxicab Commissioners
City of Los Angeles

B09-053a

**BOARD ORDER NO. 008
FINAL RESOLUTION OF THE
BOARD OF TAXICAB COMMISSIONERS
CITY OF LOS ANGELES**

WHEREAS, the Board of Taxicab Commissioners provides for the regulation of taxicab franchised operators including compliance with rules, orders, ordinances and codes; and

WHEREAS, as per Section 5.5 of each franchise ordinance, the Board may levy a monetary penalty on any Grantee for failure to abide by the terms and conditions of the franchise ordinance, as an alternative to, or in addition to, suspending all or part of the franchise privilege or placing Grantee on probationary status; and

WHEREAS, the Board may assess monetary penalties for offenses covered under Section 5.5 of the franchise ordinance up to \$10,000 for the first offense, up to \$25,000 for the second offense within a 12 month period, and up to \$50,000 maximum for third and subsequent offenses within subsequent 12-month periods with increased assessment schedules applying to repeated offenses only;

WHEREAS, the Board has determined that the establishment of a specific schedule of monetary penalties pertaining to a violation of item number three of franchise ordinance Section 5.5, relating to both driver and company initiated illegal operation of unlicensed taxicabs in the City of Los Angeles, which follow the arrest for violation of the Los Angeles Municipal Code Section 71.02(b) - "Franchised Permit Required" or 71.03 (c) - "Driver Permit Required" is necessary and in the best interest of the public; and

WHEREAS, the Board approved Tentative Resolution - Board Order No. 008 on April 5, 2001 and such Tentative Resolution was published on April 9, 2001 for a five day public review period;

THEREFORE, LET IT BE RESOLVED, that the following schedule of penalties shall be levied against a franchised Los Angeles taxicab operator for incidents of driver initiated illegal operation of an unlicensed taxicab in the City of Los Angeles:

<u>Number of Violations Within 12 Consecutive Months</u>	<u>Penalty</u>
1, 2 or 3	\$1,000 per occurrence
4, 5 or 6	\$2,000 per occurrence
7, 8 or 9	\$3,000 per occurrence

For the 10th occurrence and each further violation within 12 consecutive months, the penalty shall be a minimum of \$10,000 per occurrence. The franchisee will be scheduled for a formal hearing before the Board of Taxicab Commissioners where a monetary penalty may be levied up to \$50,000. The assessment of the above monetary penalty shall not preclude the Board from taking additional actions including probation or suspension of all or part of the franchise privilege.

THEREFORE, LET IT ALSO BE RESOLVED, that the following schedule of penalties shall be levied against a franchised Los Angeles taxicab operator for incidents of company initiated illegal operation of an unlicensed taxicab in the City of Los Angeles:

<u>Number of Violations Within 12 Consecutive Months</u>	<u>Penalty</u>
1, 2 or 3	\$5,000 per occurrence
4, 5 or 6	\$7,500 per occurrence

For the 7th occurrence and each further violation within 12 consecutive months, the penalty shall be a minimum of \$10,000 per occurrence. The franchisee will be scheduled for a formal hearing before the Board of Taxicab Commissioners where a monetary penalty may be levied up to \$50,000. The assessment of the above monetary penalty shall not preclude the Board from taking additional actions including probation or suspension of all or part of the franchise privilege.

THEREFORE, LET IT ALSO BE RESOLVED, that the following hearing and appeal process shall apply to both driver and company initiated incidents of illegal operation of an unlicensed taxicab in the City of Los Angeles. For both types of violations, the taxicab operator shall be provided a written notification of each arrest including a hearing notice with the date, time and location of a scheduled Department of Transportation administrative hearing. Should the operator fail to appear for the hearing, or after the hearing it is determined by the Department that cause for assessment exists, the Department shall assess the penalty for the violation, payable within 30 days of the hearing date. The operator may appeal the decision of the Department (if the hearing was attended) by filing an Appeal Request Form with the Department within three working days of the hearing. If an appeal, in either the Departmental administrative hearing or upon final appeal to the Board, results in a violation being upheld, the penalty shall be duly paid by the franchisee within 30 days of such action. Successfully appealed violations will not be applied to the franchisee's performance evaluation.

Should the criminal case against an individual driver be changed at a later date (dismissal, infraction reduction, plea bargain, etc.), the taxicab operator may request a new administrative hearing with the Department. The request must be received, in writing, within 30 days of said change in the criminal case. The operator then has the same right for a hearing and an appeal process as originally established. Should the decision of the Department or the Board (if appealed) overturn the previous findings and assessment established, the taxicab operator shall be returned any amount of payment made, without interest, and the franchisee's performance evaluation will also be corrected.

THEREFORE, LET IT ALSO BE RESOLVED, that within seven calendar days of notification by the Department or other organization of a driver arrest for a violation including the illegal operation of an unlicensed taxicab in the City of Los Angeles, the franchisee shall submit a report to the Department including an explanation of the circumstances of the incident and state any remedial actions to be taken by the franchisee, its management or representatives.

I HEREBY CERTIFY THAT the foregoing Final Resolution, designated as Board Order No. 008, was adopted by the Board of Taxicab Commissioners at its meeting held on April 19, 2001.

Dated at Los Angeles, California, this 19th day of April 2001.

By Order of the Board

ATTEST



Priscilla Scimonetti, Executive Assistant
Board of Taxicab Commissioners
City of Los Angeles

B01-035a.jb

ORDINANCE NO. 178050

An ordinance enacting a resolution of the Board of Taxicab Commissioners of the City of Los Angeles, adopted August 3, 2006, designated as Board Order No. 046, fixing the rates and charges for taxicab service in the City of Los Angeles.

**THE PEOPLE OF THE CITY OF LOS ANGELES
DO ORDAIN AS FOLLOWS:**

Section 1. The resolution of the Board of Taxicab Commissioners designated as Board Order 037 and Ordinance No. 177017 approving the resolution are each repealed. The resolution of the Board of Taxicab Commissioners, adopted on August 3, 2006, designated as Board Order No. 046, establishing and prescribing the base legal rates to be charged by all taxicab operators is approved, as follows:

- (a) **DROP CHARGE** - \$2.45 first 1/7th mile, or 47.5 seconds, or fraction.
- (b) **DISTANCE CHARGE** - \$0.35 for each additional 1/7th mile or part (\$2.45 per mile).
- (c) **WAITING/TIME DELAY CHARGE** - \$0.35 for each 47.5 seconds waiting time and/or traffic delay (\$26.53 per hour).
- (d) \$42.00 flat fare per trip (group) for taxicab trips between Los Angeles International Airport and Downtown Los Angeles.
- (e) \$2.50 surcharge for trips originating at Los Angeles International Airport.
- (f) \$15.00 minimum airport fare per trip (group), plus any applicable airport surcharge, for taxicab trips originating at Los Angeles International Airport.

Sec. 2. The resolution of the Board of Taxicab Commissioners designated as Board Order No. 034 and its implementing Ordinance No. 177018 are each repealed. The resolution of the Board of Taxicab Commissioners designated as Board Order No. 046, adopted on August 3, 2006, is hereby approved, establishing and prescribing the authority for the Board of Taxicab Commissioners to institute interim taximeter rate adjustments, based upon a public hearing and approval of a Board Order, should any semi-annual review of the City's Taxi Cost Index indicate a minimum five percent change from the most current base rate or other interim taximeter rate adjustment, with conditions for rate adjustment, as follows:

- (a) Any interim rate adjustment shall be within one percent variation of the total Taxi Cost Index change when comparing the cost of providing a five-mile trip, up to a maximum of fifteen percent increase or decrease allowed.

(b) An interim rate adjustment may be allowed up to a ten percent maximum change from the base rate described in Section 1, of this ordinance, without requiring further Council action. The change shall be defined as the cost of providing a five-mile trip.

(c) A temporary rate adjustment may be allowed greater than ten percent of the cost to provide a five-mile trip, up to a maximum fifteen percent change from the base rate described in Section 1, of this ordinance, but only after completion and review of a rate study and with new taximeter rate recommendations and draft rate ordinance forwarded to the Mayor and City Council for approval.

(d) For a minimum of 15 days prior to the effective date of any interim taximeter rate adjustment, all taxicab drivers shall post signage in each taxicab, as approved by the Department of Transportation, notifying the public of upcoming changes in the taximeter rate schedule. This signage shall include the taximeter rate changes and the pending effective date of the increase or decrease in the taximeter rate.

(e) The Department of Transportation shall monitor the Consumer Price Index components comprising the Taxi Cost Index every six months and report the index changes to the Board of Taxicab Commissioners. Should the Taxi Cost Index vary by five percent or more as compared to the index level used for the most current taximeter rate, the Department shall also include recommendations to the Board for a taximeter rate adjustment. Should any interim rate adjustment recommendation provide for more than ten percent variation in the passenger cost of a five-mile trip as compared to the base rate approved in Section 1, of this ordinance, the Department shall also include a rate study in its report to the Board, along with rate adjustment recommendations and draft rate ordinance for Mayor and Council approval.

Sec. 3. Any franchised taxicab operator may offer a special senior citizen taxicab rate by providing up to ten percent discount on scrip sold to senior citizens. Senior citizens are individuals 62 years of age or more. The taxicab operator shall file with the Board the conditions under which the senior citizen rate will apply. The conditions shall become effective after being filed with the Department, subject to any modifications or restrictions, which the Department may impose.

Sec. 4. The provisions of Board Order No. 329 and Ordinance No. 151270, as they apply to discounts for disabled or blind persons, shall continue to be in effect.

Sec. 5. "Los Angeles International Airport" as used in this ordinance means passenger terminals numbers 1 through 7 and Imperial Passenger Terminal. "Downtown Los Angeles" as used in this ordinance means the area bounded by Cesar Chavez Avenue to the North, Alameda Street to the East, Santa Monica (10) Freeway to the South, Harbor Freeway (110) to the West plus Union Station and Chinatown.

Sec. 6. The driver shall choose the route and the passenger may not designate any intermediate stops for the flat fare to be effective.

Sec. 7. All franchised taxicab operators shall file with the Department no later than 45 days after the end of each period, monthly statistical data to include the following: meter receipts, number of trips, number of paid and total miles, number of shifts operated, and number of telephone orders received. The taxicab operator shall also file with the Department annual audited financial statements (*i.e.*, balance sheet and income statements) from a certified public accountant at the end of its fiscal year, together with any additional reports as the Board may require from time to time.

Sec. 8. Any franchised taxicab operator failing to provide the above financial and statistical reports within the 45-day period shall, after a public hearing before the Board, be subject to having its franchise suspended on a day-to-day basis until the reports have been filed with the Board.

Sec. 9. No taxicab operated in the City of Los Angeles by any franchised taxicab operator shall be equipped with a taximeter containing any unauthorized rates or extra charges. No schedule of rates contained in the taximeter may be higher than those currently adopted for the City of Los Angeles, unless specifically authorized by the Board of Taxicab Commissioners.

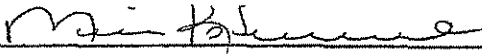
Sec. 10. The Board of Taxicab Commissioners shall have the authority to establish and prescribe by Board Order special discounts in the taxicab fare for specified types of taxicab trips, along with the conditions under which any franchised taxicab operator may voluntarily offer the discounts. The Board shall not approve a discount for a period that exceeds 180 days. The Board Order approved by the Board establishing a discount shall be effective upon final publication of the Board Order. Any discount that is to be in effect for more than 180 days shall be approved by the City Council.

Sec. 11. Any person, firm, or corporation violating any of the provisions of this ordinance shall be guilty of a misdemeanor and upon conviction shall be punishable by a fine of not more than \$1,000.00, by imprisonment in the County Jail for a period not to exceed 180 days, or by both a fine and imprisonment.

Sec. 12. The City Clerk shall certify to the passage of this ordinance and have it published in accordance with Council policy, either in a daily newspaper circulated in the City of Los Angeles or by posting for ten days in three public places in the City of Los Angeles: one copy on the bulletin board located at the Main Street entrance to the Los Angeles City Hall; one copy on the bulletin board located at the Main Street entrance to the Los Angeles City Hall East; and one copy on the bulletin board located at the Temple Street entrance to the Los Angeles County Hall of Records.

I hereby certify that this ordinance was passed by the Council of the City of Los Angeles, at its meeting of OCT 31 2006.

FRANK T. MARTINEZ, City Clerk

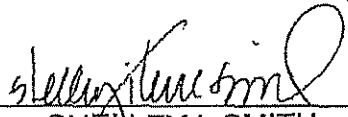
By 
Deputy

Approved NOV 13 2006


Mayor

Approved as to Form and Legality

ROCKARD J. DELGADILLO, City Attorney

By 
SHELLEY I. SMITH
Assistant City Attorney

Date 8/23/06

File No. 01-0969

**BOARD ORDER NO. 041
FINAL RESOLUTION OF THE
BOARD OF TAXICAB COMMISSIONERS
CITY OF LOS ANGELES**

WHEREAS, Board Order No. 540 was established in 1997 to prohibit taxicab operators from providing monetary or other forms of non-monetary compensation to venues for the exclusive right to provide taxicab transportation services to such venues in the City of Los Angeles; and

WHEREAS, the Board of Taxicab Commissioners determined that violations of Board Order No. 540 occurred in recent years whereby some taxicab operators still provided monetary and non-monetary compensation to venues, business establishments and public transportation facilities in the City of Los Angeles to be their exclusive and preferential providers of taxicab service; and

WHEREAS, the Board had determined that the continued existence of exclusive service arrangements in other neighboring cities and unincorporated areas of Los Angeles County made it very difficult to assess if taxicab operators were continuing to compensate related venues within the City of Los Angeles for exclusive service rights; and

WHEREAS, the Board has determined that the continued allowance for any type exclusive or preferential service arrangements (compensated or non-compensated) between taxicab operators and venues providing taxicab transportation services is not in the best interest of the traveling public because these arrangements discriminate against excluded franchised taxicab operators who have been awarded service areas by the City; and

WHEREAS, the Board of Taxicab Commissions has the right to ban all types of exclusive and preferential service arrangements within the City of Los Angeles; and

WHEREAS, an "exclusive service arrangement" ("exclusive") shall be defined as an arrangement wherein an owner, manager, employee or associate of a venue, as defined below, grants to one or more taxicab operators the exclusive right to pick up fare-paying passengers departing from said venue; and

WHEREAS, a "venue" shall be defined as hotel, shopping center, amusement park, sports stadium, or rail or bus terminal from which fare-paying customers depart; and

WHEREAS, a ban on exclusives shall not apply to taxicab trips ordered by any business, person or entity that acts as a customer by paying for the taxicab service; and

WHEREAS, the Board adopted Final Resolution, Board Order No. 031 on August 19, 2004, with an effective date of November 19, 2004, for an initial one year moratorium against exclusive service arrangements in the City of Los Angeles; and

WHEREAS, the Board has found that the that the Board's policy prohibiting exclusives as stated in Board Order No. 031 was appropriate and should be made permanent; and

WHEREAS, the Board of Taxicab Commissioners approved Tentative Resolution, Board Order No. 041 on November 3, 2005, and such Tentative Resolution was published on November 9, 2005 for a public review period;

THEREFORE, BE IT RESOLVED, that Board Order No. 540 and Board Order No. 031 are hereby rescinded, and that Board Order No. 041 is adopted to permanently prohibit exclusive service arrangements, such that no taxicab franchise Grantee, nor any representative of the Grantee (including, but not limited to, taxicab operator, management company, driver, vehicle permittee, or any agent or representative acting on behalf of the taxicab Grantee) shall be allowed to make arrangements for exclusive or preferential service rights (compensated or non-compensated) with any venue or public transportation facility within the City of Los Angeles which generates taxicab transportation service trips; and

BE IT FURTHER RESOLVED, that the Board may modify or add conditions regarding this exclusive service prohibition at any time; and

BE IT FURTHER RESOLVED, that although no taxicab Grantee or its representatives may enter into an exclusive or preferential service arrangement with a transportation venue or public transportation facility, this does not restrict the taxicab Grantees from developing a plan, schedule or rotation of services to provide specific service responsibilities to various venues and/or facilities to promote efficient service within the City of Los Angeles. Such service plans must be presented to the Board for approval; and

BE IT FURTHER RESOLVED, that violation of this Board Order shall constitute a violation of the terms and conditions of the taxicab operator franchise and cause the taxicab Grantee to be subject to all penalties set forth for such violation in the franchise ordinance; and

BE IT FURTHER RESOLVED, that in addition to or in lieu of the penalties specified for violations of the terms and conditions of an operator's franchise ordinance, the Board may assess the following monetary penalties against a taxicab Grantee for violation of any of the above regulations, as authorized in Franchise Ordinance Section 2.2 (e):

1. Up to \$10,000 for a first offense.
2. Up to \$25,000 for a second offense within a 12-month period.
3. Up to a maximum of \$50,000 for a third and subsequent offenses within subsequent 12-month periods.

Only single penalty assessments that exceed \$30,000 are subject to appeal to the City Council

and shall be stated in writing to the City Council within 30 days of Board assessment. Payment of a monetary penalty or the serving of a suspension shall constitute a waiver of the right to further appeal of any monetary penalty or suspension to the Superior Court.

Judicial review process, payment due date, late payment penalty and interest charges shall be as stated in the Los Angeles Municipal Code, Sec. 71.02.2, as amended; and

I HEREBY CERTIFY THAT the foregoing Final Resolution, designated as Board Order No. 041, was adopted by the Board of Taxicab Commissioners at its meeting held on December 15, 2005.

Dated at Los Angeles, California this 15th day of December 2005.

By Order of the Board .

ATTEST

Gregory C. Clark, Executive Assistant
Board of Taxicab Commissioners
City of Los Angeles

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